Haldia Institute of Technology

Online Hardware And Software Support System

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Acknowledgement:

we would like to thank all those people who made this project possible and an unforgettable experience for us.

First of all, we would like to express my deepest sense of Gratitude to my trainer Mr. Ratan Kumar , who offered his continuous advice and encouragement throughout the course of this thesis. I thank him for the systematic guidance and great effort he put into training me in the scientific field. Like a charm!

Project objective:

to corresponding employees desk and fixes the problem and updates the complain register . To overcome the problems of manual system, a computerized system is proposed.

Project scope:

It’s deals with the development of ONLINE HARDWARE AND SOFTWARE SUPPORT SYSTEM to help in the solving of customer problem.

Requirement Specification :

Domain Description:

Software Support Systems was established in 1990 to supply and support computer *software*, *hardware* and networking to businesses in Ireland and the UK.

Problem defination:

1. labeling files with lists of authorized users,
2. verifying the identity of a prospective user by demanding a password,
3. shielding the computer to prevent interception and subsequent interpretation of electromagnetic radiation,
4. enciphering information sent over telephone lines,
5. locking the room containing the computer,
6. controlling who is allowed to make changes to the computer system (both its hardware and software),
7. using redundant circuits or programmed cross-checks that maintain security in the face of hardware or software failures,
8. certifying that the hardware and software are actually implemented as intended.

functional requirement:

Admin:

1.login to account.

2.Create engg account.

3.Assign complain to engg.

4.View all engg.

5.View engineer by id.

6.View complain by id.

7.View complain status.

8.Remove engg.

Engineer:

1.login to engineer account.

2.Solve the complain.

3.Sign out.

Customer :

1.login to customer account.

2.Enter complain.

3.Create own account.

4.Update own account.

5.Sign out.

Hardware requirment(client side and server side):

Since the application must run over the internet, all the hardware shall require to connect internet will be hardware interface for the system. As for e.g. Modem, WAN – LAN, Ethernet Cross-Cable.

Software requirment(client side and server side):

server side

1.web browser

ex:-chrome,mozila etc...

2.apache-tomcat-8.0.22

3.mysql-connector-java-5.1.12-bin

4.eclipse-jee-luna-SR1-win_64

5.Winzip

6.jdk 7 64 bit

8.mysql-5.1.45-win32

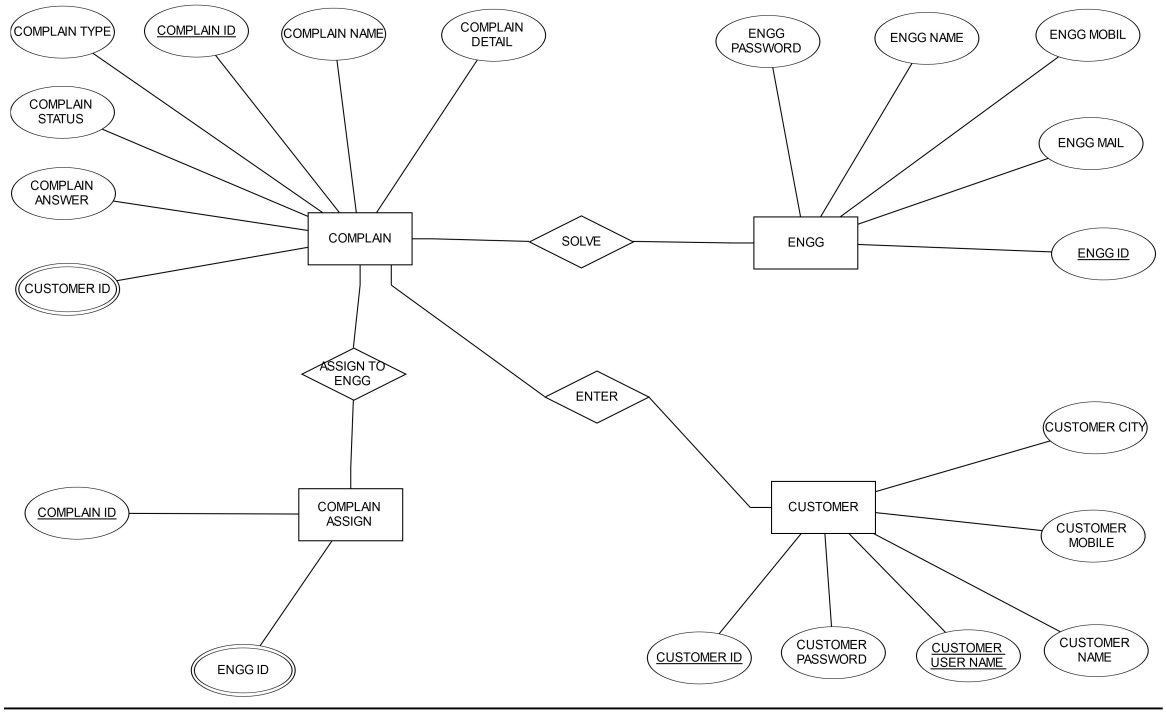
client side

1.Web browser

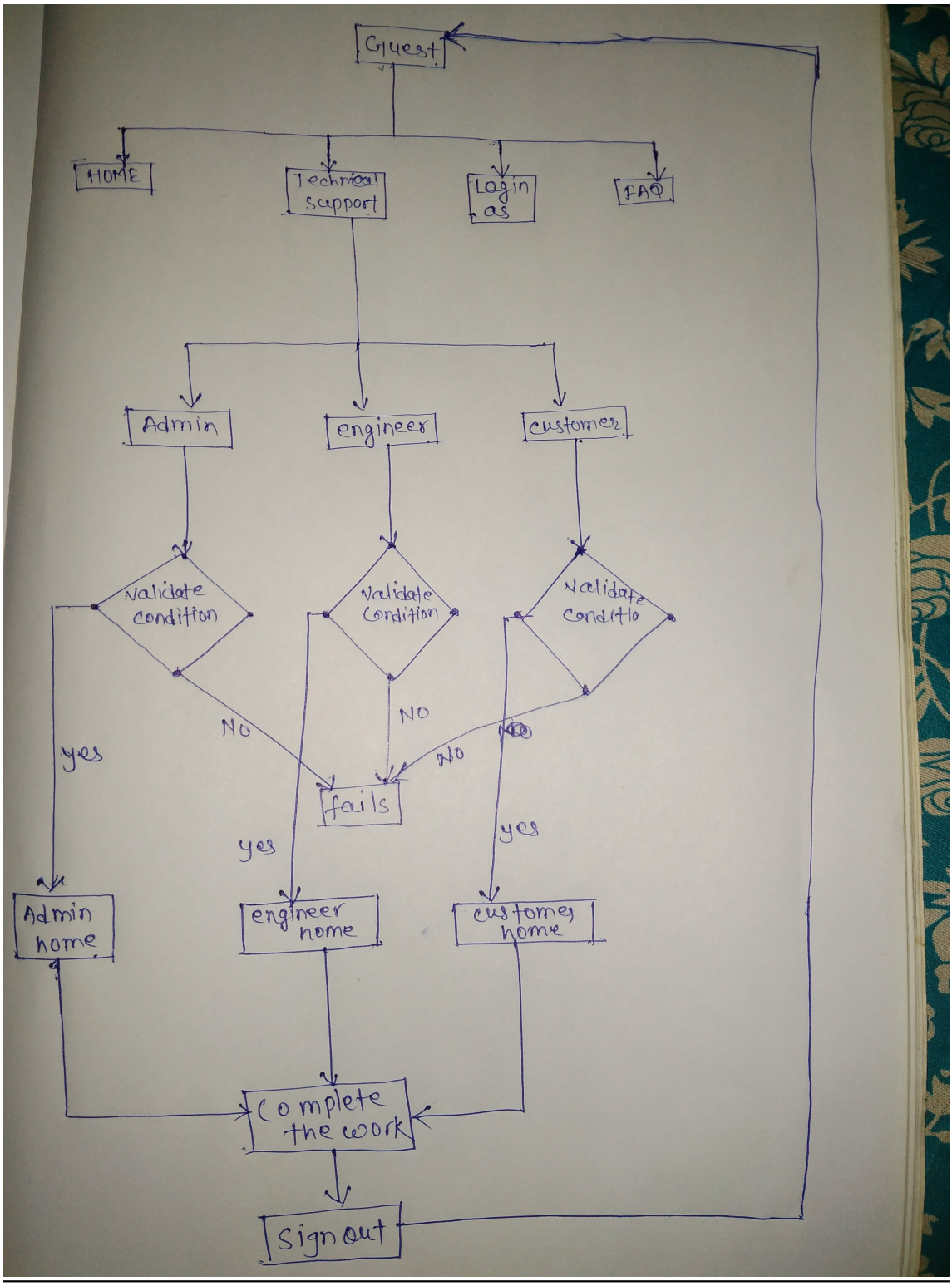
ex:-chrome,mozila etc....

Database Design:

_ ***ER diagram:***

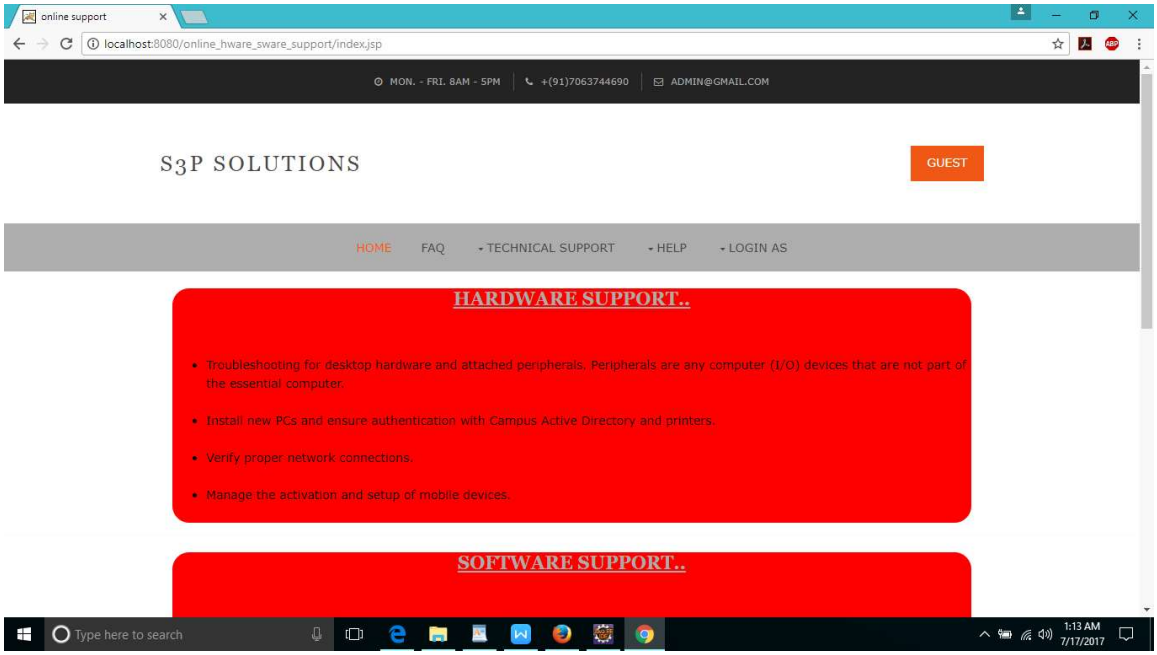


Application Work Flow :

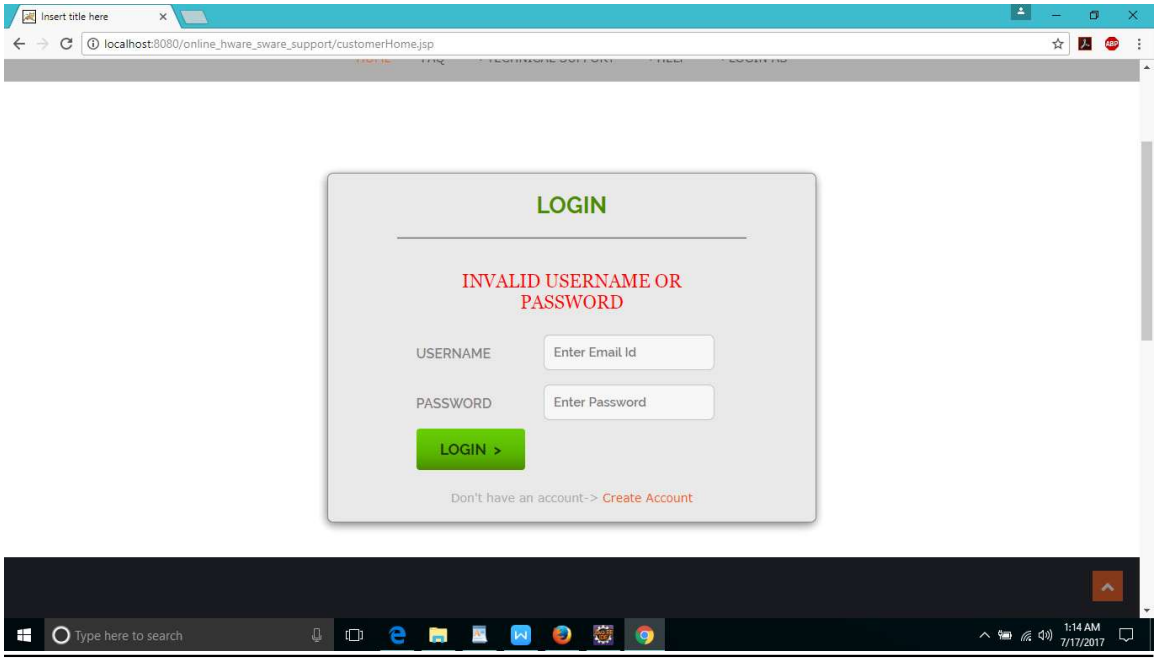

Guest
HOME
Technical support
Login as
FAQ
Admin
engineer
customer
Validate condition
Validate condition
Validate condition
NO
NO
NO
yes
yes
yes
fails
Admin home
engineer home
customer home
Complete the work
Sign out

Screenshots :

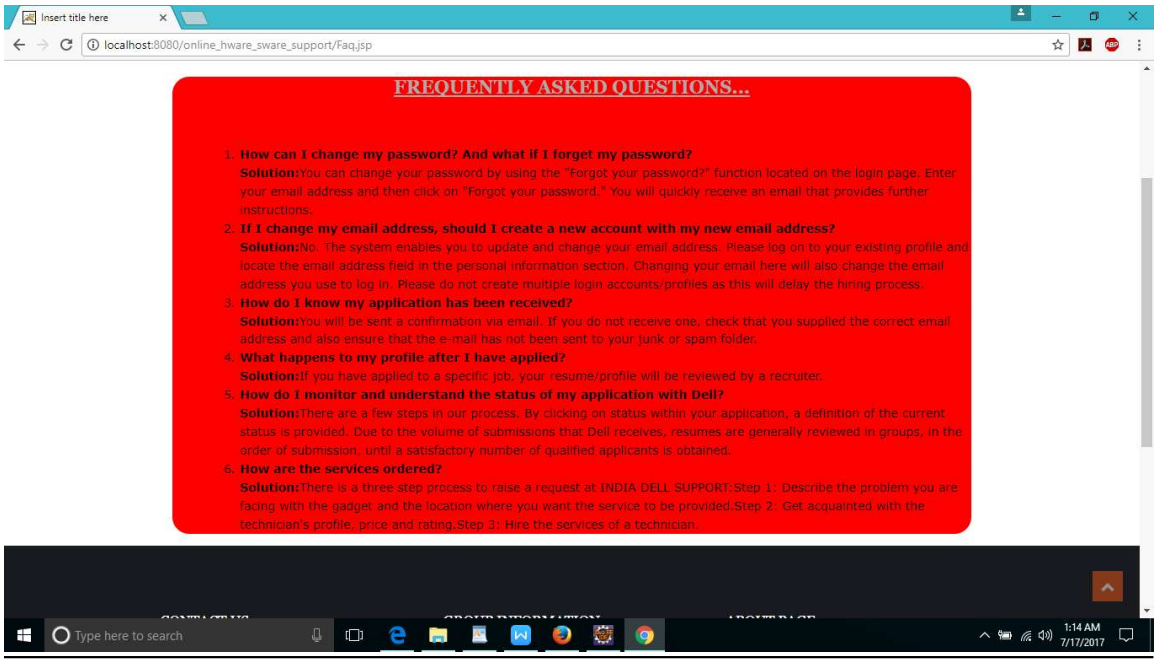
Home page:



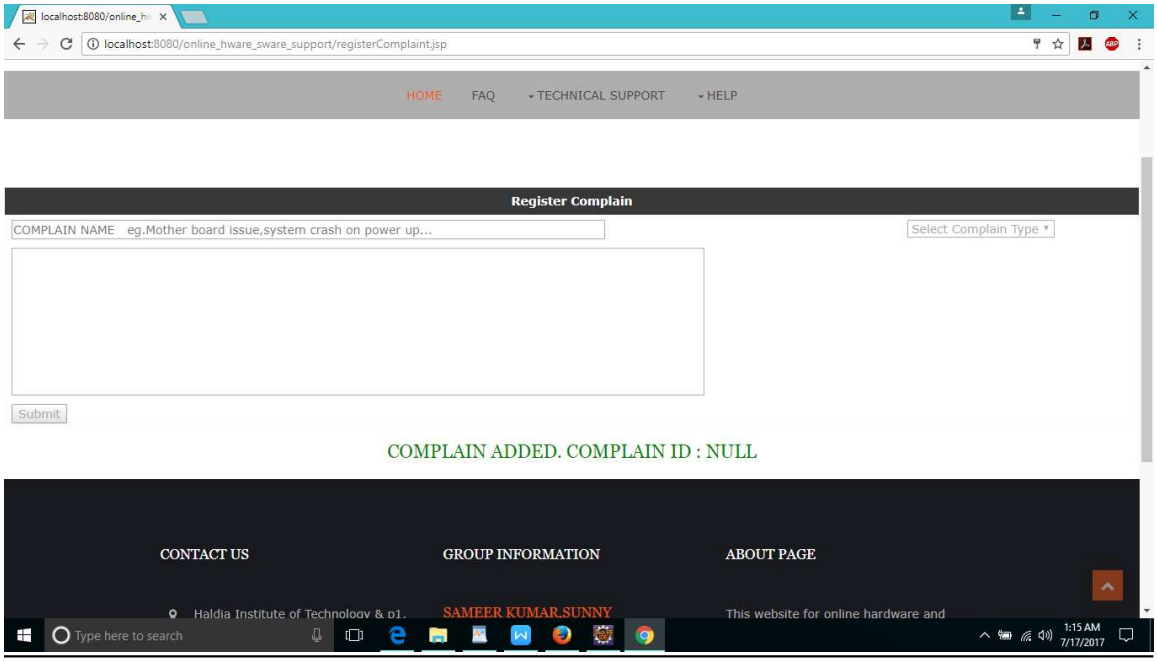
login page:



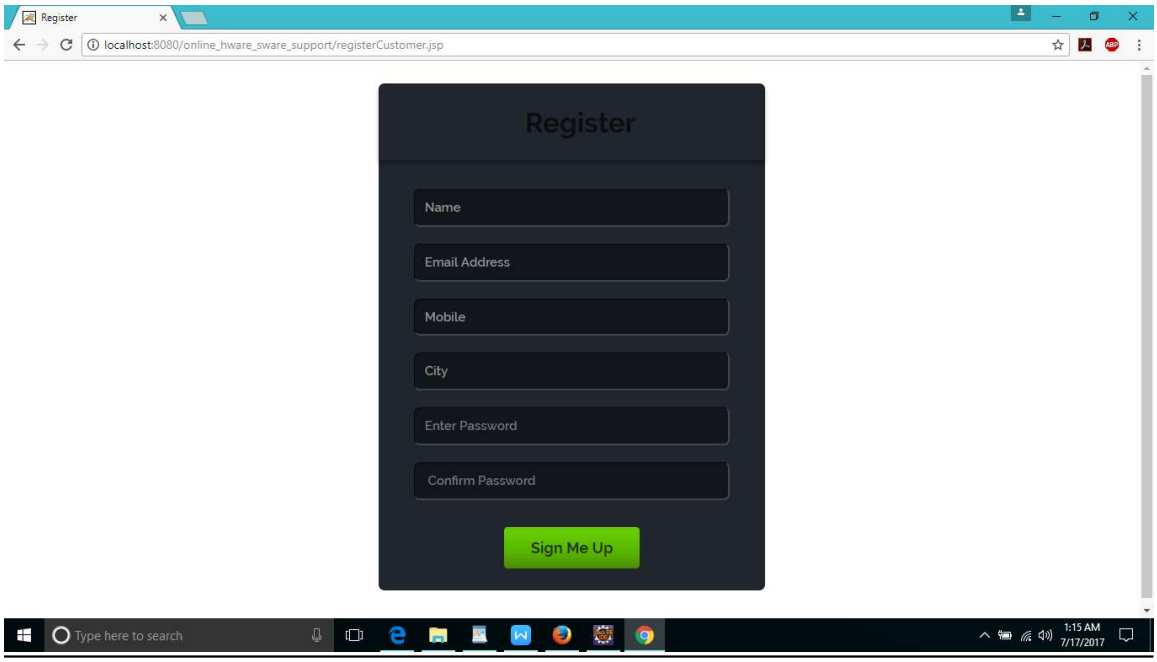
faq(frequently asked questions):



