

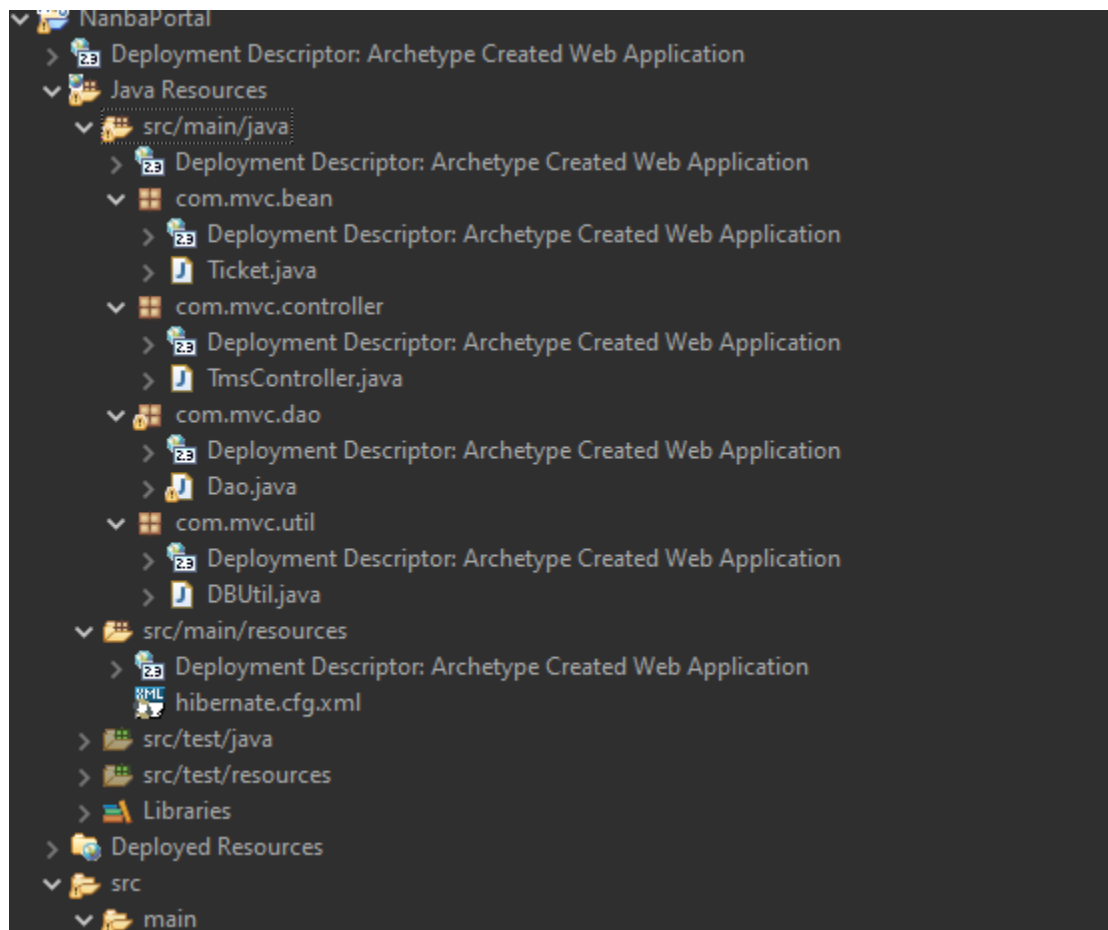
TICKET MANAGEMENT SYSTEM (Nanba Portal)