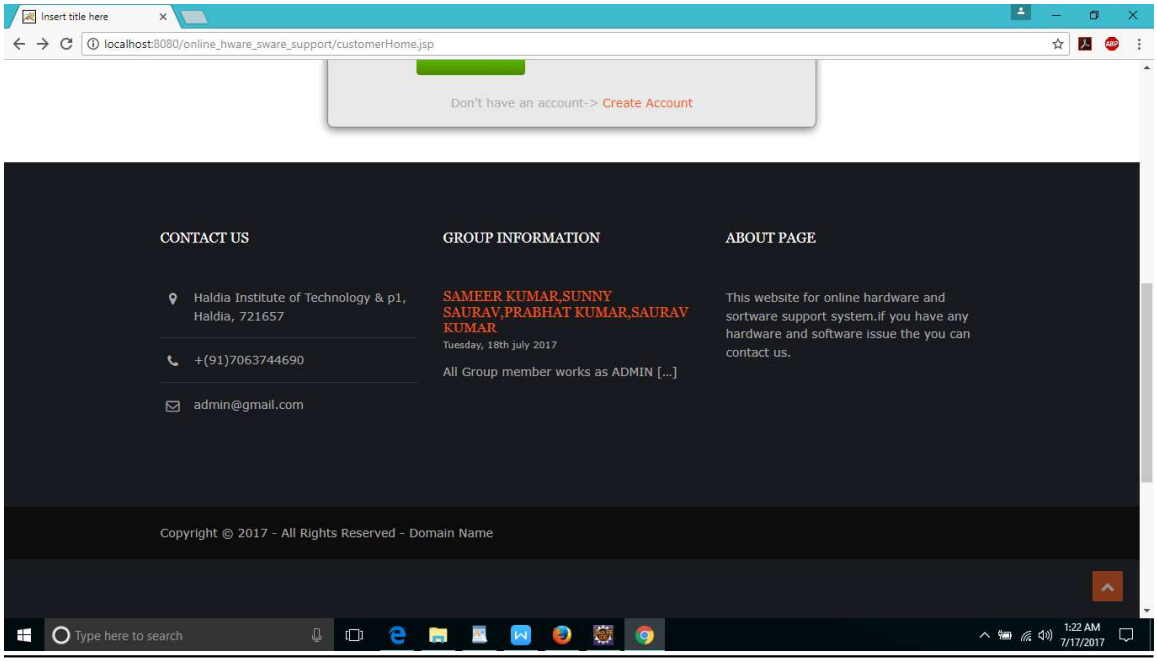
Customer home:



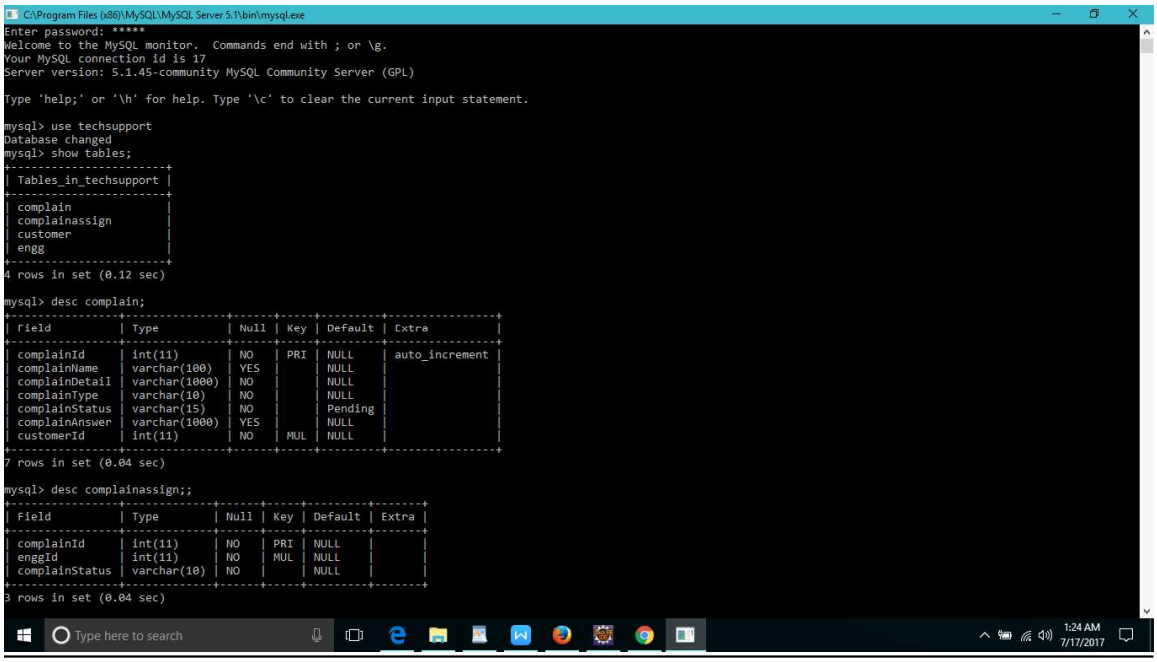
Register page:

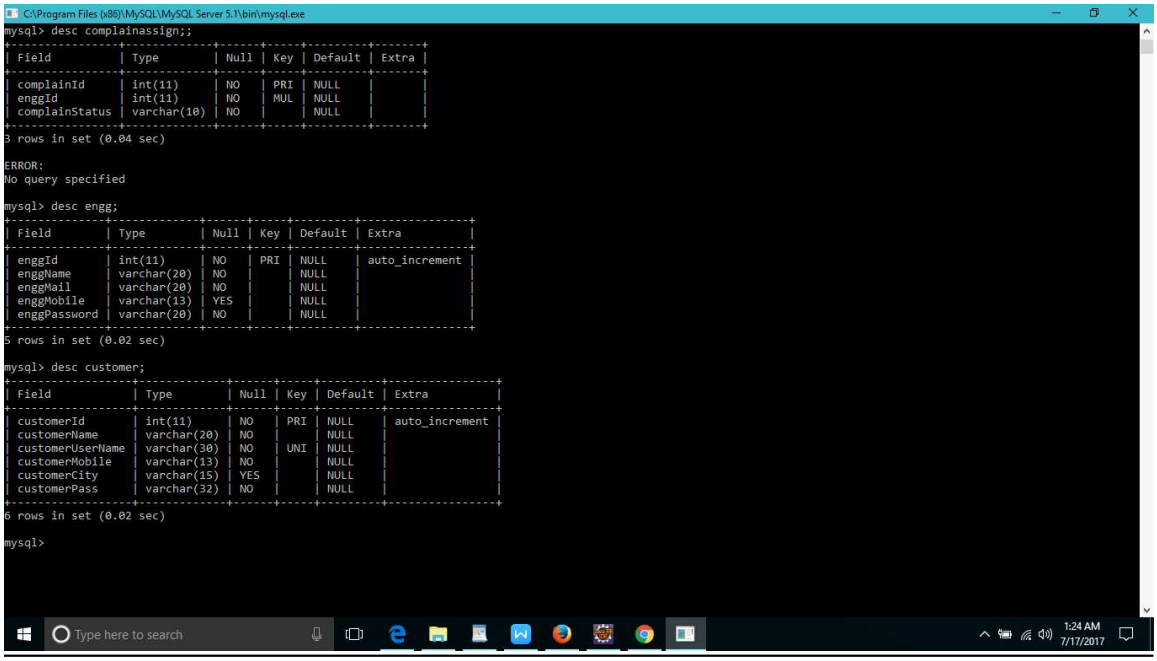


Footer:



Database and tables:





Future Scope of Improvements :

When done skillfully, test automation can deliver strong benefits to support organizations in delivering high-quality software at a faster

pace. When done badly, it creates more problems than it solves. Application development leaders should use this research to guide test automation initiatives.

Code:

Java file:

Bean file:-

Complain bean:-

```
package beanPack;

import java.io.Serializable;

public class ComplainBean implements Serializable{

	private int complainId;
	private String complainName;
	private String complainDetail;
	private String complainStatus;
	private String complainType;
	private String complainAnswer;
	private int customerId;
	public ComplainBean() {
		// TODO Auto-generated constructor stub
	}




	public ComplainBean(int complainId,String complainName, String complainDetail, String complainStatus, String complainType,
			String complainAnswer, int customerId) {
		super();
		this.complainId = complainId;
		this.complainName = complainName;
		this.complainDetail = complainDetail;
		this.complainStatus = complainStatus;
		this.complainType = complainType;
		this.complainAnswer = complainAnswer;
		this.customerId = customerId;
	}

	public int getComplainId() {
		return complainId;
	}
```

```
	public void setComplainId(int complainId) {
		this.complainId = complainId;
	}

	public String getComplainName() {
		return complainName;
	}

	public void setComplainName(String complainName) {
		this.complainName = complainName;
	}

	public String getComplainDetail() {
		return complainDetail;
	}

	public void setComplainDetail(String complainDetails) {
		this.complainDetail = complainDetails;
	}

	public String getComplainStatus() {
		return complainStatus;
	}

	public void setComplainStatus(String complainStatus) {
		this.complainStatus = complainStatus;
	}

	public String getComplainType() {
		return complainType;
	}

	public void setComplainType(String complainType) {
		this.complainType = complainType;
	}

	public String getComplainAnswer() {
		return complainAnswer;
	}

	public void setComplainAnswer(String complainAnswer) {
		this.complainAnswer = complainAnswer;
	}

	public int getCustomerId() {
		return customerId;
	}

	public void setCustomerId(int customerId) {
		this.customerId = customerId;
	}

}
```

Customer bean:-

```
package beanPack;

import java.io.Serializable;

public class CustomerBean implements Serializable{

	private int customerId;
	private String customerName;
	private String customerPassword;
	private String customerMail;
	private String customerMobile;
	private String customerCity;

	public CustomerBean() {

	}



	public CustomerBean( int customerId,String customerName, String
customerMail, String customerMobile,String customerCity,String customerPassword)
{
		super();
		this.customerId=customerId;
		this.customerName = customerName;
		this.customerMail = customerMail;
		this.customerMobile = customerMobile;
		this.customerCity = customerCity;
		this.customerPassword = customerPassword;
	}



	public int getCustomerId() {
		return customerId;
	}

	public void setCustomerId(int customerId) {
		this.customerId = customerId;
	}

	public String getCustomerName() {
		return customerName;
	}

	public void setCustomerName(String customerName) {
		this.customerName = customerName;
	}

	public String getCustomerUserName() {
		return customerMail;
	}
```

```
	public void setCustomerMail(String customerMail) {
		this.customerMail = customerMail;
	}

	public String getCustomerMobile() {
		return customerMobile;
	}

	public void setCustomerMobile(String customerMobile) {
		this.customerMobile = customerMobile;
	}

	public String getCustomerCity() {
		return customerCity;
	}

	public void setCustomerCity(String customerCity) {
		this.customerCity = customerCity;
	}



	public String getCustomerPassword() {
		return customerPassword;
	}



	public void setCustomerPassword(String customerPassword) {
		this.customerPassword = customerPassword;
	}


}
```

Engineer bean:-

```
package beanPack;

import java.io.Serializable;

public class EnggBean implements Serializable {
	private int enggId;
	private String enggName;
	private String enggMail;
	private String enggMobile;
```

```
private String enggPassword;

public EnggBean() {
	// TODO Auto-generated constructor stub
}

public String getEnggPassword() {
	return enggPassword;
}

public void setEnggPassword(String enggPassword) {
	this.enggPassword = enggPassword;
}

public EnggBean(int enggId, String enggName, String enggMail,
		String enggMobile, String enggPassword) {
	super();
	this.enggId = enggId;
	this.enggName = enggName;
	this.enggMail = enggMail;
	this.enggMobile = enggMobile;
	this.enggPassword = enggPassword;
}

public int getenggId() {
	return enggId;
}

public void setenggId(int enggId) {
	this.enggId = enggId;
}

public String getenggName() {
	return enggName;
}

public void setenggName(String enggName) {
	this.enggName = enggName;
}

public String getenggMail() {
	return enggMail;
}

public void setenggMail(String enggMail) {
	this.enggMail = enggMail;
}

public String getenggMobile() {
	return enggMobile;
}

public void setenggMobile(String enggMobile) {
	this.enggMobile = enggMobile;
}
```

}

Dao file:

Complain dao:-

```
package com.hw_sw.dao;

import java.util.ArrayList;

import beanPack.ComplainBean;

public interface ComplainDao {

        public ArrayList<ComplainBean> getComplainPerCustomer(int customerId);
        public int registerComplain(ComplainBean cBean);
        public    boolean answerComplain(int complainId,String complainAnswer);
        public String checkComplainStatus(int complainId);
        public String assignComplainToEngg(int complainId,int engineerId);
        public ComplainBean getComplain(int complainId);
        public ArrayList<ComplainBean> getAllComplainDetais();
        public ArrayList<ComplainBean> getComplainEnggId(int enggId);

}
```

Customer dao:-

```
package com.hw_sw.dao;

import java.util.ArrayList;

import beanPack.ComplainBean;
import beanPack.CustomerBean;

public interface CustomerDao {

	public int addCustomer(CustomerBean customBean);
	public boolean validateCustomer(String customerMail,String customerPass);
	public boolean removeCustomerById(int customerId);
	public CustomerBean viewCustomerById(int customerId);
	public ArrayList<ComplainBean> getComplainByCustomerId(int customerId);
	public boolean updateCustomer(CustomerBean customBean);
	public ArrayList<CustomerBean> getAllCustomer();
	public int idByCustomerName(String customerUserName);

}
```

Engineer dao:-

```
package com.hw_sw.dao;


import java.util.ArrayList;


import beanPack.EnggBean;


public interface EnggDao {



	public int addEngg(EnggBean ebean);

	public boolean validateEngg(String enggMail,String enggPassword);

	public EnggBean getEnggDetails(int enggId);

	public ArrayList<EnggBean> getAllEngineerDetails();

	//public ArrayList<complainBean> getComplainByEnggId(int enggId);

	public boolean removeEngg(int enggId);

	public boolean updateEngg(EnggBean ebean);

	public int idByEnggMail(String enggMail);

	public boolean assignComplainToEngg(int complainId,String enggMail);


}
```

DaoImpl file:-

Complain dao impl:-

```
package com.hw_sw.dao;
```

```
import java.sql.Connection;
import java.sql.PreparedStatement;
import java.sql.ResultSet;
import java.sql.SQLException;
import java.sql.Statement;
import java.util.ArrayList;

import com.hw_sw.utility.DBUtil;

import beanPack.ComplainBean;
import beanPack.CustomerBean;

public class ComplainDaoImpl implements ComplainDao{

	Connection conn;
	PreparedStatement ps;

	public ComplainDaoImpl() {
		conn = DBUtil.getConnect();
	}

	@Override
```

```
	public int registerComplain(ComplainBean cBean) {

		int complainId=0;

		try {

			ps=conn.prepareStatement("insert into
complain(complainName,complainDetail,complainType,customerId)
values(?,?,?,?)",Statement.RETURN_GENERATED_KEYS);

			ps.setString(1, cBean.getComplainName());

			ps.setString(2, cBean.getComplainDetail());

			ps.setString(3, cBean.getComplainType());

			ps.setInt(4, cBean.getCustomerId());


			if(ps.executeUpdate()>0){


				ResultSet rs= ps.getGeneratedKeys();

				if(rs.next())

					complainId=rs.getInt(1);


			}


		} catch (SQLException e) {

			// TODO Auto-generated catch block

			e.printStackTrace();

		}

		return complainId;

	}
```

```
	@Override
	public boolean answerComplain(int complainId, String complainAnswer) {
		boolean flag=false;
		try {
			ps=conn.prepareStatement("update complain set
complainAnswer=?,complainStatus=? where complainId=?");
			ps.setString(1, complainAnswer);
			ps.setString(2, "Done");
			ps.setInt(3, complainId);
			int z=ps.executeUpdate();
			if(z > 0)
				flag=true;

		} catch (SQLException e) {
			e.printStackTrace();
		}
		return flag;
	}



	@Override
	public String checkComplainStatus(int complainId) {
		String status=null;
```

```
		try {
			ps=conn.prepareStatement("select complainStatus from complain
where complainId=?");
			ps.setInt(1, complainId);
			ResultSet rs=ps.executeQuery();
			if(rs.next())
				status=rs.getString(1);
		} catch (SQLException e) {
			e.printStackTrace();
		}

		return status;
	}



	@Override
	public String assignComplainToEngg(int complainId, int enggId) {
		try {
			ps=conn.prepareStatement("insert into complainAssign values(?,?,?)");
			ps.setInt(1, complainId);
			ps.setInt(2, enggId);
			ps.setString(3, "processing");

			int i = ps.executeUpdate();
```

```
                if(i>0) {
                        ps=conn.prepareStatement("update complain set
complainStatus=? where complainId=?");
                        ps.setString(1, "processing");
                        ps.setInt(2, complainId);
                        ps.executeUpdate();
                }

        } catch (SQLException e) {
                // TODO Auto-generated catch block
                e.printStackTrace();
        }
        return null;
    }



    @Override
    public ComplainBean getComplain(int complainId) {
        ComplainBean cBean=null;

        try {
                ps=conn.prepareStatement("select * from complain where
complainId=?");
                ps.setInt(1, complainId);
```

```
                ResultSet rs = ps.executeQuery();

                if(rs.next())

                        cBean = new
ComplainBean(rs.getInt(1),rs.getString(2),rs.getString(3),rs.getString(4),rs.getString(5),rs.getStrin
g(6),rs.getInt(7));


        } catch (SQLException e) {

                // TODO Auto-generated catch block

                e.printStackTrace();

        }

        return cBean;

}




@Override

public ArrayList<ComplainBean> getAllComplainDetais() {

        ArrayList<ComplainBean> clist=new ArrayList<ComplainBean>();


        try {


                ps=conn.prepareStatement("select * from complain");

                ResultSet rs=ps.executeQuery();


                while(rs.next()){
```

```
                                        ComplainBean cBean=new
ComplainBean(rs.getInt(1),rs.getString(2), rs.getString(3),
rs.getString(4),rs.getString(5),rs.getString(6),rs.getInt(7));
                                        clist.add(cBean);
                                }

                        } catch (SQLException e) {
                                e.printStackTrace();
                        }

                        return clist;
                }


                @Override
                public ArrayList<ComplainBean> getComplainPerCustomer(int customerId) {
                        ArrayList<ComplainBean> clist=new ArrayList<ComplainBean>();

                        try {

                                ps=conn.prepareStatement("select * from complain where customerId=?
");
                                ps.setInt(1, customerId);
                                ResultSet rs=ps.executeQuery();
```

```
                while(rs.next()){


                        ComplainBean cBean=new
ComplainBean(rs.getInt(1),rs.getString(2), rs.getString(3),
rs.getString(4),rs.getString(5),rs.getString(6),rs.getInt(7));

                        clist.add(cBean);

                }


        } catch (SQLException e) {

                e.printStackTrace();

        }


        return clist;

    }




    @Override

    public ArrayList<ComplainBean> getComplainEnggId(int enggId) {

        ArrayList<ComplainBean> clist=new ArrayList<ComplainBean>();


        try {


                ps=conn.prepareStatement("select complainId from complainassign
where enggId=? ");

                ps.setInt(1, enggId);

                ResultSet rs=ps.executeQuery();
```

```
                while(rs.next()){

                        int complainId=rs.getInt(1);
                        ComplainBean cBean = getComplain(complainId);
                        clist.add(cBean);
                }

        } catch (SQLException e) {
                e.printStackTrace();
        }

        return clist;
    }

}
```

Customer dao impl:-

```
package com.hw_sw.dao;

import java.sql.Connection;
import java.sql.PreparedStatement;
import java.sql.ResultSet;
import java.sql.SQLException;
```

```
import java.sql.Statement;

import java.util.ArrayList;


import com.hw_sw.utility.DBUtil;

import com.sun.corba.se.spi.orbutil.fsm.Guard.Result;


import beanPack.ComplainBean;

import beanPack.CustomerBean;


public class CustomerDaoImpl implements CustomerDao {


	Connection conn;

	PreparedStatement ps;


	public CustomerDaoImpl() {

		conn=DBUtil.getConnect();

	}


	@Override

	public int addCustomer(CustomerBean customBean) {

		int customerId=0;


		try {

			PreparedStatement ps=conn.prepareStatement("insert into
customer(customerName,customerUserName,customerMobile,customerCity,customerPass)
values(?,?,?,?,?)",Statement.RETURN_GENERATED_KEYS);
```

```
                ps.setString(1, customBean.getCustomerName());
                ps.setString(2, customBean.getCustomerUserName());
                ps.setString(3, customBean.getCustomerMobile());
                ps.setString(4, customBean.getCustomerCity());
                ps.setString(5, customBean.getCustomerPassword());

                if(ps.executeUpdate()>0){

                        ResultSet rs= ps.getGeneratedKeys();
                        if(rs.next())
                                customerId=rs.getInt(1);

                }


        } catch (SQLException e) {

                e.printStackTrace();

        }

        return customerId;

}
```

```
	@Override
	public boolean removeCustomerById(int customerId) {

		try {
			ps=conn.prepareStatement("delete from customer where customerId=?");
			ps.setInt(1, customerId);

			if(ps.executeUpdate()>0)
				return true;

		} catch (SQLException e) {
			e.printStackTrace();
		}

		return false;
	}

	@Override
	public CustomerBean viewCustomerById(int customerId) {

		CustomerBean customBean=null;

		try {
```

```
                ps=conn.prepareStatement("select * from customer where
customerId=?");
                ps.setInt(1, customerId);

                ResultSet rs = ps.executeQuery();
                if(rs.next()) {
                        customBean = new CustomerBean();
                        customBean.setCustomerId(rs.getInt(1));
                        customBean.setCustomerName(rs.getString(2));
                        customBean.setCustomerMail(rs.getString(3));
                        customBean.setCustomerMobile(rs.getString(4));
                        customBean.setCustomerCity(rs.getString(5));
                }
        } catch (SQLException e) {
                // TODO Auto-generated catch block
                e.printStackTrace();
        }
        return customBean;
}

@Override
public ArrayList<ComplainBean> getComplainByCustomerId(int customerId) {

        ArrayList<ComplainBean> alist = new ArrayList<ComplainBean>();

        try {
```

```
                        //ps=conn.prepareStatement("select
complainId,complainName,complainDetail,complainType,complainStatus,complainAnswer from
complain,customer where complain.customerId=customer.customerId and
complain.customerId=?");

                        ps=conn.prepareStatement("select complainId from complain where
customerId=?");

                        ps.setInt(1, customerId);


                        ResultSet rs = ps.executeQuery();

                        ComplainDao complain=new ComplainDaoImpl();

                        while(rs.next()){

                                int complainId = rs.getInt(1);

                                alist.add(complain.getComplain(complainId));

                        }

                } catch (SQLException e) {

                        // TODO Auto-generated catch block

                        e.printStackTrace();

                }

                return alist;

        }


        @Override

        public boolean updateCustomer(CustomerBean customBean) {

                try {

                        ps=conn.prepareStatement("update customer set
customerMobile=?,customerCity=? where customerId=?");

                        ps.setString(1, customBean.getCustomerMobile());
```

```
                ps.setString(2, customBean.getCustomerCity());
                ps.setInt(3, customBean.getCustomerId());
        } catch (SQLException e) {
                // TODO Auto-generated catch block
                e.printStackTrace();
        }
        return false;
}

@Override
public ArrayList<CustomerBean> getAllCustomer() {

        ArrayList<CustomerBean> clist=new ArrayList<CustomerBean>();

        try {

                ps=conn.prepareStatement("select * from customer");

                ResultSet rs=ps.executeQuery();
                CustomerBean customBean=new CustomerBean();

                while(rs.next()){

                        customBean.setCustomerId(rs.getInt(1));
                        customBean.setCustomerName(rs.getString(2));
```

```
                customBean.setCustomerMail(rs.getString(3));
                customBean.setCustomerMobile(rs.getString(4));
                customBean.setCustomerCity(rs.getString(5));
                clist.add(customBean);
            }

        } catch (SQLException e) {
            e.printStackTrace();
        }

        return clist;
    }

    @Override
    public boolean validateCustomer(String customerUserName, String customerPass) {
        try {
            ps = conn.prepareStatement("select customerPass from customer where
customerUserName=?");
            ps.setString(1, customerUserName);
            ResultSet rs = ps.executeQuery();
            if(rs.next())
                if(rs.getString(1).equals(customerPass))
                    return true;
        } catch (SQLException e) {
            e.printStackTrace();
        }
```

```
		return false;
	}

	@Override
	public int idByCustomerName(String customerUserName) {
		try {
			ps=conn.prepareStatement("select customerId from customer where customerUserName=?");
			ps.setString(1, customerUserName);

			ResultSet rs = ps.executeQuery();
			if(rs.next())
				return rs.getInt(1);

		} catch (SQLException e) {
			// TODO Auto-generated catch block
			e.printStackTrace();
		}

		return 0;
	}


}
```

Engineer dao impl:-

```
package com.hw_sw.dao;

import java.sql.Connection;
import java.sql.PreparedStatement;
import java.sql.ResultSet;
import java.sql.SQLException;
import java.sql.Statement;
import java.util.ArrayList;

import com.hw_sw.utility.DBUtil;

import beanPack.EnggBean;

public class EnggDaoImpl implements EnggDao {

	Connection conn = null;
	PreparedStatement ps;
	//private String enggPassword;
	//private String enggMobile;

	public EnggDaoImpl() {
		conn = DBUtil.getConnect();
	}

	@Override
```

```
	public int addEngg(EnggBean ebean) {

		int id = 0;


		try {

			PreparedStatement ps = conn.prepareStatement("insert into
engg(enggName,enggMail,enggMobile,enggPassword)
values(?,?,?,?)",Statement.RETURN_GENERATED_KEYS);


			ps.setString(1, ebean.getenggName() );

			ps.setString(2,ebean.getenggMail());

			ps.setString(3,ebean.getenggMobile());

			ps.setString(4, ebean.getEnggPassword());


			int x=ps.executeUpdate();

			if(x>0){

				ResultSet rs=ps.getGeneratedKeys();


				if(rs.next())

					id=rs.getInt(1);


			}



		}// try

		catch (SQLException e) {

			// TODO Auto-generated catch block
```

```
                e.printStackTrace();
            }// catch

            return id;
        }// addEngg();




        @Override
        public EnggBean getEnggDetails(int enggId) {
            EnggBean ebean = null;

            try {
                PreparedStatement ps = conn.prepareStatement("select * from engg
where enggId=?");

                ps.setInt(1, enggId);

                ResultSet rs = ps.executeQuery();

                if (rs.next()) {
                    /*
                     * int eid=rs.getInt(1); String ename=rs.getString(2); int
                     * esal=rs.getInt(3);
                     *
```

```
                                * ebean=new EmpBean(eid, ename, esal);
                                */

                                ebean = new EnggBean(rs.getInt(1), rs.getString(2),
rs.getString(3),rs.getString(4),rs.getString(5));

                        }

                } catch (SQLException e) {
                        // TODO Auto-generated catch block
                        e.printStackTrace();
                }

                return ebean;
        }



        @Override
        public ArrayList<EnggBean> getAllEngineerDetails() {
                ArrayList<EnggBean> elist = new ArrayList<EnggBean>();

                try {
                        PreparedStatement ps = conn.prepareStatement("select * from engg");

                        ResultSet rs = ps.executeQuery();
```

```
                while (rs.next()) {
                        int enggId=rs.getInt(1);
                        String enggName=rs.getString(2);
                        String enggMail=rs.getString(3);
                        String enggPassword=rs.getString(4);
                        String enggMobile=rs.getString(5);


                        EnggBean ebean = new EnggBean(enggId, enggName,
enggMail,enggPassword, enggMobile);

                        elist.add(ebean);

                }

        } catch (SQLException e) {
                // TODO Auto-generated catch block
                e.printStackTrace();
        }

        return elist;
    }

    @Override
    public boolean removeEngg(int enggId) {
```

```
		boolean flag=false;


		try {
			PreparedStatement ps=conn.prepareStatement("delete from engg
where enggId=?");
			ps.setInt(1,enggId);
			int x = ps.executeUpdate();


			if (x > 0)
				flag = true;


		} catch (SQLException e) {
			// TODO Auto-generated catch block
			e.printStackTrace();
		}


		return flag;
	}




	@Override
	public boolean updateEngg(EnggBean ebean) {
		boolean flag=false;
		if(ebean!=null){
		try {
```

```
                int id=ebean.getenggId();
                String pass =ebean.getEnggPassword();
                String mobile=ebean.getenggMobile();



                PreparedStatement ps=conn.prepareStatement("update engg set
enggPassword=?, enggMobile=? where enggId="+id);
                ps.setString(1, pass);
                ps.setString(2, mobile);



                int x = ps.executeUpdate();


                if (x > 0){


                        //request.getSession().setAttribute("eng_list", ebean);
                        flag = true;
                }



        } catch (SQLException e) {
                // TODO Auto-generated catch block
                e.printStackTrace();
        }
                flag=true;
```

```
		}
		return flag;
	}

	@Override
	public boolean validateEngg(String enggMail, String enggPassword) {
		try {
			ps = conn.prepareStatement("select enggPassword from engg where
enggMail=?");
			ps.setString(1, enggMail);
			ResultSet rs = ps.executeQuery();
			if(rs.next())
				if(rs.getString(1).equals(enggPassword))
					return true;
		} catch (SQLException e) {
			e.printStackTrace();
		}
		return false;
	}

	@Override
	public int idByEnggMail(String enggMail) {
		try {
			ps=conn.prepareStatement("select enggId from engg where
enggMail=?");
			ps.setString(1, enggMail);
```

```
                ResultSet rs = ps.executeQuery();
                if(rs.next())
                        return rs.getInt(1);

        } catch (SQLException e) {
                // TODO Auto-generated catch block
                e.printStackTrace();
        }
        return 0;
    }

    @Override
    public boolean assignComplainToEngg(int complainId, String enggMail) {
        try {

                int id=idByEnggMail(enggMail);

                PreparedStatement ps1=conn.prepareStatement("insert into
complainassign values(?,?)");
                ps1.setInt(1, complainId);
                ps1.setInt(2, id);

                int r = ps1.executeUpdate();
```

```
                    ps1=conn.prepareStatement("update complain set
complainStatus='Processing' where complainId=?");

                    ps1.setInt(1, complainId);


                    int s = ps1.executeUpdate();


                    if(r>0 && s>0)

                        return true;


                } catch (SQLException e) {

                    // TODO Auto-generated catch block

                    e.printStackTrace();

                }


                return false;

        }


}
```

Utility file:-

Dbutil:-

```
package com.hw_sw.utility;


import java.sql.Connection;

import java.sql.DriverManager;

import java.sql.SQLException;
```

```
public class DBUtil {

	private static Connection conn=null;

	private DBUtil() {

	}

	public static Connection getConnect(){

		if(conn == null)
		{
		try {
			Class.forName("com.mysql.jdbc.Driver");
		} catch (ClassNotFoundException e) {
			// TODO Auto-generated catch block
			e.printStackTrace();
		}

		String cs="jdbc:mysql://localhost:3306/techSupport";

		try {
			conn=DriverManager.getConnection(cs,"root","mysql");
		} catch (SQLException e) {
```

```
                // TODO Auto-generated catch block
                e.printStackTrace();
        }



        }



        return conn;

}

public static void closeConnection(){

        if(conn != null)
        {
                try {
                        conn.close();
                } catch (SQLException e) {
                        // TODO Auto-generated catch block
                        e.printStackTrace();
                }
        }
```

```
        }
```

```
}
```

Servlet file:-

Add engineer:-

```
package packageSrv;


import java.io.IOException;

import javax.servlet.ServletException;

import javax.servlet.annotation.WebServlet;

import javax.servlet.http.HttpServlet;

import javax.servlet.http.HttpServletRequest;

import javax.servlet.http.HttpServletResponse;

import javax.servlet.http.HttpSession;


import com.hw_sw.dao.EnggDao;

import com.hw_sw.dao.EnggDaoImpl;


import beanPack.EnggBean;
```

```
/**
 * Servlet implementation class AddEngg
 */
@WebServlet("/AddEngg")
public class AddEngg extends HttpServlet {
	private static final long serialVersionUID = 1L;

    /**
     * @see HttpServlet#HttpServlet()
     */
    public AddEngg() {
        super();
        // TODO Auto-generated constructor stub
    }

	/**
	 * @see HttpServlet#doGet(HttpServletRequest request, HttpServletResponse response)
	 */
	protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {

			String name=request.getParameter("name");
			String email=request.getParameter("email");
			String mobile=request.getParameter("mobile");
```

```
                String password=request.getParameter("pass");


                EnggBean ebean=new EnggBean(0, name, email, mobile, password);
                EnggDao addenggineer=new EnggDaoImpl();


                int enggid=addenggineer.addEngg(ebean);
                HttpSession ses=request.getSession();
                ses.setAttribute("enggid", enggid);


                if(enggid>0)
                        ses.setAttribute("id",enggid);
                        response.sendRedirect("addEngg.jsp");




        }


        /**
          * @see HttpServlet#doPost(HttpServletRequest request, HttpServletResponse
response)
          */
        protected void doPost(HttpServletRequest request, HttpServletResponse response)
throws ServletException, IOException {
                // TODO Auto-generated method stub
                doGet(request, response);
```

```
		}

}
```

Admin login:-

```
package packageSrv;


import java.io.IOException;

import javax.servlet.ServletException;

import javax.servlet.annotation.WebServlet;

import javax.servlet.http.HttpServlet;

import javax.servlet.http.HttpServletRequest;

import javax.servlet.http.HttpServletResponse;

import javax.servlet.http.HttpSession;


/**

 * Servlet implementation class AdminLogin

 */

@WebServlet("/AdminLogin")

public class AdminLogin extends HttpServlet {

		private static final long serialVersionUID = 1L;


	/**

	 * @see HttpServlet#HttpServlet()
```

```
 */
public AdminLogin() {
        super();
        // TODO Auto-generated constructor stub
}

    /**
     * @see HttpServlet#doGet(HttpServletRequest request, HttpServletResponse response)
     */
    protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {
                String email=request.getParameter("email");
                String password=request.getParameter("password");

                String page="adminHome.jsp";
                HttpSession ses=request.getSession();
                ses.setAttribute("flag", "invalid");

                if(email.equals("admin") && password.equalsIgnoreCase("admin"))
                        page="admin.jsp";

                response.sendRedirect(page);
    }

    /**
```

```
     * @see HttpServlet#doPost(HttpServletRequest request, HttpServletResponse response)
     */
    protected void doPost(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {
        // TODO Auto-generated method stub
        doGet(request, response);
    }

}
```

All engg srv:-

```
package packageSrv;

import java.io.IOException;
import java.util.ArrayList;

import javax.servlet.ServletException;
import javax.servlet.annotation.WebServlet;
import javax.servlet.http.HttpServlet;
import javax.servlet.http.HttpServletRequest;
import javax.servlet.http.HttpServletResponse;

import beanPack.EnggBean;
```

```
import com.hw_sw.dao.EnggDao;
import com.hw_sw.dao.EnggDaoImpl;

/**
 * Servlet implementation class AllEngSrv
 */
@WebServlet("/AllEngSrv")
public class AllEngSrv extends HttpServlet {
	private static final long serialVersionUID = 1L;

    /**
     * @see HttpServlet#HttpServlet()
     */
    public AllEngSrv() {
        super();
        // TODO Auto-generated constructor stub
    }

	protected void doGet(HttpServletRequest request, HttpServletResponse response)
throws ServletException, IOException {
```

```
		EnggDao dao=new EnggDaoImpl();


		ArrayList<EnggBean> elist=dao.getAllEngineerDetails();
		if(elist != null)
			request.getSession().setAttribute("eng_list", elist);


		response.sendRedirect("allEngDetails.jsp");


	}


	/**
	 * @see HttpServlet#doPost(HttpServletRequest request, HttpServletResponse response)
	 */
	protected void doPost(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {
		doGet(request, response);
	}


}
```

Assign complain:-

```
package packageSrv;


import java.io.IOException;
```

```
import java.util.ArrayList;

import javax.servlet.ServletException;
import javax.servlet.annotation.WebServlet;
import javax.servlet.http.HttpServlet;
import javax.servlet.http.HttpServletRequest;
import javax.servlet.http.HttpServletResponse;
import javax.servlet.http.HttpSession;

import com.hw_sw.dao.ComplainDao;
import com.hw_sw.dao.ComplainDaoImpl;

import beanPack.ComplainBean;

/**
 * Servlet implementation class AssignComplain
 */
@WebServlet("/AssignComplain")
public class AssignComplain extends HttpServlet {
	private static final long serialVersionUID = 1L;

    /**
     * @see HttpServlet#HttpServlet()
     */
    public AssignComplain() {
```

```
        super();
        // TODO Auto-generated constructor stub
    }

    /**
     * @see HttpServlet#doGet(HttpServletRequest request, HttpServletResponse response)
     */
    protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {

            ComplainDao cDao=new ComplainDaoImpl();
            ArrayList<ComplainBean> c_list=cDao.getAllComplainDetais();

            HttpSession ses=request.getSession();
            if(c_list != null)
                ses.setAttribute("complainList", c_list);
            response.sendRedirect("AllcomplainDeatails.jsp");
    }

    /**
     * @see HttpServlet#doPost(HttpServletRequest request, HttpServletResponse response)
     */
    protected void doPost(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {
            // TODO Auto-generated method stub
```

```
		doGet(request, response);
	}

}
```

Complain status by id:-

```
package packageSrv;

import java.io.IOException;
import javax.servlet.ServletException;
import javax.servlet.annotation.WebServlet;
import javax.servlet.http.HttpServlet;
import javax.servlet.http.HttpServletRequest;
import javax.servlet.http.HttpServletResponse;
import javax.servlet.http.HttpSession;

import com.hw_sw.dao.ComplainDao;
import com.hw_sw.dao.ComplainDaoImpl;

/**
 * Servlet implementation class ComplainStatusById
 */
@WebServlet("/ComplainStatusById")
public class ComplainStatusById extends HttpServlet {
	private static final long serialVersionUID = 1L;
```

```
	/**
	 * @see HttpServlet#HttpServlet()
	 */
	public ComplainStatusById() {
		super();
		// TODO Auto-generated constructor stub
	}

	/**
	 * @see HttpServlet#doGet(HttpServletRequest request, HttpServletResponse response)
	 */
	protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {

			int id=Integer.parseInt(request.getParameter("complainId").trim());
			ComplainDao cDao=new ComplainDaoImpl();
			String status=cDao.checkComplainStatus(id);
			HttpSession ses=request.getSession();
			ses.setAttribute("Complainstatus", status);
			response.sendRedirect("complainStatusById.jsp");
	}

	/**
```

```
     * @see HttpServlet#doPost(HttpServletRequest request, HttpServletResponse
response)
     */
    protected void doPost(HttpServletRequest request, HttpServletResponse response)
throws ServletException, IOException {
        // TODO Auto-generated method stub
        doGet(request, response);
    }

}
```

Customer complain:-

```
package packageSrv;

import java.io.IOException;
import java.util.ArrayList;

import javax.servlet.ServletException;
import javax.servlet.annotation.WebServlet;
import javax.servlet.http.HttpServlet;
import javax.servlet.http.HttpServletRequest;
import javax.servlet.http.HttpServletResponse;
import javax.servlet.http.HttpSession;

import com.hw_sw.dao.ComplainDao;
```

```
import com.hw_sw.dao.ComplainDaoImpl;


import beanPack.ComplainBean;


/**
 * Servlet implementation class CustomerComplainDetails
 */
@WebServlet("/CustomerComplainDetails")
public class CustomerComplainDetails extends HttpServlet {
	private static final long serialVersionUID = 1L;


    /**
     * @see HttpServlet#HttpServlet()
     */
    public CustomerComplainDetails() {
        super();
        // TODO Auto-generated constructor stub
    }


    /**
     * @see HttpServlet#doGet(HttpServletRequest request, HttpServletResponse response)
     */
	protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {
```

```
                HttpSession ses=request.getSession();
                ComplainDao cDao=new ComplainDaoImpl();
                int id=(Integer)ses.getAttribute("customerId");
                ArrayList<ComplainBean> list=cDao.getComplainPerCustomer(id);
                ses.setAttribute("complainList", list);
                response.sendRedirect("customerComplain.jsp");



        }


        /**
         * @see HttpServlet#doPost(HttpServletRequest request, HttpServletResponse
response)
         */
        protected void doPost(HttpServletRequest request, HttpServletResponse response)
throws ServletException, IOException {
                // TODO Auto-generated method stub
                doGet(request, response);
        }


}
```

Customer login:-

```
package packageSrv;
```

```
import java.io.IOException;
import javax.servlet.ServletException;
import javax.servlet.annotation.WebServlet;
import javax.servlet.http.HttpServlet;
import javax.servlet.http.HttpServletRequest;
import javax.servlet.http.HttpServletResponse;
import javax.servlet.http.HttpSession;

import com.hw_sw.dao.CustomerDao;
import com.hw_sw.dao.CustomerDaoImpl;

/**
 * Servlet implementation class CustomerLogin
 */
@WebServlet("/CustomerLogin")
public class CustomerLogin extends HttpServlet {
	private static final long serialVersionUID = 1L;

    /**
     * @see HttpServlet#HttpServlet()
     */
    public CustomerLogin() {
        super();
        // TODO Auto-generated constructor stub
```

```
    }

        /**
         * @see HttpServlet#doGet(HttpServletRequest request, HttpServletResponse response)
         */
        protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {

                CustomerDao customer = new CustomerDaoImpl();
                String mail = request.getParameter("mail").trim();
                String pass = request.getParameter("pass").trim();

                String page="customerHome.jsp";

                HttpSession ses=request.getSession();
                int customerId=customer.idByCustomerName(mail);

                ses.setAttribute("flag", "invalid");
                ses.setAttribute("customerId", customerId);

                if(customer.validateCustomer(mail,pass))
                        page="registerComplaint.jsp";

                response.sendRedirect(page);
        }
```

```
	/**
	 * @see HttpServlet#doPost(HttpServletRequest request, HttpServletResponse response)
	 */
	protected void doPost(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {
		// TODO Auto-generated method stub
		doGet(request, response);
	}

}
```

Engg login:-

```
package packageSrv;

import java.io.IOException;
import javax.servlet.ServletException;
import javax.servlet.annotation.WebServlet;
import javax.servlet.http.HttpServlet;
import javax.servlet.http.HttpServletRequest;
import javax.servlet.http.HttpServletResponse;
import javax.servlet.http.HttpSession;

import com.hw_sw.dao.EnggDao;
import com.hw_sw.dao.EnggDaoImpl;
```

```
/**
 * Servlet implementation class engineerLoginSrv
 */
@WebServlet("/engineerLoginSrv")
public class engineerLoginSrv extends HttpServlet {
	private static final long serialVersionUID = 1L;

    /**
     * @see HttpServlet#HttpServlet()
     */
    public engineerLoginSrv() {
        super();
        // TODO Auto-generated constructor stub
    }

    /**
     * @see HttpServlet#doGet(HttpServletRequest request, HttpServletResponse response)
     */
	protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {
		String enggMail = request.getParameter("email").trim();
		String enggPassword = request.getParameter("pass").trim();

		EnggDao engg = new EnggDaoImpl();
```

```
		String page="engineerHome.jsp";

		HttpSession ses=request.getSession();
		int enggId=engg.idByEnggMail(enggMail);

		ses.setAttribute("flag", "invalid");
		ses.setAttribute("enggId", enggId);

		if(engg.validateEngg(enggMail,enggPassword))
			page="enggWorkspace.jsp";

		response.sendRedirect(page);




	}

	/**
	 * @see HttpServlet#doPost(HttpServletRequest request, HttpServletResponse response)
	 */
	protected void doPost(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {
		// TODO Auto-generated method stub
```

```
            doGet(request, response);
        }

}
```