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ProjectName :Nanba Portal

Packages



PACKAGE **COM.MVC.BEAN**

CLASS **TICKET**

SOURCE

```
package com.mvc.bean;
```

```
import javax.persistence.Entity;
```

```
import javax.persistence.Id;
```

```
import javax.persistence.Table;
```

```
@Entity
```

```
@Table
```

```
public class Ticket {
```

```
@Id
```

```
private int ticketID;
```

```
private String category;
```

```
private String subject;
```

```
private String descr;
```

```
private String priority;  
private String raisedBy;  
private String assignedTo;  
private String status;
```

```
public Ticket() {  
    super();  
}
```

```
public Ticket(int ticketID, String category, String subject, String descr,  
String priority, String raisedBy,  
String assignedTo, String status) {  
    super();  
    this.ticketID = ticketID;  
    this.category = category;  
    this.subject = subject;  
    this.descr = descr;  
    this.priority = priority;
```

```
this.raisedBy = raisedBy;  
this.assignedTo = assignedTo;  
this.status = status;  
}
```

```
public int getTicketID() {  
return ticketID;  
}
```

```
public void setTicketID(int ticketID) {  
this.ticketID = ticketID;  
}
```

```
public String getCategory() {  
return category;  
}
```

```
public void setCategory(String category) {  
this.category = category;  
}
```

```
public String getSubject() {  
return subject;  
}
```

```
public void setSubject(String subject) {  
this.subject = subject;  
}
```

```
public String getDescr() {
```

```
return descr;  
}
```

```
public void setDescr(String descr) {  
    this.descr = descr;  
}
```

```
public String getPriority() {  
    return priority;  
}
```

```
public void setPriority(String priority) {  
    this.priority = priority;  
}
```

```
public String getRaisedBy() {  
    return raisedBy;  
}
```

```
public void setRaisedBy(String raisedBy) {  
    this.raisedBy = raisedBy;  
}
```

```
public String getAssignedTo() {  
    return assignedTo;  
}
```

```
public void setAssignedTo(String assignedTo) {  
    this.assignedTo = assignedTo;  
}
```

```
public String getStatus() {  
    return status;  
}
```

```
public void setStatus(String status) {  
    this.status = status;  
}  
  
}
```

```
PACKAGE    COM.MVC.CONTROLLER  
CLASS      TMSCONTROLLER
```