Get engg detail by id:-

```
package packageSrv;

import java.io.IOException;
import javax.servlet.ServletException;
import javax.servlet.annotation.WebServlet;
import javax.servlet.http.HttpServlet;
import javax.servlet.http.HttpServletRequest;
import javax.servlet.http.HttpServletResponse;
import javax.servlet.http.HttpSession;
import javax.websocket.Session;

import com.hw_sw.dao.EnggDao;
import com.hw_sw.dao.EnggDaoImpl;

import beanPack.EnggBean;

/**
 * Servlet implementation class GetEnggDetailById
```

```
 */
@WebServlet("/GetEnggDetailById")
public class GetEnggDetailById extends HttpServlet {
	private static final long serialVersionUID = 1L;

    /**
     * @see HttpServlet#HttpServlet()
     */
    public GetEnggDetailById() {
        super();
        // TODO Auto-generated constructor stub
    }

    /**
     * @see HttpServlet#doGet(HttpServletRequest request, HttpServletResponse response)
     */
	protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {

		int id=Integer.parseInt(request.getParameter("enggid").trim());
		EnggDao engg=new EnggDaoImpl();
		EnggBean ebean=engg.getEnggDetails(id);
		/*String name=ebean.getenggName();
		String mail=ebean.getenggMail();
		String mobile=ebean.getenggMobile();
```

```
		String password=ebean.getEnggPassword();*/
		HttpSession ses=request.getSession();
		//ses.setAttribute("beanobj", ebean);

		if(ebean != null)
			ses.setAttribute("enggBeanObj",ebean);
			response.sendRedirect("viewEnggById.jsp");



	}

	/**
	 * @see HttpServlet#doPost(HttpServletRequest request, HttpServletResponse response)
	 */
	protected void doPost(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {
		// TODO Auto-generated method stub
		doGet(request, response);
	}

}
```

Process complain srv:-

```
package packageSrv;

import java.io.IOException;
import java.io.PrintWriter;

import javax.servlet.ServletException;
import javax.servlet.annotation.WebServlet;
import javax.servlet.http.HttpServlet;
import javax.servlet.http.HttpServletRequest;
import javax.servlet.http.HttpServletResponse;
import javax.servlet.http.HttpSession;

import com.hw_sw.dao.EnggDao;
import com.hw_sw.dao.EnggDaoImpl;

/**
 * Servlet implementation class ProcessComplainSrv
 */
@WebServlet("/ProcessComplainSrv")
public class ProcessComplainSrv extends HttpServlet {
	private static final long serialVersionUID = 1L;

    /**
     * @see HttpServlet#HttpServlet()
     */
```

```
public ProcessComplainSrv() {
        super();
        // TODO Auto-generated constructor stub
    }

    /**
     * @see HttpServlet#doGet(HttpServletRequest request, HttpServletResponse response)
     */
    protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {
            int complainId = Integer.parseInt(request.getParameter("complainId"));
            String enggMail = request.getParameter("enggMail");

            PrintWriter out = response.getWriter();
            response.setContentType("text/html");

            HttpSession ses = request.getSession();
            ses.setAttribute("flag", "invalid");

            EnggDao engg = new EnggDaoImpl();
            if(engg.assignComplainToEngg(complainId, enggMail)) {
                out.println("<script type=\"text/javascript\">");
                out.println("alert('Complain assigned to engineer');");
                out.println("window.location = 'admin.jsp'");
```

```
                        out.println("</script>");


                }


        }


        /**
          * @see HttpServlet#doPost(HttpServletRequest request, HttpServletResponse
response)
          */
        protected void doPost(HttpServletRequest request, HttpServletResponse response)
throws ServletException, IOException {
                // TODO Auto-generated method stub
                doGet(request, response);
        }


}
```

Register complain:-

```
package packageSrv;


import java.io.IOException;
import javax.servlet.ServletException;
import javax.servlet.annotation.WebServlet;
import javax.servlet.http.HttpServlet;
```

```
import javax.servlet.http.HttpServletRequest;
import javax.servlet.http.HttpServletResponse;
import javax.servlet.http.HttpSession;
import javax.websocket.Session;

import com.hw_sw.dao.ComplainDao;
import com.hw_sw.dao.ComplainDaoImpl;
import com.hw_sw.dao.CustomerDao;
import com.hw_sw.dao.CustomerDaoImpl;

import beanPack.ComplainBean;

/**
 * Servlet implementation class RegisterComplaint
 */
@WebServlet("/RegisterComplaint")
public class RegisterComplaint extends HttpServlet {
	private static final long serialVersionUID = 1L;

    /**
     * @see HttpServlet#HttpServlet()
     */
    public RegisterComplaint() {
        super();
        // TODO Auto-generated constructor stub
```

```
    }

        /**
         * @see HttpServlet#doGet(HttpServletRequest request, HttpServletResponse
response)
         */
        protected void doGet(HttpServletRequest request, HttpServletResponse response)
throws ServletException, IOException {
                String complainName = request.getParameter("complainName");
                String complainType = request.getParameter("complainType");
                String complainDetail = request.getParameter("complain");



                HttpSession ses = request.getSession();

                int customerId=((Integer) ses.getAttribute("customerId")).intValue();

                ComplainBean cb = new ComplainBean();
                cb.setComplainName(complainName);
                cb.setComplainType(complainType);
                cb.setComplainDetail(complainDetail);
                cb.setCustomerId(customerId);

                ComplainDao customer = new ComplainDaoImpl();
                int complainId = customer.registerComplain(cb);
```

```
                if(complainId>0) {
                        ses.setAttribute("id",complainId);
                        ses.setAttribute("flag", "valid");
                        response.sendRedirect("registerComplaint.jsp");
                }



        }


        /**
          * @see HttpServlet#doPost(HttpServletRequest request, HttpServletResponse
response)
          */
        protected void doPost(HttpServletRequest request, HttpServletResponse response)
throws ServletException, IOException {
                // TODO Auto-generated method stub
                doGet(request, response);
        }


}
```

Register customer:

```
package packageSrv;
```

```
import java.io.IOException;
import javax.servlet.ServletException;
import javax.servlet.annotation.WebServlet;
import javax.servlet.http.HttpServlet;
import javax.servlet.http.HttpServletRequest;
import javax.servlet.http.HttpServletResponse;
import javax.servlet.http.HttpSession;

import com.hw_sw.dao.CustomerDao;
import com.hw_sw.dao.CustomerDaoImpl;

import beanPack.CustomerBean;

/**
 * Servlet implementation class RegisterCustomer
 */
@WebServlet("/RegisterCustomer")
public class RegisterCustomer extends HttpServlet {
	private static final long serialVersionUID = 1L;

    /**
     * @see HttpServlet#HttpServlet()
     */
    public RegisterCustomer() {
```

```
        super();
        // TODO Auto-generated constructor stub
    }

    /**
     * @see HttpServlet#doGet(HttpServletRequest request, HttpServletResponse response)
     */
    protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {

        String name = request.getParameter("name").trim();
        String email = request.getParameter("email").trim();
        String mobile = request.getParameter("mobile").trim();
        String city = request.getParameter("city").trim();
        String pass = request.getParameter("pass").trim();

        String page="registerCustomer.jsp";

        HttpSession ses=request.getSession();
        ses.setAttribute("flag", "valid");

        CustomerBean cb = new CustomerBean();
        cb.setCustomerName(name);
        cb.setCustomerMail(email);
        cb.setCustomerMobile(mobile);
```

```
                cb.setCustomerCity(city);
                cb.setCustomerPassword(pass);

                CustomerDao customer = new CustomerDaoImpl();
                int customerId=customer.addCustomer(cb);

                if(customerId>0)
                        ses.setAttribute("id",customerId);
                        response.sendRedirect(page);

        }

        /**
         * @see HttpServlet#doPost(HttpServletRequest request, HttpServletResponse
response)
         */
        protected void doPost(HttpServletRequest request, HttpServletResponse response)
throws ServletException, IOException {
                // TODO Auto-generated method stub
                doGet(request, response);
        }

}
```

Remove engg:-

```
package packageSrv;
```

```
import java.io.IOException;
import javax.servlet.ServletException;
import javax.servlet.annotation.WebServlet;
import javax.servlet.http.HttpServlet;
import javax.servlet.http.HttpServletRequest;
import javax.servlet.http.HttpServletResponse;
import javax.servlet.http.HttpSession;

import com.hw_sw.dao.EnggDao;
import com.hw_sw.dao.EnggDaoImpl;

/**
 * Servlet implementation class RemoveEngg
 */
@WebServlet("/RemoveEngg")
public class RemoveEngg extends HttpServlet {
	private static final long serialVersionUID = 1L;

    /**
     * @see HttpServlet#HttpServlet()
     */
    public RemoveEngg() {
        super();
        // TODO Auto-generated constructor stub
```

```
	}


		/**
		 * @see HttpServlet#doGet(HttpServletRequest request, HttpServletResponse response)
		 */
		protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {



				int id=Integer.parseInt(request.getParameter("engId").trim());
				EnggDao edao=new EnggDaoImpl();
				boolean b=edao.removeEngg(id);
				HttpSession ses=request.getSession();
				ses.setAttribute("boolValue", b);
				response.sendRedirect("removeEnggById.jsp");


		}


		/**
		 * @see HttpServlet#doPost(HttpServletRequest request, HttpServletResponse response)
		 */
		protected void doPost(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {
				// TODO Auto-generated method stub
				doGet(request, response);
```

```
	}


}
```

Srv complain detail by id:-

```
package packageSrv;

import java.io.IOException;
import javax.servlet.ServletException;
import javax.servlet.annotation.WebServlet;
import javax.servlet.http.HttpServlet;
import javax.servlet.http.HttpServletRequest;
import javax.servlet.http.HttpServletResponse;
import javax.servlet.http.HttpSession;

import com.hw_sw.dao.ComplainDao;
import com.hw_sw.dao.ComplainDaoImpl;

import beanPack.ComplainBean;

/**
 * Servlet implementation class SrvComplainDetailByid
 */
@WebServlet("/SrvComplainDetailByid")
public class SrvComplainDetailByid extends HttpServlet {
	private static final long serialVersionUID = 1L;

    /**
     * @see HttpServlet#HttpServlet()
     */
    public SrvComplainDetailByid() {
        super();
        // TODO Auto-generated constructor stub
    }

	/**
	 * @see HttpServlet#doGet(HttpServletRequest request, HttpServletResponse
response)
	 */
	protected void doGet(HttpServletRequest request, HttpServletResponse
response) throws ServletException, IOException {

		int
complainId=Integer.parseInt(request.getParameter("complainId").trim());
		ComplainDao complain=new ComplainDaoImpl();
		ComplainBean cbean=complain.getComplain(complainId);
```

```
			HttpSession ses=request.getSession();
			if(cbean != null){
				ses.setAttribute("complainBeanObj", cbean);
			response.sendRedirect("complainDetailById.jsp");

			}


	}

	/**
	 * @see HttpServlet#doPost(HttpServletRequest request, HttpServletResponse
response)
	 */
	protected void doPost(HttpServletRequest request, HttpServletResponse
response) throws ServletException, IOException {
			// TODO Auto-generated method stub
			doGet(request, response);
	}

}
```

Submit answer:-

```
package packageSrv;


import java.io.IOException;

import java.io.PrintWriter;


import javax.servlet.ServletException;

import javax.servlet.annotation.WebServlet;

import javax.servlet.http.HttpServlet;

import javax.servlet.http.HttpServletRequest;

import javax.servlet.http.HttpServletResponse;


import com.hw_sw.dao.ComplainDao;
```

```
import com.hw_sw.dao.ComplainDaoImpl;


/**
 * Servlet implementation class submitAnswer
 */
@WebServlet("/submitAnswer")
public class submitAnswer extends HttpServlet {
	private static final long serialVersionUID = 1L;


    /**
     * @see HttpServlet#HttpServlet()
     */
    public submitAnswer() {
        super();
        // TODO Auto-generated constructor stub
    }


	/**
	 * @see HttpServlet#doGet(HttpServletRequest request, HttpServletResponse response)
	 */
	protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {
			int complainId = Integer.parseInt(request.getParameter("complainId").trim());
			String answer = request.getParameter("answer");
```

```
                PrintWriter out = response.getWriter();
                response.setContentType("text/html");

                ComplainDao dao = new ComplainDaoImpl();
                if(dao.answerComplain(complainId, answer)) {
                        out.println("<script type=\"text/javascript\">");
                        out.println("alert('Answer Submitted');");
                        out.println("window.location = 'enggWorkspace.jsp'");
                        out.println("</script>");
                }
        }

        /**
         * @see HttpServlet#doPost(HttpServletRequest request, HttpServletResponse
response)
         */
        protected void doPost(HttpServletRequest request, HttpServletResponse response)
throws ServletException, IOException {
                // TODO Auto-generated method stub
                doGet(request, response);
        }

}
```

Update engineer:-

```
package packageSrv;

import java.io.IOException;

import javax.servlet.ServletException;
import javax.servlet.annotation.WebServlet;
import javax.servlet.http.HttpServlet;
import javax.servlet.http.HttpServletRequest;
import javax.servlet.http.HttpServletResponse;

import beanPack.EnggBean;

import com.hw_sw.dao.EnggDao;
import com.hw_sw.dao.EnggDaoImpl;

/**
 * Servlet implementation class UpdateEnggSrv
 */
@WebServlet("/UpdateEnggSrv")
public class UpdateEnggSrv extends HttpServlet {
	private static final long serialVersionUID = 1L;

    /**
     * @see HttpServlet#HttpServlet()
     */
```

```
    public UpdateEnggSrv() {
        super();
        // TODO Auto-generated constructor stub
    }

    /**
     * @see HttpServlet#doGet(HttpServletRequest request, HttpServletResponse response)
     */
    protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException {
            String enggId=request.getParameter("enggId");
            String enggName=request.getParameter("enggName");
            String enggMail=request.getParameter("enggMail");
            String enggMobile=request.getParameter("enggMobile");
            String enggPass=request.getParameter("enggPass");

            int id=Integer.parseInt(enggId.trim());

            //System.out.println(id);
            EnggBean ebean=new EnggBean(id, enggName, enggMail, enggMobile, enggPass);

            EnggDao dao=new EnggDaoImpl();

              boolean f=dao.updateEngg(ebean);
```

```
		if(f){



			response.sendRedirect("allEngDetails.jsp");

		}

		else

			response.sendRedirect("updatefails.jsp");


		}




		/**

		  * @see HttpServlet#doPost(HttpServletRequest request, HttpServletResponse
response)

		  */

		protected void doPost(HttpServletRequest request, HttpServletResponse response)
throws ServletException, IOException {

			doGet(request, response);

		}


}
```

JSP FILE:

ADD ENGINNER:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<link href="style.css" rel='stylesheet' type='text/css' />
            <meta name="viewport" content="width=device-width,
initial-scale=1">
            <script type="application/x-javascript"> addEventListener("load",
function() { setTimeout(hideURLbar, 0); }, false); function
hideURLbar(){ window.scrollTo(0,1); } </script>
            <!--webfonts-->
            <link
href='http://fonts.googleapis.com/css?family=Lobster|Pacifico:400,700,300|Robo
to:400,100,100italic,300,300italic,400italic,500italic,500' _ rel='stylesheet'
type='text/css'>
            <link
href='http://fonts.googleapis.com/css?family=Raleway:400,100,500,600,700,300'
rel='stylesheet' type='text/css'>
</head>
<body>
<jsp:include page="adminHeader.jsp"></jsp:include>


                        <h1 align="center">Add Engineers</h1>


                                                <form action="AddEngg"
method="post">
                                                    <center>

                                                    <input type="text"
name="name" placeholder="Enter name" >
                                                    <input type="text"
name="email"  placeholder="Enter Email">
                                                    <input type="text"
name="mobile" placeholder="Mobile">

                                                    <input type="password"
name="pass"  placeholder="Enter Password" >
                                                    <input type="password"
placeholder=" Confirm Password"  >
```

```
                                                    <div class="submit"
style="align:center">

                                                <center><input type="submit"
value="REGISTER"></center>
                                                    </div>
                                                    </center>
                                                    <%

                                                Object
obj=session.getAttribute("enggid");
                                                if(obj != null){

                                                int id=(Integer)obj;%>

                                                <h3 style="color: red">Engineer
Added and id is: <%= id %></h3>


        <%}session.removeAttribute("enggid"); %>

                                                </form>

<jsp:include page="footer.jsp"></jsp:include>
</body>
</html>
```

ADMIN:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<title>Register-login-form Website Template | Home :: w3layouts</title>
            <link href="style.css" rel='stylesheet' type='text/css' />
            <meta name="viewport" content="width=device-width,
initial-scale=1">
            <script type="application/x-javascript"> addEventListener("load",
function() { setTimeout(hideURLbar, 0); }, false); function
hideURLbar(){ window.scrollTo(0,1); } </script>
            <!--webfonts-->
            <link
href='http://fonts.googleapis.com/css?family=Lobster|Pacifico:400,700,300|Robo
to:400,100,100italic,300,300italic,400italic,500italic,500' _ rel='stylesheet'
type='text/css'>
            <link
href='http://fonts.googleapis.com/css?family=Raleway:400,100,500,600,700,300'
rel='stylesheet' type='text/css'>
            <!--webfonts-->
</head>
```

```
<body>
<jsp:include page="adminHeader.jsp"></jsp:include>

	<div style="color: red" > <h1 align="center">Welcome Admin<h1></div>
	<hr>
	<div>
		<h2 align="center"> Select the Options...</h2><hr>
<table align="center">

			<tr><td><a href="addEngg.jsp" style="text-decoration:
none;">Add Engineers</a><br><br></td></tr>
			<tr><td><a href="viewEnggById.jsp" style="text-decoration:
none;">View Engineers By ID</a><br><br></td></tr>
			<tr><td><a href="AllEngSrv" style="text-decoration:
none;">View All Engineers</a><br><br></td></tr>
			<tr><td><a href="complainDetailById.jsp"
style="text-decoration: none;">View Complain By Id</a><br><br></td></tr>
			<tr><td><a href="AssignComplain" style="text-decoration:
none;">Assign Complain to Engineer</a><br><br></td></tr>
			<tr><td><a href="complainStatusById.jsp"
style="text-decoration: none;">View Complain Status By Id</a><br><br></td></tr>
			<tr><td><a href="removeEnggById.jsp" style="text-decoration:
none;">Remove Engineer</a><br><br></td></tr>
</table>
	</div>

<jsp:include page="footer.jsp"></jsp:include>
</body>
</html>
```

ADMIN HEADER:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html>
<html>
<head>
<title>S3P Solutions</title>
<meta charset="utf-8">
<meta name="viewport" content="width=device-width, initial-scale=1.0,
maximum-scale=1.0, user-scalable=no">
<link href="layout/styles/layout.css" rel="stylesheet" type="text/css"
media="all">
</head>
<body id="top">

<!--
################################################################################
################## -->
```

```
<!--
################################################################################
################## -->
<!--
################################################################################
################## -->
<div class="wrapper row0">
  <div id="topbar" class="hoc clear">
    <!--
################################################################################
################## -->
    <ul>
      <li><i class="fa fa-clock-o"></i> Mon. - Fri. 8am - 5pm</li>
      <li><i class="fa fa-phone"></i> +(91)7063744690</li>
      <li><i class="fa fa-envelope-o"></i> admin@gmail.com</li>
      <!-- <li><a href="login.jsp" title="Login"><i class="fa fa-lg
fa-sign-in">&nbspSignIn</i></a></li>
      <li><a href="signup.jsp" title="SignUp"><i class="fa fa-lg
fa-edit">&nbspSignUp</i></a></li> -->
      <li><a href="signup.jsp" title="SignUp"><i class="fa fa-lg
fa-edit">&nbspSignOut</i></a>
    </ul>
    <!--
################################################################################
################## -->
  </div>
</div>
<!--
################################################################################
################## -->
<!--
################################################################################
################## -->
<!--
################################################################################
################## -->
<div class="wrapper row1">
  <header id="header" class="hoc clear">
    <!--
################################################################################
################## -->
    <div id="logo" class="fl_left">
      <h1><a href="index.html">S3P Solutions</a></h1>
    </div>
    <div class="fl_right"><a class="btn" href="#">Admin</a></div>
    <!--
################################################################################
################## -->
  </header>
</div>
<!--
################################################################################
################## -->
```

```
<!--
################################################################################################
################## -->
<!--
################################################################################################
################## -->
<!-- Top Background Image Wrapper -->
<div class="bgded" ">
  <!--
################################################################################################
################## -->
  <div class="wrapper row2">
    <nav id="mainav" class="hoc clear">
      <!--
################################################################################################
################## -->
      <ul class="clear">
        <li class="active"><a href="index.jsp">Home</a></li>
        <li><a href="faq.jsp">Faq</a></li>

        <li><a class="drop" href="#">Technical Support</a>
          <ul>
            <li><a href="computer.jsp">Computer</a></li>

            <li><a href="mobile.jsp">Mobile</a></li>

          </ul>
        </li>

         <li><a class="drop" href="#">Help</a>
          <ul>

            <li><a href="customerLogin.jsp">Register Complaint</a></li>
          </ul>
        </li>
         <li><a class="drop" href="#">Role as</a>
          <ul>
            <li><a href="adminHome.jsp">Admin</a></li>
            <li><a href="engineerHome.jsp">Engineer</a></li>
            <li><a href="customerHome.jsp">Customer</a></li>
          </ul>
        </li>
      </ul>
        </nav>
  </div>
  </div>

</body>
</html>
```

ADMIN HOME:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
<title>Insert title here</title>
</head>
<body>
<jsp:include page="adminHeader.jsp"></jsp:include>



<jsp:include page="adminLogin.jsp"></jsp:include>


<jsp:include page="footer.jsp"></jsp:include>

</body>
</html>
```

ADMIN LOGIN:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
	<head>

		<title>Register-login-form Website Template | Home ::
w3layouts</title>
		<link href="style.css" rel='stylesheet' type='text/css' />
		<meta name="viewport" content="width=device-width,
initial-scale=1">
		<script type="application/x-javascript"> addEventListener("load",
function() { setTimeout(hideURLbar, 0); }, false); function
hideURLbar(){ window.scrollTo(0,1); } </script>
		<!--webfonts-->
		<link
href='http://fonts.googleapis.com/css?family=Lobster|Pacifico:400,700,300|Robo
to:400,100,100italic,300,300italic,400italic,500italic,500' _ rel='stylesheet'
type='text/css'>
		<link
href='http://fonts.googleapis.com/css?family=Raleway:400,100,500,600,700,300'
rel='stylesheet' type='text/css'>
		<!--webfonts-->
	</head>
	<body>

		<!--start-login-form-->
```

```
                        <div class="main">
                        <div class="login-head">
<div class="Login">
                                        <div class="Login-head">
                                        <h3>LOGIN</h3>
                                        </div>

                                    <form action="AdminLogin">

                                    <%

                                        Object
obj=session.getAttribute("flag");
                                        if(obj != null){
                                        %>

                                        <h3 style="color: red">Invalid
username or password</h3>


      <%}session.removeAttribute("flag"); %>

                                                <div class="ticker">
                                                    <h4>Username</h4>
                                                    <input type="text"
placeholder="Enter Email Id" name="email" ><span> </span>
                                                    <div class="clear">
</div>
                                                </div>
                                                <div>
                                                <h4>Password</h4>
                                                <input type="password"
placeholder="Enter Password" name="password" >
                                                                    <div
class="clear"> </div>
                                                </div>
                                                <div
class="checkbox-grid">
                                                    <div
class="inline-group green">

                                                    <div class="clear">
</div>
                                                    </div>

                                                </div>

                                                <div
class="submit-button">
                                                    <input type="submit"
onclick="myFunction()" value="LOGIN  >" >
                                                </div>
                                                    <div class="clear">
</div>
                                                </div>
```

```
                                    </form>
                                </div>
                            </div>


                              </div>

                              </body>
                              </html>
```

ALL COMPLAIN DETAIL:

```
<%@page import="beanPack.EnggBean"%>
<%@page import="com.hw_sw.dao.EnggDaoImpl"%>
<%@page import="com.hw_sw.dao.EnggDao"%>
<%@page import="beanPack.ComplainBean"%>
<%@page import="java.util.ArrayList"%>
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<link href="style.css" rel='stylesheet' type='text/css' />
            <meta name="viewport" content="width=device-width,
initial-scale=1">
            <script type="application/x-javascript"> addEventListener("load",
function() { setTimeout(hideURLbar, 0); }, false); function
hideURLbar(){ window.scrollTo(0,1); } </script>
            <!--webfonts-->
            <link
href='http://fonts.googleapis.com/css?family=Lobster|Pacifico:400,700,300|Robo
to:400,100,100italic,300,300italic,400italic,500italic,500' _ rel='stylesheet'
type='text/css'>
            <link
href='http://fonts.googleapis.com/css?family=Raleway:400,100,500,600,700,300'
rel='stylesheet' type='text/css'>

<title>Insert title here</title>
</head>
<body>
<jsp:include page="adminHeader.jsp"></jsp:include>


<table border="1">

      <tr>
            <th>ComplainId</th>
            <th>ComplainName</th>
            <th>ComplainDetail</th>
            <th>ComplainType</th>
```

```
			<th>ComplainStatus</th>
			<th>ComplainAnswer</th>
			<th>CustomerId</th>
			<th>Select Engineer</th>
			<th>Assign</th>
		</tr>
		<%
		Object obj1=session.getAttribute("complainList");
		if(obj1 != null){
			ArrayList<ComplainBean> cList=(ArrayList<ComplainBean>)obj1;

			EnggDao dao = new EnggDaoImpl();
			ArrayList<EnggBean> enggList = dao.getAllEngineerDetails();

   %>

		<%
		for(ComplainBean cBean:cList){

		%>
		<form action="ProcessComplainSrv?complainId=<%=cBean.getComplainId() %>"
method="post">
		<tr>
			<td><%=cBean.getComplainId() %></td>
			<td><%=cBean.getComplainName() %></td>
			<td><%=cBean.getComplainDetail() %></td>
			<td><%=cBean.getComplainType() %></td>
			<td><%=cBean.getComplainStatus()%></td>
			<td><%=cBean.getComplainAnswer()%></td>
			<td><%=cBean.getCustomerId()%></td>
			<td><select name="enggMail">
				<%
				for(EnggBean b:enggList){
					out.print(b.getenggMail());
				%>
				<option value="<%=b.getenggMail() %>"
><%=b.getenggMail() %></option>
				<%} %>
				</select>
			<td><input type="submit"></input></td>
		</tr>
		</form>
		<%} %>

</table>



<%}else {%>
<h2>Session fails..</h2>
 <%} %>

<jsp:include page="footer.jsp"></jsp:include>
</body>
```

```
</html>
```

ALL ENGINEER DETAIL:

```
<%@page import="beanPack.EnggBean"%>
<%@page import="java.util.ArrayList"%>
<%@page import="com.hw_sw.dao.EnggDao" %>
<%@page import="com.hw_sw.dao.EnggDaoImpl" %>



<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
<title>Insert title here</title>
</head>
<body>

<jsp:include page="adminHeader.jsp"></jsp:include>

<%

EnggDao dao=new EnggDaoImpl();

ArrayList<EnggBean> elist=dao.getAllEngineerDetails();

//request.getSession().setAttribute("eng_list", elist);






//Object obj=session.getAttribute("eng_list");
//if(obj != null){
      if(true){
      //ArrayList<EnggBean> elist1=(ArrayList<EnggBean>)obj;
%>
<table  border="2px">
<tr>
<th>Id</th><th>Name</th><th>Username(Email)</th><th>Password</th><th>Mobile</t
h>
</tr>
<%
for(EnggBean ebean:elist){
      %>
                                                <tr><td>
                                                <%= ebean.getenggId()%>
```

```
                                        </td><td>
                                                <%= ebean.getenggName() %>
                                                </td><td>
                                                <%= ebean.getenggMail() %>
                                                </td><td>
                                                <%= ebean.getEnggPassword() %>
                                                </td><td>
                                                <%= ebean.getenggMobile() %>
                                                      </td><td>
                                                <a
href='updateInfo.jsp?enggId=<%=ebean.getenggId()%>'>update</a></td></tr>
                                                <%} %>

                                                </table>



<%}else{ %>

<h2>Session fails...</h2>

<%} %>
<jsp:include page="footer.jsp"></jsp:include>
</body>
</html>
```

ANSWER:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
<title>Insert title here</title>
</head>
<body>
<jsp:include page="engineerHeader.jsp"></jsp:include>

<form
action="SubmitAnswer.jsp?complainId=<%=request.getParameter("complainId") %>"
method="get">
      <h1 style="color: red;    ">Write Answer</h1>
      <textarea cols="120" rows="15" name="answer"></textarea><br>
      <input type="submit" name="submit" style="color: red;">
</form>


<jsp:include page="footer.jsp"></jsp:include>
</body>
</html>
```

COMPLAIN DETAIL BY ID:

```
<%@page import="beanPack.ComplainBean"%>
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<link href="style.css" rel='stylesheet' type='text/css' />
            <meta name="viewport" content="width=device-width,
initial-scale=1">
            <script type="application/x-javascript"> addEventListener("load",
function() { setTimeout(hideURLbar, 0); }, false); function
hideURLbar(){ window.scrollTo(0,1); } </script>
            <!--webfonts-->
            <link
href='http://fonts.googleapis.com/css?family=Lobster|Pacifico:400,700,300|Robo
to:400,100,100italic,300,300italic,400italic,500italic,500' _ rel='stylesheet'
type='text/css'>
            <link
href='http://fonts.googleapis.com/css?family=Raleway:400,100,500,600,700,300'
rel='stylesheet' type='text/css'>
<title>Insert title here</title>
</head>
<body>
<jsp:include page="adminHeader.jsp"></jsp:include>

<form action="SrvComplainDetailByid">
      Enter the Complain Id:<input type="text" name="complainId"><br><br>
      <input type="submit" value="Submit">

</form>

<%

                                                Object
obj=session.getAttribute("complainBeanObj");
                                                if(obj != null){
                                                ComplainBean
cbBean=(ComplainBean)obj;


%>



<div  align="center" style="margin-top: 80px;" >
      <table border="1">
      <tr align="center">
            Complain details are:
      </tr>
```

```
	<tr>

		<th>ComplainName</th>
		<th>ComplainDetail</th>
		<th>ComplainStatus</th>
		<th>ComplainType</th>
		<th>ComplainAnswer</th>
		<th>CustomerId</th>

	</tr>

	<tr>

		<td><textarea name="txt_descripcion" cols="15" rows="3"
id="txt_descripcion"><%= cbBean.getComplainName() %></textarea></td>
		<td><textarea name="txt_descripcion" cols="15" rows="3"
id="txt_descripcion"><%= cbBean.getComplainDetail()%></textarea></td>
		<td><textarea name="txt_descripcion" cols="15" rows="3"
id="txt_descripcion"><%= cbBean.getComplainType()%></textarea></td>
		<td><textarea name="txt_descripcion" cols="15" rows="3"
id="txt_descripcion"><%= cbBean.getComplainStatus() %></textarea></td>
		<td><textarea name="txt_descripcion" cols="15" rows="3"
id="txt_descripcion"><%= cbBean.getComplainAnswer() %></textarea></td>
		<td><textarea name="txt_descripcion" cols="15" rows="3"
id="txt_descripcion"><%= cbBean.getCustomerId()%></textarea></td>


	</tr>

</table>
</div>
<%}else { %>

<h2>Session fails....</h2>

<%} %>
<jsp:include page="footer.jsp"></jsp:include>
</body>
</html>
```

COMPLAIN STATUS BY ID:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<link href="style.css" rel='stylesheet' type='text/css' />
```

```
            <meta name="viewport" content="width=device-width,
initial-scale=1">
            <script type="application/x-javascript"> addEventListener("load",
function() { setTimeout(hideURLbar, 0); }, false); function
hideURLbar(){ window.scrollTo(0,1); } </script>
            <!--webfonts-->
            <link
href='http://fonts.googleapis.com/css?family=Lobster|Pacifico:400,700,300|Robo
to:400,100,100italic,300,300italic,400italic,500italic,500' _ rel='stylesheet'
type='text/css'>
            <link
href='http://fonts.googleapis.com/css?family=Raleway:400,100,500,600,700,300'
rel='stylesheet' type='text/css'>
            <!--webfonts-->
<title>Insert title here</title>
</head>
<body>

<jsp:include page="adminHeader.jsp"></jsp:include>
<br><br><br><br>
<form action="ComplainStatusById">

<center>Enter ComplainId:<input type="text" name="complainId">
<input type="submit" value="submit"></center>
<%

Object obj= session.getAttribute("Complainstatus") ;
if(obj != null){
String status=(String)obj;
%>
<br><br>
<center>ComplainStatus:<textarea rows="1" cols="20"><%out.print(status);
%></textarea></center>

</form>
<%}else{ %>
<a1>SESSION FAILS..</a1><br><br><br><br>
<%} %>
<jsp:include page="footer.jsp"></jsp:include>
</body>
</html>
```

COMPUTER:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
<title>Insert title here</title>
</head>
<body>
```

```
<jsp:include page="header.jsp"></jsp:include>


<div  style="margin: 20px 200px 0px 200px; border-radius:20px; background-color: red; "  >
       <h1 align="center"><b><u>Hardware Support..</u></b></h1><br>
       <ul style="color: #000000"; >

<ol>
       <li><b>Errors in the software or the operating system installed.</b></li>

       <b>Solution</b>Some software packages (especially those of dubious origins) can damage the computer because of errors within their own ranks; they can even cause operating systems to become unusable, during initial installation, during use, while doing a specific combination of jobs, or if incompatible with other types of software working at the same time. As long as software errors do not accumulate they are unlikely to announce themselves.<br>


       <li><b>Blank monitors</b></li>

       <b>Solution</b>Blank monitors are among the most common computer problems. Most people who have computers will have dealt with non-working blank monitor at least once. The first thing to do is to check the supply cord and power systems. Sometimes, the video cable may be loosened. In this case, push the video cable into place again. If you can access another monitor, connect it to the CPU and see if it works. If it does, the problem is in the monitor or its wire.Sometimes the monitor may display strange colors. Make sure that all the pins are properly secured on the CPU.<br>

       <li><b>Hard drive is dead</b></li>

       <b>Solution</b>A dead hard drive is a major hardware problem because it usually involves considerable expenses. The only possible thing you can do is to try and recover as much data as you can from the hard drive. There are specialized software available that can do this. Alternatively, you can also take it to a hard drive recovery expert.<br>


       <li><b>Error when booting</b></li>

       <b>Solution</b>Errors on boot usually happen during reboots. Some error messages will be self-explanatory but others may be technical. Make sure that all the wires that lead to the computer are properly pushed in. Sometimes, floppy disks and external hard drives can also cause error problems. Remove them and try to reboot.<br>

       <li><b>Starting problems</b></li>

       <b>Solution</b>If you are unable to start your computer, the best thing to do then is to restart the system and choose an existing configuration like Safe Mode or Last known Stable Configuration. The Safe Mode is the best option to choose because it will give the computer a chance to analyze the problem as well as adjust to new settings.<br>
```

```
<li><b>Shutdown problems</b></li>

<b>Solution</b>It can happen that the computer shuts down suddenly or it takes a long time to shut down. If you are facing these situations, it is best to look into the problem deeply. There may be a serious and bigger problem involved than just the computer shutting down.<br>

</ol>
</div>


<div  style="margin: 20px 200px 0px 200px; border-radius:20px; background-color: red; "  >
<h1 align="center"><b><u>Software Support..</u></b></h1><br>
<ul style="color: #000000"; >

<ol>

<li><b>Obsolete software</b></li>
 <b>Solution:</b>Software that no longer works due to new hardware or support software changes - This refers to software that is based on functions found in older versions of databases and operating systems. An example of this can be found in old COBOL code that will not compile on new compilers due to the use of verbs that are no longer supported in the compiler. Many vendors try to make new releases of support software upwardly compatible, but there are usually cases where one minor area of non-support from the base system can cause a major revision of the system. The only other option is not to upgrade the support software. This decision can be justified for the short-term, but a point is usually reached where the software must either be replaced or modified.<br>

<li><b>Incorrect or inadequate interfaces with other systems</b></li>
 <b>Solution:</b>This means that the software does not correctly accept input (data, control, parameters, etc.) from other systems or sends incorrect output (data, control, parameters, print, etc.) to other systems. An example of this is when a system has an electronic data interfaces (EDI) with external systems, but does not correctly receive or format the information.<br>

<li><b>Inadequate security controls</b></li>
 <b>Solution:</b> This means that unauthorized access to the system is not adequately controlled and detected. In addition, people may also be able to perform transactions in excess of the authorization levels appropriate for their job functions. For example, a person without managerial levels of security access might be able to approve their own overtime. Or, a person not in the payroll department might be able to view the employee payroll files.<br>


<li><b>Wireless problems can occur because of several reasons (router, computer, ISP)</b></li>
 <b>Solution:</b>If your Wi-Fi signal is weak, it can cause disconnections and slowness, so make sure youâ  re in range and are getting decent reception. Next check that your computerâ  s wireless adapter has up-to-date drivers. If none of this works, call your ISP and see if they can help.<br>

</ol>
</ul>
```

```
</div>



<jsp:include page="footer.jsp"></jsp:include>

</body>
</html>
```

CUSTOMER COMPLAIN:

```
<%@page import="java.util.ArrayList"%>
<%@page import="beanPack.ComplainBean"%>
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
<title>Insert title here</title>
</head>
<body>
<jsp:include page="customerHeader.jsp"></jsp:include>
<table border="1">
	<tr>
		<th>ComplainId</th>
		<th>ComplainName</th>
		<th>ComplainDetail</th>
		<th>ComplainType</th>
		<th>ComplainStatus</th>
		<th>ComplainAnswer</th>
		<th>CustomerId</th>
	</tr>
	<%
		Object obj=session.getAttribute("complainList");
		if(obj != null){
			ArrayList<ComplainBean> cList=(ArrayList<ComplainBean>)obj;
	%>
	<%
	for(ComplainBean cBean:cList){
	%>

	<tr>
		<td><%=cBean.getComplainId() %></td>
		<td><%=cBean.getComplainName() %></td>
		<td><%=cBean.getComplainDetail() %></td>
		<td><%=cBean.getComplainType() %></td>
		<td><%=cBean.getComplainStatus()%></td>
		<td><%=cBean.getComplainAnswer()%></td>
```

```
            <td><%=cBean.getCustomerId()%></td>
        </tr>

        <%} %>

</table>
<%}else {%>
<h2>Session fails..</h2>
 <%} %>

<jsp:include page="footer.jsp"></jsp:include>
</body>
</html>
```

CUSTOMER HEADER:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html>
<html>
<head>
<title>S3P Solutions</title>
<meta charset="utf-8">
<meta name="viewport" content="width=device-width, initial-scale=1.0,
maximum-scale=1.0, user-scalable=no">
<link href="layout/styles/layout.css" rel="stylesheet" type="text/css"
media="all">
</head>
<body id="top">

<!--
################################################################################
################## -->
<!--
################################################################################
################## -->
<!--
################################################################################
################## -->
<div class="wrapper row0">
  <div id="topbar" class="hoc clear">
    <!--
################################################################################
################## -->
    <ul>
      <li><i class="fa fa-clock-o"></i> Mon. - Fri. 8am - 5pm</li>
      <li><i class="fa fa-phone"></i> +(91)7063744690</li>
      <li><i class="fa fa-envelope-o"></i> admin@gmail.com</li>
      <!-- <li><a href="login.jsp" title="Login"><i class="fa fa-lg
fa-sign-in">&nbspSignIn</i></a></li>
      <li><a href="signup.jsp" title="SignUp"><i class="fa fa-lg
fa-edit">&nbspSignUp</i></a></li> -->
```

```
      <li><a href="signup.jsp" title="SignUp"><i class="fa fa-lg
fa-edit">&nbspSignOut</i></a></li>
    </ul>
    <!--
################################################################################
################## -->
  </div>
</div>
<!--
################################################################################
################## -->
<!--
################################################################################
################## -->
<!--
################################################################################
################## -->
<div class="wrapper row1">
  <header id="header" class="hoc clear">
    <!--
################################################################################
################## -->
    <div id="logo" class="fl_left">
      <h1><a href="index.html">S3P Solutions</a></h1>
    </div>
    <div class="fl_right"><a class="btn" href="#">Customer</a></div>
    <!--
################################################################################
################## -->
  </header>
</div>
<!--
################################################################################
################## -->
<!--
################################################################################
################## -->
<!--
################################################################################
################## -->
<!-- Top Background Image Wrapper -->
<div class="bgded" ">
  <!--
################################################################################
################## -->
  <div class="wrapper row2">
    <nav id="mainav" class="hoc clear">
      <!--
################################################################################
################## -->
      <ul class="clear">
        <li class="active"><a href="index.jsp">Home</a></li>
        <li><a href="faq.jsp">Faq</a></li>

        <li><a class="drop" href="#">Technical Support</a>
```

```
          <ul>
            <li><a href="computer.jsp">Computer</a></li>

            <li><a href="mobile.jsp">Mobile</a></li>

          </ul>
        </li>

         <li><a class="drop" href="#">Help</a>
          <ul>

            <li><a href="registerComplaint.jsp">Register Complaint</a></li>
          </ul>
        </li>
         <li><a class="drop" href="#">Role as</a>
          <ul>
            <li><a href="adminHome.jsp">Admin</a></li>
            <li><a href="engineerHome.jsp">Engineer</a></li>
            <li><a href="customerHome.jsp">Customer</a></li>
          </ul>
        </li>
      </ul>
        </nav>
  </div>
  </div>

</body>
</html>
```

CUSTOMER HOME:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
<title>Insert title here</title>
</head>
<body>
<jsp:include page="customerHeader.jsp"></jsp:include>


<jsp:include page="customerLogin.jsp"></jsp:include>


<jsp:include page="footer.jsp"></jsp:include>

</body>
</html>
```

CUSTOMER LOGIN:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
      <head>