SOURCE


```
package com.mvc.controller;
```

```
import java.util.List;
```

```
import org.springframework.beans.factory.annotation.Autowired;
```

```
import org.springframework.stereotype.Controller;
```

```
import org.springframework.web.bind.annotation.ModelAttribute;
```

```
import org.springframework.web.bind.annotation.PostMapping;
```

```
import org.springframework.web.bind.annotation.RequestMapping;
```

```
import org.springframework.web.bind.annotation.RequestParam;
```

```
import org.springframework.web.servlet.ModelAndView;
```

```
import com.mvc.bean.Ticket;
```

```
import com.mvc.dao.Dao;
```

```
@Controller
```

```
public class TmsController {
```

```
@Autowired
```

```
Dao dao;
```

```
@RequestMapping("Links")  
public ModelAndView loadLinks() {  
ModelAndView mv=new ModelAndView("Links");  
return mv;  
}
```

```
@RequestMapping("Insert")  
public ModelAndView loadInsert() {  
ModelAndView mv=new ModelAndView("InsertTicket");  
return mv;  
}
```

```
@RequestMapping("Insertion")  
public ModelAndView doInsert(@ModelAttribute("bean")Ticket tic) {  
  
int n=dao.insertTicket(tic);  
if(n==1)
```

```
return new ModelAndView("InsertTicket").addObject("msg","Ticket  
Inserted");
```

```
else
```

```
return new  
ModelAndView("InsertTicket").addObject("msg","failure");
```

```
}
```

```
@RequestMapping("Delete")
```

```
public ModelAndView loadIdel() {
```

```
List<Integer> list=dao.getIdList();
```

```
ModelAndView mv=new ModelAndView("DeleteTicket");
```

```
mv.addObject("List",list);
```

```
return mv;
```

```
}
```

```
@RequestMapping("Deletion")
```

```
public ModelAndView doDelete(@ModelAttribute("bean")Ticket tic) {
```

```
int n=dao.deleteTicket(tic);
```

```
if(n==1)
```

```
return new
ModelAndView("DeleteTicket").addObject("Action","Success");
else
return new
ModelAndView("DeleteTicket").addObject("Action","Success");

}
```

```
@RequestMapping("Update")
public ModelAndView loadUpdate() {
List<Integer> idList = dao.getIdList();
ModelAndView mv = new ModelAndView("UpdateTicket");
mv.addObject("IdList",idList);
return mv;
}
```

```
@PostMapping("Fetch")
public ModelAndView loadFetch(@ModelAttribute("bean")Ticket lib){

int id = lib.getTicketID();
```

```
Ticket l = dao.fetchMethod(id);  
ModelAndView mv = new ModelAndView("UpdateTicket");  
mv.addObject("library",l);  
  
return mv;  
  
}
```

```
@PostMapping("Updation")  
public ModelAndView doUpdate(@ModelAttribute("bean")Ticket tic)  
{  
  
int n=dao.updateTicket(tic);  
if(n==1)  
return new  
ModelAndView("UpdateTicket").addObject("Action","Ticket  
Updated");  
else  
return new  
ModelAndView("UpdateTicket").addObject("Action","Updation  
Failed");
```

```
}
```

```
@RequestMapping("find")  
public ModelAndView loadFind() {  
List<Integer> list=dao.getIdList();  
ModelAndView mv=new ModelAndView("FindTicket");  
mv.addObject("List",list);  
return mv;
```

```
}
```

```
@RequestMapping("Findd")  
public ModelAndView doFind(@ModelAttribute("bean") Ticket tic) {  
  
Ticket bean1=dao.findTicket(tic);  
ModelAndView mv=new ModelAndView("FindTicket");  
mv.addObject("print",bean1);  
return mv;  
}
```

```
@RequestMapping("FindAllTicket")
```

```
public ModelAndView doFindAll(@ModelAttribute("bean") Ticket  
bean) {
```

```
List<Ticket> ll=dao.findAll();
```

```
ModelAndView mv=new ModelAndView("FindAllTicket");
```

```
mv.addObject("list",ll);
```

```
return mv;
```

```
}
```

```
@RequestMapping("action")
```

```
public ModelAndView doAction(@RequestParam("ticketID") Integer  
id) {
```

```
List<Ticket> ll=dao.findAll();
```

```
Ticket tic=new Ticket();
```

```
tic.setTicketID(id);
```

```
Ticket bean1=dao.findTicket(tic);
```

```
ModelAndView mv=new ModelAndView("FindAllTicket");
```

```
mv.addObject("list",ll);
```

```
mv.addObject("bean",bean1);
```

```
return mv;
```

```
}
```

```
@RequestMapping("doedit")
```

```
public ModelAndView doFindall(@ModelAttribute("bean1") Ticket  
tic) {
```

```
dao.updateTicket(tic);
```

```
List<Ticket> ll=dao.findAll();
```

```
ModelAndView mv=new ModelAndView("FindAllTicket");
```

```
mv.addObject("list",ll);
```

```
return mv;
```

```
}
```

```
@RequestMapping("back")
```

```
public ModelAndView goBack() {
```

```
List<Ticket> ll=dao.findAll();
```

```
ModelAndView mv=new ModelAndView("FindAllTicket");
```

```
mv.addObject("list",ll);
```

```
return mv;
```

```
}
```



```
@RequestMapping("deletenow")

public ModelAndView dodeletenow(@RequestParam("bookId")
Integer id) {
    Ticket lib=new Ticket();
    lib.setTicketID(id);
    dao.deleteTicket(lib);
    List<Ticket> ll=dao.findAll();
    ModelAndView mv=new ModelAndView("FindAllTicket");
    mv.addObject("list",ll);
    return mv;
}
```

```
@RequestMapping("doadd")

public ModelAndView doAdd(@ModelAttribute("bean1")Ticket tic) {
    dao.insertTicket(tic);

    return new
    ModelAndView("FindAllTicket").addObject("list",dao.findAll());
}
```