            <title>Register-login-form Website Template | Home ::
w3layouts</title>
            <link href="style.css" rel='stylesheet' type='text/css' />
            <meta name="viewport" content="width=device-width,
initial-scale=1">
            <script type="application/x-javascript"> addEventListener("load",
function() { setTimeout(hideURLbar, 0); }, false); function
hideURLbar(){ window.scrollTo(0,1); } </script>
            <!--webfonts-->
            <link
href='http://fonts.googleapis.com/css?family=Lobster|Pacifico:400,700,300|Robo
to:400,100,100italic,300,300italic,400italic,500italic,500' _ rel='stylesheet'
type='text/css'>
            <link
href='http://fonts.googleapis.com/css?family=Raleway:400,100,500,600,700,300'
rel='stylesheet' type='text/css'>
            <!--webfonts-->
      </head>
      <body>

            <!--start-login-form-->
                        <div class="main">
                        <div class="login-head">
<div class="Login">
                                          <div class="Login-head">
                                          <h3>LOGIN</h3>
                                          </div>

                                    <form action="CustomerLogin"
method="post">

                                    <div>

                                          <%

                                          Object
obj=session.getAttribute("flag");

                                          if(obj != null){
                                          %>

                                          <h3 style="color: red">Invalid
username or password</h3>
```

```
        <%}session.removeAttribute("flag"); %>


                                                </div>


                                                        <div class="ticker">
                                                              <h4>Username</h4>
                                                              <input type="text"
name="mail" placeholder="Enter Email Id" onfocus="this.value = '';" onblur="if
(this.value == '') {this.value = '';}" ><span> </span>
                                                              <div class="clear">
</div>
                                                        </div>
                                                        <div>
                                                        <h4>Password</h4>
                                                        <input type="password"
name="pass" placeholder="Enter Password" onfocus="this.value = '';" onblur="if
(this.value == '') {this.value = '';}" >
                                                                                    <div
class="clear"> </div>
                                                        </div>
                                                        <div
class="checkbox-grid">
                                                              <div
class="inline-group green">

                                                              <div class="clear">
</div>
                                                              </div>

                                                        </div>



                                                        <div
class="submit-button">
                                                              <input type="submit"
onclick="myFunction()" value="LOGIN  >" >
                                                        </div>
                                                        <div><br>
                                                Don't have an account-><a
href="registerCustomer.jsp">&nbspCreate Account</a>
                                                        </div>

                                                              <div class="clear">
</div>
                                                        </div>

                                                </form>


                                        </div>
                                </div>
```

```
</div>


</body>
</html>
```

ENGINNEER:

```
<%@page import="beanPack.ComplainBean"%>
<%@page import="java.util.ArrayList"%>
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
<title>Insert title here</title>
</head>
<body>
<jsp:include page="adminHeader.jsp"></jsp:include>

<form action="SubmitAnswer">

<table border="1">

<tr>
       <th>ComplainId</th>
       <th>ComplainName</th>
       <th colspan="2">ComplainDetails</th>
       <th>ComplainType</th>
       <th colspan="2">ComplainAnswer</th>
</tr>

<%
       Object obj=session.getAttribute("list");
if(obj!=null){
       ArrayList<ComplainBean> list_bean=(ArrayList<ComplainBean>)obj;
%>
<%for(ComplainBean cbean : list_bean){ %>

<tr>

       <td name="complId"><%=cbean.getComplainId() %></td>
       <td><%=cbean.getComplainName() %></td>
       <td colspan="2"><textarea rows="2" cols="40"
readonly><%=cbean.getComplainDetail() %></textarea></td>
       <td><%=cbean.getComplainType() %></td>
       <td colspan="2"><textarea name="answer" rows="2"
cols="60"></textarea></td>
```

```
		<td><input type="submit" name="submit"></td>

</tr>
<%} %>
</table>

</form>
<%}else{ %>
<h2>Session failed...</h2>
<%} %>

<jsp:include page="footer.jsp"></jsp:include>
</body>
</html>
```

ENGINEER WORKSPACE:

```
<%@page import="com.hw_sw.dao.ComplainDaoImpl"%>
<%@page import="com.hw_sw.dao.ComplainDao"%>
<%@page import="beanPack.ComplainBean"%>
<%@page import="java.util.ArrayList"%>
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
<title>Insert title here</title>
</head>
<body>
<jsp:include page="adminHeader.jsp"></jsp:include>



<table border="1">

<tr>
		<th>ComplainId</th>
		<th>ComplainName</th>
		<th colspan="2">ComplainDetails</th>
		<th>ComplainType</th>
		<th colspan="2">ComplainAnswer</th>
</tr>

<%

			int enggId=(Integer)session.getAttribute("enggId");
			ComplainDao cdao=new ComplainDaoImpl();
			ArrayList<ComplainBean> list=cdao.getComplainEnggId(enggId);
			if(list != null){
```

```
%>
<%for(ComplainBean cbean : list){ %>

<tr>
	<form action="submitAnswer" method="post">
	<td><input type="text" name="complainId" value="<%=cbean.getComplainId()
%>" readonly></td>
	<td><%=cbean.getComplainName() %></td>
	<td colspan="2"><textarea rows="2" cols="40"
readonly><%=cbean.getComplainDetail() %></textarea></td>
	<td><%=cbean.getComplainType() %></td>
	<td colspan="2"><textarea name="answer" rows="2" cols="30"
><%=cbean.getComplainAnswer() %></textarea></td>
	<td><input type="submit" name="submit"></td>
	</form>
</tr>
<%} %>
</table>



<%}else{ %>
<h2>Session failed...</h2>
<%} %>

<jsp:include page="footer.jsp"></jsp:include>
</body>
</html>
```

ENGINEER HEADER:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html>
<html>
<head>
<title>S3P Solutions</title>
<meta charset="utf-8">
<meta name="viewport" content="width=device-width, initial-scale=1.0,
maximum-scale=1.0, user-scalable=no">
<link href="layout/styles/layout.css" rel="stylesheet" type="text/css"
media="all">
</head>
<body id="top">

<!--
################################################################################
################## -->
<!--
################################################################################
################## -->
```

```
<!--
################################################################################################
################## -->
<div class="wrapper row0">
  <div id="topbar" class="hoc clear">
    <!--
################################################################################################
################## -->
    <ul>
      <li><i class="fa fa-clock-o"></i> Mon. - Fri. 8am - 5pm</li>
      <li><i class="fa fa-phone"></i> +(91)7063744690</li>
      <li><i class="fa fa-envelope-o"></i> admin@gmail.com</li>
      <!-- <li><a href="login.jsp" title="Login"><i class="fa fa-lg
fa-sign-in">&nbspSignIn</i></a></li>
      <li><a href="signup.jsp" title="SignUp"><i class="fa fa-lg
fa-edit">&nbspSignUp</i></a></li> -->
      <li><a href="signup.jsp" title="SignUp"><i class="fa fa-lg
fa-edit">&nbspSignOut</i></a></li>
    </ul>
    <!--
################################################################################################
################## -->
  </div>
</div>
<!--
################################################################################################
################## -->
<!--
################################################################################################
################## -->
<!--
################################################################################################
################## -->
<div class="wrapper row1">
  <header id="header" class="hoc clear">
    <!--
################################################################################################
################## -->
    <div id="logo" class="fl_left">
      <h1><a href="index.html">S3P Solutions</a></h1>
    </div>
    <div class="fl_right"><a class="btn" href="#">Engineer</a></div>
    <!--
################################################################################################
################## -->
  </header>
</div>
<!--
################################################################################################
################## -->
<!--
################################################################################################
################## -->
```

```
<!--
################################################################################
################## -->
<!-- Top Background Image Wrapper -->
<div class="bgded" ">
  <!--
################################################################################
################## -->
  <div class="wrapper row2">
    <nav id="mainav" class="hoc clear">
      <!--
################################################################################
################## -->
     <ul class="clear">
       <li class="active"><a href="index.jsp">Home</a></li>
       <li><a href="faq.jsp">Faq</a></li>

       <li><a class="drop" href="#">Technical Support</a>
         <ul>
           <li><a href="computer.jsp">Computer</a></li>

           <li><a href="mobile.jsp">Mobile</a></li>

         </ul>
       </li>

        <li><a class="drop" href="#">Help</a>
         <ul>

           <li><a href="customerLogin.jsp">Register Complaint</a></li>
         </ul>
       </li>
        <li><a class="drop" href="#">Role as</a>
         <ul>
           <li><a href="adminHome.jsp">Admin</a></li>
           <li><a href="engineerHome.jsp">Engineer</a></li>
           <li><a href="customerHome.jsp">Customer</a></li>
         </ul>
       </li>
     </ul>
       </nav>
  </div>
  </div>

</body>
</html>
```

ENGINEER HOME:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
```

```
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
<title>Insert title here</title>
</head>
<body>
<jsp:include page="engineerHeader.jsp"></jsp:include>

<jsp:include page="engineerLogin.jsp"></jsp:include>



<jsp:include page="footer.jsp"></jsp:include>

</body>
                                </html>
```

ENGINEER LOGIN:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
      <head>

            <title>Register-login-form Website Template | Home ::
w3layouts</title>
            <link href="style.css" rel='stylesheet' type='text/css' />
            <meta name="viewport" content="width=device-width,
initial-scale=1">
            <script type="application/x-javascript"> addEventListener("load",
function() { setTimeout(hideURLbar, 0); }, false); function
hideURLbar(){ window.scrollTo(0,1); } </script>
            <!--webfonts-->
            <link
href='http://fonts.googleapis.com/css?family=Lobster|Pacifico:400,700,300|Robo
to:400,100,100italic,300,300italic,400italic,500italic,500' _ rel='stylesheet'
type='text/css'>
            <link
href='http://fonts.googleapis.com/css?family=Raleway:400,100,500,600,700,300'
rel='stylesheet' type='text/css'>
            <!--webfonts-->
      </head>
      <body>

            <!--start-login-form-->
                        <div class="main">
                        <div class="login-head">
<div class="Login">
                                                <div class="login-head">
                                                <h3>LOGIN</h3>
```

```
                                        </div>
                                    <form  action="engineerLoginSrv"
method="post">
                                    <div>
                                        <%
                                        Object
obj=session.getAttribute("flag");
                                        if(obj != null){
                                        %>
                                        <h3 style="color: red">Invalid
username or password</h3>
      <%}session.removeAttribute("flag"); %>
                                        </div>
                                            <div class="ticker">
                                                <h4>Username</h4>
                                                <input type="text"
name="email" placeholder="Enter Email Id" onfocus="this.value = '';" onblur="if
(this.value == '') {this.value = 'John Smith';}" ><span> </span>
                                                <div class="clear">
</div>
                                            </div>
                                            <div>
                                            <h4>Password</h4>
                                            <input type="password"
name="pass"  placeholder="Enter Password" onfocus="this.value = '';" onblur="if
(this.value == '') {this.value = 'Password';}" >
                                                                    <div
class="clear"> </div>
                                            </div>
                                            <div
class="checkbox-grid">
                                                <div
class="inline-group green">
                                                <div class="clear">
</div>
                                                </div>
                                            </div>
                                            <div
class="submit-button">
                                                <input type="submit"
onclick="myFunction()" value="LOGIN  >" >
                                            </div>
```

```
                                                        <div class="clear">
</div>
                                                    </div>

                                        </form>
                                    </div>
                                </div>


                                </div>

                                </body>
                                </html>
```

ERROR:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1"  isErrorPage="true" %>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
<title>Insert title here</title>
</head>
<body>
<jsp:include page="header.jsp"></jsp:include>
<h3>Sorry an exception occured!</h3>

Exception is: <%= exception %>

<jsp:include page="footer.jsp"></jsp:include>
</body>
</html>
```

FAQ:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
<title>Insert title here</title>
</head>
<body>
<jsp:include page="header.jsp"></jsp:include>
```

```
<div  style="margin: 20px 200px 0px 200px; border-radius:20px; background-color: red; "  >
<h1 align="center"><b><u>Frequently asked questions...</u></b></h1><br>
<ul style="color: #000000"; >


<ol>
<li><b>How can I change my password? And what if I forget my password?</b></li>
<b>Solution:</b>You can change your password by using the "Forgot your password?" function located on the login page. Enter your email address and then click on "Forgot your password." You will quickly receive an email that provides further instructions.<br>

<li><b>If I change my email address, should I create a new account with my new email address?</b></li>
<b>Solution:</b>No. The system enables you to update and change your email address. Please log on to your existing profile and locate the email address field in the personal information section. Changing your email here will also change the email address you use to log in. Please do not create multiple login accounts/profiles as this will delay the hiring process.<br>

<li><b>How do I know my application has been received?</b></li>
<b>Solution:</b>You will be sent a confirmation via email. If you do not receive one, check that you supplied the correct email address and also ensure that the e-mail has not been sent to your junk or spam folder.<br>

<li><b>What happens to my profile after I have applied?</b></li>
<b>Solution:</b>If you have applied to a specific job, your resume/profile will be reviewed by a recruiter.<br>

<li><b>How do I monitor and understand the status of my application with Dell?</b></li>
<b>Solution:</b>There are a few steps in our process.  By clicking on status within your application, a definition of the current status is provided. Due to the volume of submissions that Dell receives, resumes are generally reviewed in groups, in the order of submission, until a satisfactory number of qualified applicants is obtained.<br>


<li><b>How are the services ordered?</b></li>
<b>Solution:</b>There is a three step process to raise a request at INDIA DELL SUPPORT:Step 1: Describe the problem you are facing with the gadget and the location where you want the service to be provided.Step 2: Get acquainted with the technician's profile, price and rating.Step 3: Hire the services of a technician.<br>

</ol>
</ul>
</div>


<jsp:include page="footer.jsp"></jsp:include>

</body>
</html>
```

FOOTER:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
  <title></title>
  <meta charset="utf-8">
<meta name="viewport" content="width=device-width, initial-scale=1.0,
maximum-scale=1.0, user-scalable=no">
<link href="layout/styles/layout.css" rel="stylesheet" type="text/css"
media="all">
</head>
<body>
<div class="wrapper row4">
  <footer id="footer" class="hoc clear">
    <!--
################################################################################
################## -->
    <div class="one_third first">
      <h6 class="heading">Contact Us</h6>
      <ul class="nospace btmspace-30 linklist contact">
        <li><i class="fa fa-map-marker"></i>
          <address>
          Haldia Institute of Technology &amp;amp; p1, Haldia, 721657
          </address>
        </li>
        <li><i class="fa fa-phone"></i> +(91)7063744690</li>
        <li><i class="fa fa-envelope-o"></i> admin@gmail.com</li>
      </ul>

    </div>
    <div class="one_third">
      <h6 class="heading">Group Information</h6>
      <ul class="nospace linklist">
        <li>
          <article>
            <h2 class="nospace font-x1"><a href="#">Sameer kumar,Sunny
saurav,Prabhat kumar,Saurav kumar</a></h2>
            <time class="font-xs block btmspace-10" datetime="2017-07-18">Tuesday,
18<sup>th</sup> july 2017</time>
            <p class="nospace">All Group member works as ADMIN [&amp;hellip;]</p>
          </article>
        </li>

      </ul>
    </div>
```

```
    <div class="one_third">
      <h6 class="heading">About Page</h6>
      <p class="nospace btmspace-30">This website for online hardware and sortware
support system.if you have any hardware and software issue the you can contact
us.</p>

    </div>
    <!--
##############################################################################
################## -->
  </footer>
</div>
<!--
##############################################################################
################## -->
<!--
##############################################################################
################## -->
<!--
##############################################################################
################## -->
<div class="wrapper row5">
  <div id="copyright" class="hoc clear">
    <!--
##############################################################################
################## -->
    <p class="fl_left">Copyright &copy; 2017 - All Rights Reserved - <a
href="#">Domain Name</a></p>

    <!--
##############################################################################
################## -->
  </div>
</div>
<!--
##############################################################################
################## -->
<!--
##############################################################################
################## -->
<!--
##############################################################################
################## -->
<a id="backtotop" href="#top"><i class="fa fa-chevron-up"></i></a>
<!-- JAVASCRIPTS -->
<script src="layout/scripts/jquery.min.js"></script>
<script src="layout/scripts/jquery.backtotop.js"></script>
<script src="layout/scripts/jquery.mobilemenu.js"></script>
</body>
</html>
```

FURTHER ASSISTANCE:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
```

```
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
<title>Insert title here</title>
</head>
<body>
<jsp:include page="header.jsp"></jsp:include>


<jsp:include page="footer.jsp"></jsp:include>

</body>
</html>
```

HEADER:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html>
<html>
<head>
<title>S3P Solutions</title>
<meta charset="utf-8">
<meta name="viewport" content="width=device-width, initial-scale=1.0,
maximum-scale=1.0, user-scalable=no">
<link href="layout/styles/layout.css" rel="stylesheet" type="text/css"
media="all">
</head>
<body id="top">

<!--
################################################################################
################## -->
<!--
################################################################################
################## -->
<!--
################################################################################
################## -->
<div class="wrapper row0">
  <div id="topbar" class="hoc clear">
    <!--
################################################################################
################## -->
    <ul>
      <li><i class="fa fa-clock-o"></i> Mon. - Fri. 8am - 5pm</li>
```

```
      <li><i class="fa fa-phone"></i> +(91)7063744690</li>
      <li><i class="fa fa-envelope-o"></i> admin@gmail.com</li>
      <!-- <li><a href="login.jsp" title="Login"><i class="fa fa-lg
fa-sign-in">&nbspSignIn</i></a></li>
      <li><a href="signup.jsp" title="SignUp"><i class="fa fa-lg
fa-edit">&nbspSignUp</i></a></li>
      <li><a href="index.jsp" title="SignOut"><i class="fa fa-lg
fa-edit">&nbspSignOut</i></a></li> -->
    </ul>
    <!--
################################################################################
################## -->
  </div>
</div>
<!--
################################################################################
################## -->
<!--
################################################################################
################## -->
<!--
################################################################################
################## -->
<div class="wrapper row1">
  <header id="header" class="hoc clear">
    <!--
################################################################################
################## -->
    <div id="logo" class="fl_left">
      <h1><a href="index.html">S3P Solutions</a></h1>
    </div>
    <div class="fl_right"><a class="btn" href="#">Guest</a></div>
    <!--
################################################################################
################## -->
  </header>
</div>
<!--
################################################################################
################## -->
<!--
################################################################################
################## -->
<!--
################################################################################
################## -->
<!-- Top Background Image Wrapper -->
<div class="bgded" ">
  <!--
################################################################################
################## -->
  <div class="wrapper row2">
    <nav id="mainav" class="hoc clear">
```

```
      <!--
##############################################################################
################## -->
      <ul class="clear">
        <li class="active"><a href="index.jsp">Home</a></li>
        <li><a href="Faq.jsp">Faq</a></li>

        <li><a class="drop" href="#">Technical Support</a>
          <ul>
            <li><a href="computer.jsp">Computer</a></li>

            <li><a href="mobile.jsp">Mobile</a></li>

          </ul>
        </li>

         <li><a class="drop" href="#">Help</a>
          <ul>

            <li><a href="customerLogin.jsp">Register Complaint</a></li>
          </ul>
        </li>
         <li><a class="drop" href="#">Login as</a>
          <ul>
            <li><a href="adminHome.jsp">Admin</a></li>
            <li><a href="engineerHome.jsp">Engineer</a></li>
            <li><a href="customerHome.jsp">Customer</a></li>
          </ul>
        </li>
      </ul>
        </nav>
  </div>
  </div>

</body>
</html>
```

INDEX:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
<title>online support</title>
</head>
<body>
<jsp:include page="header.jsp"></jsp:include>
<div  style="margin: 20px 200px 0px 200px; border-radius:20px; background-color:
green; "  >
<h1 align="center"><b><u>Hardware Support..</u></b></h1><br>
<ul style="color: #000000"; >
```

```
<a4><li>Troubleshooting for desktop hardware and attached peripherals. Peripherals
are any computer (I/O) devices that are not part of the essential
computer.</li></a4><br>
<a4><li>Install new PCs and ensure authentication with Campus Active Directory and
printers.</li></a4><br>
<a4><li>Verify proper network connections.</li></a4><br>
<a4><li>Manage the activation and setup of mobile devices.</li></a4><br>

</ul>
</div>
<hr color="#000">
<div  style="margin: 20px 200px 0px 200px; border-radius:20px; background-color:
green; "  >
<h1 align="center"><b><u>Software Support..</u></b></h1><br>
<ul style="color: #000000"; >
<a4><li>Configuration, how-to and best practice recommendations.</li></a4><br>
<a4><li>Remote deployment assistance with patches and updates.</li></a4><br>
<a4><li>Application validation support (product key failures)</li></a4><br>
<a4><li>Reinstallation support (returning product to its original
state)</li></a4><br>
<a4><li>Access to patches, updates and new version upgrades for Dell-branded and
third-party software</li></a4><br>
</ul>
</div>
<jsp:include page="footer.jsp"></jsp:include>
</body>
</html>
```

LOGIN:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
      <head>

            <title>Register-login-form Website Template | Home ::
w3layouts</title>
            <link href="style.css" rel='stylesheet' type='text/css' />
            <meta name="viewport" content="width=device-width,
initial-scale=1">
            <script type="application/x-javascript"> addEventListener("load",
function() { setTimeout(hideURLbar, 0); }, false); function
hideURLbar(){ window.scrollTo(0,1); } </script>
            <!--webfonts-->
            <link
href='http://fonts.googleapis.com/css?family=Lobster|Pacifico:400,700,300|Robo
to:400,100,100italic,300,300italic,400italic,500italic,500' _ rel='stylesheet'
type='text/css'>
```

```
            <link
href='http://fonts.googleapis.com/css?family=Raleway:400,100,500,600,700,300'
rel='stylesheet' type='text/css'>
            <!--webfonts-->
      </head>
      <body>

            <!--start-login-form-->
                        <div class="main">
                        <div class="login-head">
<div class="Login">
                                                <div class="Login-head">
                                                <h3>LOGIN</h3>
                                                </div>