}

PACKAGE **COM.MVC.DAO**

CLASS **DAO**

SOURCE

```
package com.mvc.dao;
```

```
import java.util.ArrayList;
```

```
import java.util.List;
```

```
import org.hibernate.Session;
```

```
import org.hibernate.Transaction;
```

```
import com.mvc.bean.Ticket;
```

```
import com.mvc.util.DBUtil;
```

```
public class Dao {
```

```
    @SuppressWarnings("unchecked")
```

```
    public List<Integer> getIdList(){
```

```
        List<Integer> idList = new ArrayList<>();
```

```
        Session session = DBUtil.getSession();
```

```
        idList = (List<Integer>)session.createQuery("select ticketID from  
Ticket").list();
```

```
        session.close();
```

```
        return idList;
```

```
    }
```

```
public Ticket fetchMethod(int ticketID){  
  
    Session session = DBUtil.getSession();  
    @SuppressWarnings("unused")  
    Transaction t = session.beginTransaction();  
    Ticket temp = session.find(Ticket.class,ticketID);  
    return temp;  
  
}
```

```
public int insertTicket(Ticket tic) {  
    int n=0;  
    try {  
        Session session=DBUtil.getSession();  
        Transaction t=session.beginTransaction();  
        session.persist(tic);  
        t.commit();  
        n++;  
    }catch(Exception e) {  
        e.printStackTrace();  
    }  
    return n;  
}
```

```
}
```

```
public int deleteTicket(Ticket tic) {  
    int n=0;  
    try {  
        Session session=DBUtil.getSession();  
        Transaction transaction=session.beginTransaction();  
        session.delete(tic);  
        transaction.commit();  
        session.close();  
        n++;  
    }catch(Exception e) {  
        e.printStackTrace();  
    }  
    return n;  
}
```

```
public int updateTicket(Ticket tic){  
    int n=0;  
    try {
```

```
Session session=DBUtil.getSession();
Transaction t=session.beginTransaction();
session.update(tic);
t.commit();
session.close();
n++;
}catch(Exception e) {
e.printStackTrace();
}
return n;
}
```

```
public Ticket findTicket(Ticket tic) {
Session session=DBUtil.getSession();
Transaction t=session.beginTransaction();
Ticket s=session.find(Ticket.class, tic.getTicketID());
t.commit();
session.close();
return s;
}
```

```
public List<Ticket> findAll(){
```

```
List<Ticket> l=new ArrayList<Ticket>();  
Session session=DBUtil.getSession();  
l=(List<Ticket>)session.createQuery("from Ticket").list();  
return l;  
  
}  
  
}
```