                                          <form>
                                                      <div class="ticker">
                                                            <h4>Username</h4>
                                                            <input type="text"
placeholder="Enter Email Id" onfocus="this.value = '';" onblur="if (this.value ==
'') {this.value = 'John Smith';}" ><span> </span>
                                                            <div class="clear">
</div>
                                                      </div>
                                                      <div>
                                                      <h4>Password</h4>
                                                      <input type="password"
placeholder="Enter Password" onfocus="this.value = '';" onblur="if (this.value ==
'') {this.value = 'Password';}" >
                                                                              <div
class="clear"> </div>
                                                      </div>
                                                      <div
class="checkbox-grid">
                                                            <div
class="inline-group green">

                                                            <div class="clear">
</div>
                                                            </div>

                                                      </div>

                                                      <div
class="submit-button">
                                                            <input type="submit"
onclick="myFunction()" value="LOGIN  >" >
                                                      </div>
                                                      <div><br>
                                                Don't have an account-><a
href="signup.jsp">&nbspCreate Account</a>
                                                      </div>

                                                            <div class="clear">
</div>
```

```
                                                    </div>

                                        </form>
                                </div>
                        </div>


                        </div>

                        </body>
                                                    </html>
```

MOBILE:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
<title>Insert title here</title>
</head>
<body>
<jsp:include page="header.jsp"></jsp:include>

<div  style="margin: 20px 200px 0px 200px; border-radius:20px; background-color:
red; "  >
<h1 align="center"><b><u>Hardware Support..</u></b></h1><br>
<ul style="color: #000000"; >

<ol>
<li><b>Camera Lens Is Broken Or Hazy</b></li>
<b>Solution:</b>If you have a hazy or scratched camera lens, the very first thing
I would do is give it a really, really good clean. Youâ  d be surprised how much
of a difference that can make. And donâ  t just give it a quick wipe with a cloth.
Get out the methylated spirits or spray and wipe and really make sure it's clean.<br>


<li><b>Unresponsive Touch Screen</b></li>
<b>Solution:</b>If you find that your screen is unresponsive to touch, there are
few things you can try. Most people I have spoken to with this issue managed to
solve it with the old turn it off and on again trick. So definitely give that a
go if you havenâ  t already.Another option is restoring the phone back to its factory
settings. Here are the instructions for Android and for iPhone.In the course of
my research, I did see some other sites recommending holding your touch screen
against an open flame or repeatedly bashing on the screen. I urge you all not to
try these. Methods like those will often cause more harm than good.If the touch
screen functionality is actually busted, youâ  ll need to get the screen replaced.
You can see the recommendations for replacing a broken screen above.<br>
```

<li>Water Damage</li>
Solution:If youâ ve dropped your phone in a pool or just spilled water on it TURN IT OFF IMMEDIATELY.The water itself does not cause damage to the phone â itâ s the short circuits that occur when your phoneâ s electricity meets water that cause the problem. Whether you have an iPhone, Android, Windows Phone .Now you need to focus on getting your phone dry.If you have a phone that opens: Like a Samsung or Sony, youâ re in luck. Take the back off and pull the battery out. Give everything a really thorough wipe down. If you just spilled a littler water on your phone, this should be sufficient to keep your phone in shape. If the device was fully submerged or you want to be extra cautious, keep reading.If you have an iPhone: Your situation is a little trickier because you canâ t pull your phone apart and clean any water out. There are few things you can try, like putting your phone in a bag of rice for 48 hours, grabbing a bunch of silica gel packets and placing them in a zip lock with your phone or even a Bheestie bag â which I have heard very good things about.Once youâ ve picked your method, store your phone in a cool dry place and make sure it's sitting in a way that allows any liquid to drain i.e. on a slant or sitting on one of the edges.After using one of those methods, you should be ready to turn your phone on again. If you have an iPhone and you want to be completely sure that there is no water damage before you turn your phone back on, this video will show you the locations of the water damage indicators. If the indicators are red, you might want to leave it on rice for another day.

</ol>

</ul>

<h1 align="center"><u>Software Support..</u></h1>
<ul style="color: #000000"; >

<ol>
<li>Google Play Store Crashing</li>
Solution:If Google Play crashes after launching it, you might have a corrupt cache. Most of the time, simply wiping its cache fixes the problem. Most versions of Android use generally the same steps. Go to:Settings Apps Swipe right to locate the â allâ tab Locate Google Play Store and wipe cache and dataRestart your phone If that fails, you might want to try wiping data and/or cache for the following services:
<li>Google Play Services</li>
Solution:Google Services Framework Remember to restart the device after performing the wipes.

<li>Insufficient Space on Device</li>

Solution:Android allocates fixed storage space for apps. Users canâ t expand it. So you might run into this error even if your device indicates a great deal of remaining storage capacity.The easiest way to free up space is to begin

uninstalling apps. However, if you use music apps, like Spotify, you might not be able to find where the files are being stored. The quickest way to free up space is to use an app like CCleaner. If you want to get a visual display of where all your memory is going, try using DiskUsage. It will visually display your filesâ locations and size.

<li></>I Canâ t Find My Download</li>

Solution:Android by default stores its downloaded files in a folder called â Downloadâ . To locate the Download directory, first install a file manager, like ES File Explorer (our review of ES File Explorer). Once installed, go to sdcard/Download and you should see a complete list of downloaded files.

<li>I Installed Malware!</li>

Solution:Never install a cracked game or app â it probably has malware on it. But if you already have malware, simply uninstall the culprit. If youâ re not sure which app is wreaking mayhem on your phone, try a malware scanner. If that fails, use some of our tips on finding Android malware.

<li>Android Device Crashes on Boot</li>

Solution:If your phone no longer boots, you can enter whatâ s called â safe modeâ â weâ ve covered Androidâ s safe mode before. Safe Mode allows users to disable all startup apps that might be crashing the phone. Once booted in through safe mode, you can then remove the misbehaving app
</ol>
</ul>

<jsp:include page="footer.jsp"></jsp:include>

</body>
</html>

REGISTER COMPLAINT:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
      <title></title>
      <meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
</head>
<body>
<jsp:include page="customerHeader.jsp"></jsp:include>
<div align="center" style="margin-top: 80px;">
<form action="RegisterComplaint" method="post">
<%-- <input type="hidden" name="Id"
value="<%=(Integer)session.getAttribute("customerId")%>"> --%>
```

```
<table border="1" >
		<tr>
			<th colspan="2">Register Complain</th>
			<th><a href="CustomerComplainDetails" style="text-decoration:
none;">Check Complain Status</a></th>
		</tr>
		<tr>
			<td ><input type="text" name="complainName"
placeholder="COMPLAIN NAME   eg.Mother board issue,system crash on power up..."
size="85"></td>
			<td>
				<select name="complainType">
					<option value="null">Select
Complain Type</option>
					<option
value="hardware">Hardware</option>
					<option
value="software">Software</option>
				</select>
			</td>

		</tr>
		<tr >
			<td colspan="2"><textarea cols="100" rows="10" wrap="hard"
name="complain"></textarea></td>
		</tr>
		<tr>
			<td colspan="2"><input type="submit" name="submit"></td>
		</tr>

</table>

<div>

<%

Object
obj=session.getAttribute("flag");
if(obj != null){
%>

<h3 style="color: green">Complain
Added. Complain Id : <%=(Integer)session.getAttribute("id") %></h3>

	<%}session.removeAttribute("flag"); %>


</div>

</form>
</div>
<jsp:include page="footer.jsp"></jsp:include>
</body>
```

REGISTER CUSTOMER:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
	<head>

		<title>Register</title>
		<link href="style.css" rel='stylesheet' type='text/css' />
		<meta name="viewport" content="width=device-width,
initial-scale=1">
		<script type="application/x-javascript"> addEventListener("load",
function() { setTimeout(hideURLbar, 0); }, false); function
hideURLbar(){ window.scrollTo(0,1); } </script>
		<!--webfonts-->
		<link
href='http://fonts.googleapis.com/css?family=Lobster|Pacifico:400,700,300|Robo
to:400,100,100italic,300,300italic,400italic,500italic,500' _ rel='stylesheet'
type='text/css'>
		<link
href='http://fonts.googleapis.com/css?family=Raleway:400,100,500,600,700,300'
rel='stylesheet' type='text/css'>
		<!--webfonts-->
	</head>
	<body>

			<!--start-login-form-->
				<div class="main">
				<div class="login-head">

					</div>
					<div  class="wrap">
						<div class="Regisration">
						<div class="Regisration-head">
						<h2><span></span>Register</h2>
						 </div>

						<form action="RegisterCustomer"
method="post">
							<center>

							<input type="text"
name="name" value="Name" onfocus="this.value = '';" onblur="if (this.value == '')
{this.value = 'Name';}" >
							<input type="text"
name="email" value="Email Address" onfocus="this.value = '';" onblur="if
(this.value == '') {this.value = 'Email Address';}" >
							<input type="text"
name="mobile" value="Mobile" onfocus="this.value = '';" onblur="if (this.value ==
'') {this.value = 'Mobile';}" >
```

```
                                                    <input type="text"
name="city" value="City" onfocus="this.value = '';" onblur="if (this.value == '')
{this.value = 'City';}" >
                                                    <input type="password"
name="pass"  placeholder="Enter Password" onfocus="this.value = '';" onblur="if
(this.value == '') {this.value = 'Password';}"  >
                                                    <input type="password"
placeholder=" Confirm Password" onfocus="this.value = '';" onblur="if (this.value
== '') {this.value = ' Confirm Password';}" >
                                                     <div class="Remember-me">
                                                    <div class="p-container">
                                                    <!-- <label
class="checkbox"><input type="checkbox" name="checkbox" checked><i></i>I agree to
the Terms and Conditions</label> -->
                                                    <div class ="clear"></div>
                                                    </div>

                                                    <div class="submit"
style="align:center">
                                                          <!-- <input
type="submit" onclick="myFunction()" value="Sign Me Up > "  > -->
                                                    <input type="submit" value="Sign
Me Up"></a>
                                                          </div>

                                                          <div>

                                                    <%

                                                    Object
obj=session.getAttribute("flag");
                                                    if(obj != null){
                                                    %>

                                                    <h3 style="color: green">Customer
Added. CustomerId : <%=(Integer)session.getAttribute("id") %></h3>
                                                    <div><br>
                                                    <a
href="customerLogin.jsp">&nbspLogin Now</a>
                                                          </div>

      <%}session.removeAttribute("flag"); %>


                                                    </div>

                                                          <div class="clear">
</div>
                                                          </div>
                                                          </center>
                                                </form>
                                          </div>

      </body>
</html>
```

REMOVE ENGG BY ID:

```
 errorPage="error.jsp"<%@ page language="java" contentType="text/html;
charset=ISO-8859-1"
    pageEncoding="ISO-8859-1"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<link href="style.css" rel='stylesheet' type='text/css' />
            <meta name="viewport" content="width=device-width,
initial-scale=1">
            <script type="application/x-javascript"> addEventListener("load",
function() { setTimeout(hideURLbar, 0); }, false); function
hideURLbar(){ window.scrollTo(0,1); } </script>
            <!--webfonts-->
            <link
href='http://fonts.googleapis.com/css?family=Lobster|Pacifico:400,700,300|Robo
to:400,100,100italic,300,300italic,400italic,500italic,500' ' rel='stylesheet'
type='text/css'>
            <link
href='http://fonts.googleapis.com/css?family=Raleway:400,100,500,600,700,300'
rel='stylesheet' type='text/css'>
            <!--webfonts-->
<title>Insert title here</title>
</head>
<body>
<jsp:include page="adminHeader.jsp"></jsp:include>

<form action="RemoveEngg">

Enter The Id Of Enggineer:<input type="text" name="engId" placeholder="Enter the
engg. id"><br><br>
<input type="submit" value="submit">

</form>
<%
Object obj=session.getAttribute("boolValue");
if(obj != null){
      boolean bool=(boolean)obj;
      if(bool = true){
%>

<h2>Engineer Removed Successfully</h2>
```

```
<%}else{ %>
<h2>Engineer deletion failed...</h2>


<%}}else{ %>
<h2>Session fails</h2>
<%}%>
<%session.removeAttribute("flag"); %>
<jsp:include page="footer.jsp"></jsp:include>
</body>
</html>
```

SIGN UP:

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
      <head>

            <title>Register</title>
            <link href="style.css" rel='stylesheet' type='text/css' />
            <meta name="viewport" content="width=device-width,
initial-scale=1">
            <script type="application/x-javascript"> addEventListener("load",
function() { setTimeout(hideURLbar, 0); }, false); function
hideURLbar(){ window.scrollTo(0,1); } </script>
            <!--webfonts-->
            <link
href='http://fonts.googleapis.com/css?family=Lobster|Pacifico:400,700,300|Robo
to:400,100,100italic,300,300italic,400italic,500italic,500' _ rel='stylesheet'
type='text/css'>
            <link
href='http://fonts.googleapis.com/css?family=Raleway:400,100,500,600,700,300'
rel='stylesheet' type='text/css'>
            <!--webfonts-->
      </head>
      <body>

                  <!--start-login-form-->
                        <div class="main">
                        <div class="login-head">

                              </div>
                              <div  class="wrap">
                                    <div class="Regisration">
                                          <div class="Regisration-head">
                                          <h2><span></span>Register</h2>
                                           </div>
```

```
                                        <form>
                                                <center>

                                                <input type="text"
value="Name" onfocus="this.value = '';" onblur="if (this.value == '') {this.value
= 'Name';}" >
                                                <input type="text"
value="Email Address" onfocus="this.value = '';" onblur="if (this.value == '')
{this.value = 'Email Address';}" >
                                                <input type="text"
value="Mobile" onfocus="this.value = '';" onblur="if (this.value == '')
{this.value = 'Mobile';}" >
                                                <input type="password"
placeholder="Enter Password" onfocus="this.value = '';" onblur="if (this.value ==
'') {this.value = 'Password';}"  >
                                                <input type="password"
placeholder=" Confirm Password" onfocus="this.value = '';" onblur="if (this.value
== '') {this.value = ' Confirm Password';}" >
                                                 <div class="Remember-me">
                                                <div class="p-container">
                                                <!-- <label
class="checkbox"><input type="checkbox" name="checkbox" checked><i></i>I agree to
the Terms and Conditions</label> -->
                                                <div class ="clear"></div>
                                                </div>

                                                <div class="submit"
style="align:center">
                                                        <!-- <input
type="submit" onclick="myFunction()" value="Sign Me Up > "  > -->
                                                <input type="submit" value="Sign
Me Up"></a>
                                                </div>

                                                        <div class="clear">
</div>
                                                </div>
                                                        </center>
                                        </form>
                                </div>

        </body>
</html>
```

STYLE:

```
/*---
Author: W3layouts
Author URL: http://w3layouts.com
License: Creative Commons Attribution 3.0 Unported
License URL: http://creativecommons.org/licenses/by/3.0/
```

```
----*/
/* reset */
html,body,div,span,applet,object,iframe,h1,h2,h3,h4,h5,h6,p,blockquote,pre,a,a
bbr,acronym,address,big,cite,code,del,dfn,em,img,ins,kbd,q,s,samp,small,strike,
strong,sub,sup,tt,var,b,u,i,dl,dt,dd,ol,nav ul,nav
li,fieldset,form,label,legend,table,caption,tbody,tfoot,thead,tr,th,td,article,
aside,canvas,details,embed,figure,figcaption,footer,header,hgroup,menu,nav,out
put,ruby,section,summary,time,mark,audio,video{margin:0;padding:0;border:0;fon
t-size:100%;font:inherit;vertical-align:baseline;}
article, aside, details, figcaption, figure,footer, header, hgroup, menu, nav,
section {display: block;}
ol,ul{list-style:none;margin:0px;padding:0px;}
blockquote,q{quotes:none;}
blockquote:before,blockquote:after,q:before,q:after{content:'';content:none;}
table{border-collapse:collapse;border-spacing:0;}
/* start editing from here */
a{text-decoration:none;}
.txt-rt{text-align:right;}/* text align right */
.txt-lt{text-align:left;}/* text align left */
.txt-center{text-align:center;}/* text align center */
.float-rt{float:right;}/* float right */
.float-lt{float:left;}/* float left */
.clear{clear:both;}/* clear float */
.pos-relative{position:relative;}/* Position Relative */
.pos-absolute{position:absolute;}/* Position Absolute */
.vertical-base{     vertical-align:baseline;}/* vertical align baseline */
.vertical-top{      vertical-align:top;}/* vertical align top */
nav.vertical ul li{ display:block;}/* vertical menu */
nav.horizontal ul li{     display: inline-block;}/* horizontal menu */
img{max-width:100%;}
/*end reset*/
body{
       background:url(../images/bg.jpg)  no-repeat center fixed;
       -webkit-background-size: cover;
       -moz-background-size: cover;
       -o-background-size: cover;
       background-size: cover;
       font-family: 'Raleway', sans-serif;
}
.main {
       text-align: center;
       margin-top:2% ;
       margin-bottom:3%;
}
/*--start-wrap--*/
.content {
       width:80%;
       margin:0 auto;
}
/*--strat-login-form--*/
.Login {
       background: #E2E2E2;
       border: 1px solid #828282;
       width: 43%;
       margin: 8% auto 0%;
```

```
        border-radius:7px;
        -webkit-border-radius:7px;
        -moz-border-radius:7px;
        -o-border-radius:7px;
        box-shadow: -1px 3px 19px 0px rgba(29, 27, 27, 0.61);
        -webkit-box-shadow: -1px 3px 19px 0px rgba(29, 27, 27, 0.61);
        -o-box-shadow: -1px 3px 19px 0px rgba(29, 27, 27, 0.61);
        -moz-box-shadow: -1px 3px 19px 0px rgba(29, 27, 27, 0.61);
        text-align: center;

}
.Login form {
        padding:3% 18%;
}
.Login-head {
        padding: 1.5em 0em;
        text-align: center;
}
.Login-head h1{
        font-family: 'Pacifico', cursive;
        color: #222;
        font-size: 2.5em;
        font-weight: 600;
        margin-bottom:1em;
        font-style: italic;
        text-align: center;
        letter-spacing: 2px;
}
.Login-head h3{
        color: #498900;
        font-size: 1.95em;
        font-weight: 700;
        font-family: 'Raleway', sans-serif;
        border-bottom: 1.8px ridge #B8B8B9;
        margin:0 3em;
        padding-bottom:0.8em;

}
 .Login h4 {
        float: left;
        font-size: 16px;
        font-weight:600;
        color: #7E7B7B;
        margin: 20px 0px;
        font-family: 'Raleway', sans-serif;
}

.Regisration {
        width: 34%;
        text-align:center;
        margin: 0 auto;
        background:#20252D;
        border-radius:7px;
        -webkit-border-radius:7px;
        -moz-border-radius:7px;
```

```
        -o-border-radius:7px;
        padding-bottom: 3px;
}
.Regisration-head {
         border-top-left-radius:7px;
        -webkit-border-top-left-radius:7px;
        -moz-border-top-left-radius:7px;
        -o-border-top-left-radius:7px;
        border-top-right-radius:7px;
        -webkit-border-top-right-radius:7px;
        -moz-border-top-right-radius:7px;
        -o-border-top-right-radius:7px;
        text-align: center;
        padding:1.6em 0;
        border: 1px solid rgba(0, 0, 0, 0.37);
        box-shadow: 0px 4px 10px 0px rgba(1, 3, 12, 0.33);
        -webkit-box-shadow: 0px 4px 10px 0px rgba(1, 3, 12, 0.33);
        -o-    box-shadow: 0px 4px 10px 0px rgba(1, 3, 12, 0.33);
        -moz-box-shadow: 0px 4px 10px 0px rgba(1, 3, 12, 0.33);
        position: relative;
}
.Regisration-head span{
        background: url(../images/user-icon.png) no-repeat -5px -6px;
        position: absolute;
        top: 28%;
        left: 25%;
        height: 40px;
        width: 40px;
}
.Regisration-head h2{
        color: #0C0D10;
        font-size: 33px;
        font-weight: 700;
        margin-left:20px;
        font-family: 'Raleway', sans-serif;
}
.Regisration form {
        text-align: center;
        margin:5% 0%;
        position:relative;

}
.Regisration form input[type="text"],.Regisration form input[type="password"]{
        font-size: 15px;
        outline: none;
        font-weight: 600;
        color:#8D8E8F;
        padding: 12px 12px;
        width:76%;
        border-top:1px solid #090B0D;
        border-right:2px solid #424549;
        border-bottom:2px solid #424549;
        border-left:1px solid #090B0D;
        margin: 10px 1em;
        border-radius:7px;
```

```
        -webkit-border-radius:7px;
        -moz-border-radius:7px;
        -o-border-radius:7px;
        background: #13161B;
        box-shadow: inset 0px 3px 0px 0px rgba(5, 5, 5, 0.15);
        -webkit-box-shadow: inset 0px 3px 0px 0px rgba(5, 5, 5, 0.15);
        -o-box-shadow: inset 0px 3px 0px 0px rgba(5, 5, 5, 0.15);
        -moz-box-shadow: inset 0px 3px 0px 0px rgba(5, 5, 5, 0.15);
        font-family: 'Raleway', sans-serif;

}
.ticker{
        position:relative;
}
.Login form input[type="text"],.Login form input[type="password"]{
        font-size: 15px;
        outline: none;
        font-weight: 600;
        color:#7E7B7B;
        padding: 11px 11px;
        width: 55%;
        border:1px solid #C2BFBF;
        margin: 7px 1em;
        border-radius: 7px;
        -webkit-border-radius: 7px;
        -moz-border-radius: 7px;
        -o-border-radius: 7px;
        background: #F0F0F0;
        font-family: 'Raleway', sans-serif;
        float: right;

}
.Regisration form input[type="text"]:hover,.Regisration form
input[type="password"]:hover{
        box-shadow: 0 0 1em #56AF00;
        -webkit-box-shadow: 0 0 1em #56AF00;
        -o-box-shadow: 0 0 1em #56AF00;
        -moz-box-shadow: 0 0 1em #56AF00;
}
form span{
        background: url(../images/tick.png) no-repeat -1px -2px;
        position: absolute;
        top: -4%;
        right: -12%;
        height: 50px;
        width: 50px;
}
/*--start-check-box--*/
.p-container {
        padding: 10px 39px;
}
.p-container  .checkbox input {
        position: absolute;
        left: -9999px;
}
```

```
.p-container.checkbox i {
	border-color: #fff;
	transition: border-color 0.3s;
	-o-transition: border-color 0.3s;
	-ms-transition: border-color 0.3s;
	-moz-transition: border-color 0.3s;
	-webkit-transition: border-color 0.3s;

}
.p-container.checkbox i:hover {
	border-color:red;

}
.p-container  i:before {
	background-color: #2da5da;
}
.p-container  .rating label {
	color: #ccc;
	transition: color 0.3s;
	-o-transition: color 0.3s;
	-ms-transition: color 0.3s;
	-moz-transition: color 0.3s;
	-webkit-transition: color 0.3s;
}
.p-container  .checkbox input + i:after {
	position: absolute;
	opacity: 0;
	transition: opacity 0.1s;
	-o-transition: opacity 0.1s;
	-ms-transition: opacity 0.1s;
	-moz-transition: opacity 0.1s;
	-webkit-transition: opacity 0.1s;
}
.p-container .checkbox input + i:after {
	content: url(../images/ch-tick.png) no-repeat 7px 1px;
	top: -2px;
	left: -2px;
	width: 15px;
	height: 15px;
}
.p-container  .checkbox {
	float: left;
	margin-right: 30px;
}
.p-container .checkbox {
	margin-bottom: 4px;
	padding-left: 52px;
	font-size: 14px;
	line-height: 5px;
	color: #8D8E8F;
	cursor: pointer;
	font-family: 'Raleway', sans-serif;
	font-weight: 600;
}
.p-container .checkbox:hover {
```

```
        text-decoration: underline;
}
.p-container  .checkbox {
        position: relative;
        display: block;
        float: left;
}
.p-container  .checkbox i {
        position: absolute;
        top: -6px;
        left:22px;
        display: block;
        width: 16px;
        height: 16px;
        outline: none;
        border: 1px solid #0A0B0D;
        background:#13161B;
        border-radius:3px;
        -webkit-border-radius:3px;
        -moz-border-radius:3px;
        -o-border-radius:3px;

}
.p-container  .checkbox input + i:after {
        position: absolute;
        opacity: 0;
        transition: opacity 0.1s;
        -o-transition: opacity 0.1s;
        -ms-transition: opacity 0.1s;
        -moz-transition: opacity 0.1s;
        -webkit-transition: opacity 0.1s;
}
.p-container .checkbox input + i:after {
        color: #2da5da;
}
.p-container .checkbox input:checked + i,
.p-container . input:checked + i {
        border-color: #2da5da;
}
.p-container .rating input:checked ~ label {
        color: #2da5da;
}

.p-container .checkbox input:checked + i:after {
        opacity: 1;
}
/*** radio buttons**/
.checkbox-grid .radio{
        position:relative;
        display:block;
}
.checkbox-grid .radio{
        margin: 18px 0;
        padding-left:38%;
        cursor: pointer;
```

```
        font-size: 18px;
        color: #686565;
        font-weight:500;
        font-family: 'Raleway', sans-serif;
}
.checkbox-grid .radio input {
        position: absolute;
        left: -9999px;
}
.checkbox-grid .radio i{
        position: absolute;
        top: -1px;
        left: 117px;
        display: block;
        width:18px;
        height:18px;
        outline: none;
        border-width: 2px;
        border-style: solid;
}
.checkbox-grid .radio i {
        border-radius: 1em;
        -webkit-border-radius: 1em;
        -moz-border-radius: 1em;
        -o-border-radius: 1em;
}
.checkbox-grid .inline-group:after {
        content: '';
        display: table;
        clear: both;
}
.checkbox-grid .inline-group .radio,
.checkbox-grid .inline-group .checkbox {
        float:left;
}
/*** normal state ***/
.checkbox-grid .radio i,
.checkbox-grid .icon-append,
.checkbox-grid .icon-prepend {
        border-color: #040b1a;
        transition: border-color 0.3s;
        -o-transition: border-color 0.3s;
        -ms-transition: border-color 0.3s;
        -moz-transition: border-color 0.3s;
        -webkit-transition: border-color 0.3s;
}
.checkbox-grid .radio .green i{
        background:#040b1a;
}
.checkbox-grid .radio
i, .checkbox-grid .icon-append, .checkbox-grid .icon-prepend {
        border-color: #C4C4C4;
        transition: border-color 0.3s;
        -o-transition: border-color 0.3s;
        -ms-transition: border-color 0.3s;
```

```
        -moz-transition: border-color 0.3s;
        -webkit-transition: border-color 0.3s;
}

/*** hover state ***/
.checkbox-grid .orange .radio:hover i ,.checkbox-grid .radio .orange input:checked
+ i,.orange input:focus + i{
        border-color:#C4C4C4;
        background: #ff6633;
        background: -moz-linear-gradient(left,  #ff6633 0%, #cc3300 0%, #ff6633
100%, #ff6633 100%, #cc4518 100%, #ff6633 100%);
        background: -webkit-gradient(linear, left top, right top,
color-stop(0%,#ff6633), color-stop(0%,#cc3300), color-stop(100%,#ff6633),
color-stop(100%,#ff6633), color-stop(100%,#cc4518), color-stop(100%,#ff6633));
        background: -webkit-linear-gradient(left,  #ff6633 0%,#cc3300 0%,#ff6633
100%,#ff6633 100%,#cc4518 100%,#ff6633 100%);
        background: -o-linear-gradient(left,  #ff6633 0%,#cc3300 0%,#ff6633
100%,#ff6633 100%,#cc4518 100%,#ff6633 100%);
        background: -ms-linear-gradient(left,  #ff6633 0%,#cc3300 0%,#ff6633
100%,#ff6633 100%,#cc4518 100%,#ff6633 100%);
        background: linear-gradient(to right,  #ff6633 0%,#cc3300 0%,#ff6633
100%,#ff6633 100%,#cc4518 100%,#ff6633 100%);
        filter:
progid:DXImageTransform.Microsoft.gradient( startColorstr='#ff6633',
endColorstr='#ff6633',GradientType=1 );
}
.checkbox-grid .green .radio:hover i,.checkbox-grid .radio .green input:checked
+ i, .green input:focus + i {
        content: url(../images/dot.png) no-repeat 7px 1px;
        height:18px;
        width:18px;
}
/************************/
.submit {
        text-align: center;
        margin: 2px 0;
}
.submit input[type="submit"]{
        color: #203500;
        cursor: pointer;
        border: none;
        font-weight: 900;
        outline: none;
        font-family: 'Raleway', sans-serif;
        padding: 14px 0px;
        width: 35%;
        font-size: 18px;
        transition: border-color 0.3s;
        -o-transition: border-color 0.3s;
        -ms-transition: border-color 0.3s;
        -moz-transition: border-color 0.3s;
        -webkit-transition: border-color 0.3s;
        border-radius: 4px;
    -webkit-border-radius: 4px;
    -o-border-radius: 4px;
```

```
    -moz-border-radius: 4px;
       background: rgb(113,209,26); /* Old browsers */
       background: -moz-linear-gradient(top,  rgba(113,209,26,1) 0%,
rgba(96,193,8,1) 3%, rgba(101,199,7,1) 8%, rgba(87,177,0,1) 62%, rgba(75,136,0,1)
100%); /* FF3.6+ */
       background: -webkit-gradient(linear, left top, left bottom,
color-stop(0%,rgba(113,209,26,1)), color-stop(3%,rgba(96,193,8,1)),
color-stop(8%,rgba(101,199,7,1)), color-stop(62%,rgba(87,177,0,1)),
color-stop(100%,rgba(75,136,0,1))); /* Chrome,Safari4+ */
       background: -webkit-linear-gradient(top,  rgba(113,209,26,1)
0%,rgba(96,193,8,1) 3%,rgba(101,199,7,1) 8%,rgba(87,177,0,1) 62%,rgba(75,136,0,1)
100%); /* Chrome10+,Safari5.1+ */
       background: -o-linear-gradient(top,  rgba(113,209,26,1)
0%,rgba(96,193,8,1) 3%,rgba(101,199,7,1) 8%,rgba(87,177,0,1) 62%,rgba(75,136,0,1)
100%); /* Opera 11.10+ */
       background: -ms-linear-gradient(top,  rgba(113,209,26,1)
0%,rgba(96,193,8,1) 3%,rgba(101,199,7,1) 8%,rgba(87,177,0,1) 62%,rgba(75,136,0,1)
100%); /* IE10+ */
       background: linear-gradient(to bottom,  rgba(113,209,26,1)
0%,rgba(96,193,8,1) 3%,rgba(101,199,7,1) 8%,rgba(87,177,0,1) 62%,rgba(75,136,0,1)
100%); /* W3C */
       filter:
progid:DXImageTransform.Microsoft.gradient( startColorstr='#71d11a',
endColorstr='#4b8800',GradientType=0 ); /* IE6-9 */
}
.submit-button input[type="submit"]{
       color: #203500;
       cursor: pointer;
       border: none;
       font-weight: 900;
       outline: none;
       font-family: 'Raleway', sans-serif;
       padding: 14px 0px;
       width: 35%;
       font-size: 18px;
       border-radius: 4px;
    -webkit-border-radius: 4px;
    -o-border-radius: 4px;
    -moz-border-radius: 4px;
    transition: border-color 0.3s;
       -o-transition: border-color 0.3s;
       -ms-transition: border-color 0.3s;
       -moz-transition: border-color 0.3s;
       -webkit-transition: border-color 0.3s;
       background: rgb(113,209,26); /* Old browsers */
       background: -moz-linear-gradient(top,  rgba(113,209,26,1) 0%,
rgba(96,193,8,1) 3%, rgba(101,199,7,1) 8%, rgba(87,177,0,1) 62%, rgba(75,136,0,1)
100%); /* FF3.6+ */
       background: -webkit-gradient(linear, left top, left bottom,
color-stop(0%,rgba(113,209,26,1)), color-stop(3%,rgba(96,193,8,1)),
color-stop(8%,rgba(101,199,7,1)), color-stop(62%,rgba(87,177,0,1)),
color-stop(100%,rgba(75,136,0,1))); /* Chrome,Safari4+ */
       background: -webkit-linear-gradient(top,  rgba(113,209,26,1)
0%,rgba(96,193,8,1) 3%,rgba(101,199,7,1) 8%,rgba(87,177,0,1) 62%,rgba(75,136,0,1)
100%); /* Chrome10+,Safari5.1+ */
```

```
	background: -o-linear-gradient(top,  rgba(113,209,26,1) 0%,rgba(96,193,8,1) 3%,rgba(101,199,7,1) 8%,rgba(87,177,0,1) 62%,rgba(75,136,0,1) 100%); /* Opera 11.10+ */
	background: -ms-linear-gradient(top,  rgba(113,209,26,1) 0%,rgba(96,193,8,1) 3%,rgba(101,199,7,1) 8%,rgba(87,177,0,1) 62%,rgba(75,136,0,1) 100%); /* IE10+ */
	background: linear-gradient(to bottom,  rgba(113,209,26,1) 0%,rgba(96,193,8,1) 3%,rgba(101,199,7,1) 8%,rgba(87,177,0,1) 62%,rgba(75,136,0,1) 100%); /* W3C */
	filter: progid:DXImageTransform.Microsoft.gradient( startColorstr='#71d11a', endColorstr='#4b8800',GradientType=0 ); /* IE6-9 */
}
.submit input[type="submit"]:hover,.submit-button input[type="submit"]:hover{
	background: rgb(75,136,0); /* Old browsers */
	background: -moz-linear-gradient(top,  rgba(75,136,0,1) 0%, rgba(87,177,0,1) 38%, rgba(101,199,7,1) 92%, rgba(96,193,8,1) 97%, rgba(113,209,26,1) 100%); /* FF3.6+ */
	background: -webkit-gradient(linear, left top, left bottom, color-stop(0%,rgba(75,136,0,1)), color-stop(38%,rgba(87,177,0,1)), color-stop(92%,rgba(101,199,7,1)), color-stop(97%,rgba(96,193,8,1)), color-stop(100%,rgba(113,209,26,1))); /* Chrome,Safari4+ */
	background: -webkit-linear-gradient(top,  rgba(75,136,0,1) 0%,rgba(87,177,0,1) 38%,rgba(101,199,7,1) 92%,rgba(96,193,8,1) 97%,rgba(113,209,26,1) 100%); /* Chrome10+,Safari5.1+ */
	background: -o-linear-gradient(top,  rgba(75,136,0,1) 0%,rgba(87,177,0,1) 38%,rgba(101,199,7,1) 92%,rgba(96,193,8,1) 97%,rgba(113,209,26,1) 100%); /* Opera 11.10+ */
	background: -ms-linear-gradient(top,  rgba(75,136,0,1) 0%,rgba(87,177,0,1) 38%,rgba(101,199,7,1) 92%,rgba(96,193,8,1) 97%,rgba(113,209,26,1) 100%); /* IE10+ */
	background: linear-gradient(to bottom,  rgba(75,136,0,1) 0%,rgba(87,177,0,1) 38%,rgba(101,199,7,1) 92%,rgba(96,193,8,1) 97%,rgba(113,209,26,1) 100%); /* W3C */
	filter: progid:DXImageTransform.Microsoft.gradient( startColorstr='#4b8800', endColorstr='#71d11a',GradientType=0 ); /* IE6-9 */

}
.copy-right {
	text-align:center;
	padding:1em 0em 2em 0em;
}
.copy-right p {
	color: #222;
	font-size: 1em;
	font-family: 'Raleway', sans-serif;
	font-weight:600;
}
.copy-right p a {
	font-family: 'Raleway', sans-serif;
	font-size: 1em;
	color:#5EA809;
	-webkit-transition: all 0.3s ease-out;
	-moz-transition: all 0.3s ease-out;
```

```
	-ms-transition: all 0.3s ease-out;
	-o-transition: all 0.3s ease-out;
	transition: all 0.3s ease-out;
}
.copy-right p a:hover {
	color:#222;
}
/*--//End-login-form--*/
/*-----start-responsive-design------*/
@media (max-width:1440px){
	form span {
	top: -4%;
	right: -12%;
	}
}
@media (max-width:1280px){
	.Regisration {
	width: 38%;
	}
	.checkbox-grid .radio i{
	left: 108px;
	}
	.checkbox-grid .radio {
	padding-left: 43%;
	}
	form span {
	top: -4%;
	right: -12%;
	}
	.Login {
	width: 48%;
	}
}
@media (max-width:1024px){
	.Regisration {
		width:50%;
	}
	.Login {
	width: 62%;
	}
	form span {
	top: -4%;
	right: -12%;
	}
	.checkbox-grid .radio i {
		top: 0px;
		left: 139px;
	}
}
@media (max-width:768px){
	.Regisration {
		width: 59%;
	}
	.Login {
	width: 77%;
```

```
	}
	form span {
	top: -4%;
right: -12%;
	}
	.checkbox-grid .radio i {
		top: 0px;
		left: 127px;
	}
}
@media (max-width:640px){
	.Regisration {
	width:70%;
	}
	.Login {
	width:83%;
	}
	form span {
	top: -4%;
right: -12%;
	}
	.checkbox-grid .radio i {
		top: 0px;
		left: 112px;
	}
}
@media (max-width:480px){
	.Regisration {
	width:89%;
	}
	.Login {
	width:83%;
	}
	form span {
	top: 35%;
	right: -19%;
	}
	.checkbox-grid .radio i {
		top: 0px;
		left: 33px;
	}
	.Login form input[type="text"], .Login form input[type="password"] {
	padding: 11px 11px;
	width: 86%;
	}
	.Login h4 {
	float:left;
	margin: 9px 0px;
	}
	.submit input[type="submit"] {
		width: 47%;
	}
	.submit-button input[type="submit"] {
	width:48%;
	}
```

```
        .submit-button input[type="submit"] {
        width:70%;
        }
        .checkbox-grid .radio {
                padding-left: 28%;
        }
}


@media (max-width:320px){
        .Regisration {
        width: 93%;
        }
        .Login {
        width: 93%;
        }
        .login-head h1 {
        font-size: 2em;
        }
        .Regisration-head span {
                left: 16%;
        }
        .Regisration form input[type="text"], .Regisration form
input[type="password"] {
                font-size: 13px;
                width: 72%;
        }
        .Regisration-head h2 {
                font-size: 32px;
                margin-left: 36px;
        }
        .p-container {
        padding: 10px 5px;
        }
        .Login form input[type="text"], .Login form input[type="password"] {
        width: 81%;
        }
        .p-container .checkbox {
        padding-left: 37px;
        font-size: 13px;
        line-height: 22px;
        }
        .p-container .checkbox i {
                top: 2px;
                left: 33px;
        }
        .Login-head h3 {
                font-size: 1.8em;
        }
        form span {
        top: 37%;
        right: -24%;
        }
        .checkbox-grid .radio {
                padding-left: 14%;
```

```
        }
        .checkbox-grid .radio i {
        top: -1px;
        left:-4%;
        }
}
```

UPDATE INFO:

```
<%@page import="beanPack.EnggBean"%>
<%@page import="com.hw_sw.dao.EnggDaoImpl"%>
<%@page import="com.hw_sw.dao.EnggDao"%>
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=ISO-8859-1">
<title>Insert title here</title>
</head>
<body>
<jsp:include page="adminHeader.jsp"></jsp:include>
<%
        String enggId=request.getParameter("enggId");
        int id=Integer.parseInt(enggId);

        EnggDao dao=new EnggDaoImpl();
        EnggBean ebean=dao.getEnggDetails(id);

%>


<h1 align="center">Engineer Detail</h1>
<hr>

<form action="UpdateEnggSrv" method="post">


Engg Id:<input type="number" name="enggId" value="<%=ebean.getenggId()%>"
readonly><br><br>
Engg Name:<input type="text" name="enggName" value="<%=ebean.getenggName()%>"
readonly><br><br>
Engg Email:<input type="email" name="enggMail" value="<%=ebean.getenggMail()%>"
readonly ><br><br>
Engg Mobile:<input type="number" name="enggMobile"
value="<%=ebean.getenggMobile()%>" ><br><br>
Engg Password:<input type="password" name="enggPass"
value="<%=ebean.getEnggPassword()%>" ><br><br>
```

```
<input type="submit" value="Update">

</form>

<jsp:include page="footer.jsp"></jsp:include>
</body>
</html>
```

VIEW ENGG BY ID:

```
<%@page import="beanPack.EnggBean"%>
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
    pageEncoding="ISO-8859-1" errorPage="error.jsp"%>
<!DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"
"http://www.w3.org/TR/html4/loose.dtd">
<html>
<head>
<link href="style.css" rel='stylesheet' type='text/css' />
            <meta name="viewport" content="width=device-width,
initial-scale=1">
            <script type="application/x-javascript"> addEventListener("load",
function() { setTimeout(hideURLbar, 0); }, false); function
hideURLbar(){ window.scrollTo(0,1); } </script>
            <!--webfonts-->
            <link
href='http://fonts.googleapis.com/css?family=Lobster|Pacifico:400,700,300|Robo
to:400,100,100italic,300,300italic,400italic,500italic,500' _ rel='stylesheet'
type='text/css'>
            <link
href='http://fonts.googleapis.com/css?family=Raleway:400,100,500,600,700,300'
rel='stylesheet' type='text/css'>

<title>Insert title here</title>
</head>
<body>
<jsp:include page="adminHeader.jsp"></jsp:include>
<form action="GetEnggDetailById">
      Enter the id of Engineer:<input type="text" name="enggid"><br><br>
      <input type="submit" value="Submit">

</form>

<%

                                                Object
obj=session.getAttribute("enggBeanObj");
                                                if(obj != null){
                                                EnggBean ebean = (EnggBean)obj;


%>
```

```
<div  align="center" style="margin-top: 80px;" >
       <table border="1">
       <tr align="center">
              Engineers details are:
       </tr>
       <tr>
              <!-- <th>EngineerId</th> -->
              <th>EngineerName</th>
              <th>EngineerEmail</th>
              <th>EngineerPassword</th>
              <th>EngineerMobile</th>

       </tr>

       <tr>

              <!-- <td><textarea name="txt_descripcion" cols="15" rows="3"
id="txt_descripcion"></textarea></td> -->
              <td><textarea name="txt_descripcion" cols="15" rows="3"
id="txt_descripcion"><%= ebean.getenggName() %></textarea></td>
              <td><textarea name="txt_descripcion" cols="15" rows="3"
id="txt_descripcion"><%= ebean.getenggMail()%></textarea></td>
              <td><textarea name="txt_descripcion" cols="15" rows="3"
id="txt_descripcion"><%= ebean.getenggMobile() %></textarea></td>
              <td><textarea name="txt_descripcion" cols="15" rows="3"
id="txt_descripcion"><%= ebean.getEnggPassword() %></textarea></td>


       </tr>

</table>
</div>

<%}else { %>

<h2>Session fails....</h2>

<%} %>
<jsp:include page="footer.jsp"></jsp:include>

</body>
</html>
```