PACKAGE	COM.MVC.UTIL
CLASS	DBUTIL

SOURCE

```
package com.mvc.dao;
```

```
import java.util.ArrayList;
```

```
import java.util.List;
```

```
import org.hibernate.Session;
```

```
import org.hibernate.Transaction;
```

```
import com.mvc.bean.Ticket;
```

```
import com.mvc.util.DBUtil;
```

```
public class Dao {
```

```
    @SuppressWarnings("unchecked")
```

```
    public List<Integer> getIdList(){
```

```
        List<Integer> idList = new ArrayList<>();
```

```
        Session session = DBUtil.getSession();
```

```
        idList = (List<Integer>)session.createQuery("select  ticketID  from  
Ticket").list();
```

```
        session.close();
```

```
        return idList;
```



```
}
```

```
public Ticket fetchMethod(int ticketID){
```

```
Session session = DBUtil.getSession();
```

```
@SuppressWarnings("unused")
```

```
Transaction t = session.beginTransaction();
```

```
Ticket temp = session.find(Ticket.class,ticketID);
```

```
return temp;
```

```
}
```

```
public int insertTicket(Ticket tic) {
```

```
int n=0;
```

```
try {
```

```
Session session=DBUtil.getSession();
```

```
Transaction t=session.beginTransaction();
```

```
session.persist(tic);
```

```
t.commit();
```

```
n++;
```

```
}catch(Exception e) {  
    e.printStackTrace();  
}  
return n;  
}
```

```
public int deleteTicket(Ticket tic) {  
    int n=0;  
    try {  
        Session session=DBUtil.getSession();  
        Transaction transaction=session.beginTransaction();  
        session.delete(tic);  
        transaction.commit();  
        session.close();  
        n++;  
    }catch(Exception e) {  
        e.printStackTrace();  
    }  
    return n;  
}
```

```
public int updateTicket(Ticket tic){  
    int n=0;  
    try {  
        Session session=DBUtil.getSession();  
        Transaction t=session.beginTransaction();  
        session.update(tic);  
        t.commit();  
        session.close();  
        n++;  
    }catch(Exception e) {  
        e.printStackTrace();  
    }  
    return n;  
}
```

```
public Ticket findTicket(Ticket tic) {  
    Session session=DBUtil.getSession();  
    Transaction t=session.beginTransaction();  
    Ticket s=session.find(Ticket.class, tic.getTicketID());  
    t.commit();  
    session.close();  
}
```

```
return s;
```

```
}
```

```
public List<Ticket> findAll(){
```

```
List<Ticket> l=new ArrayList<Ticket>();
```

```
Session session=DBUtil.getSession();
```

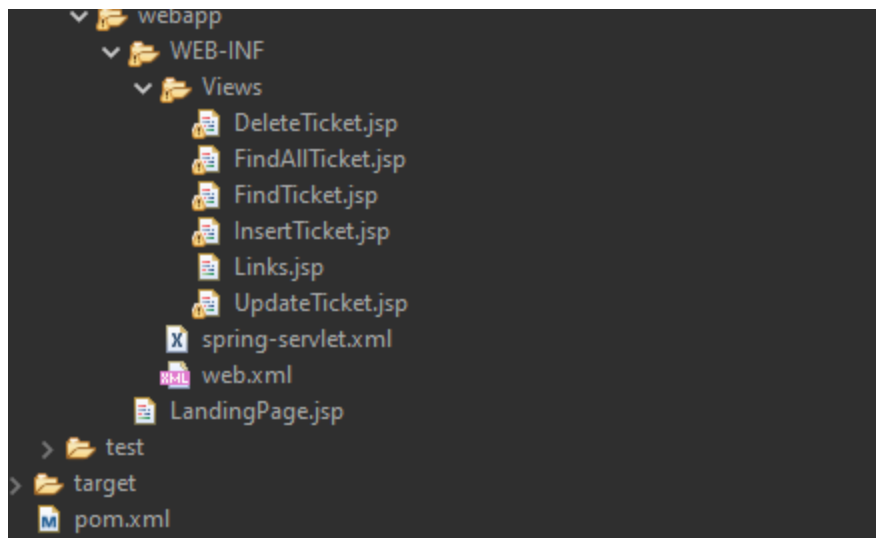
```
l=(List<Ticket>)session.createQuery("from Ticket").list();
```

```
return l;
```

```
}
```

```
}
```

WEB APP FILES



LANDING PAGE

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
pageEncoding="ISO-8859-1"%>
<!DOCTYPE html>
<html>
<head>
<meta charset="ISO-8859-1">
<title>TMS</title>
<style type="text/css">
body{
background-color:#563594;
}
</style>
</head>
<body>
<iframe src="Links" width="100%" height="100px" ></iframe>
<iframe src="Insert" width="100%" height="513px" name="Operation"
style="border:none"></iframe>
</body>
</html>
```

SPRING-SERVLET XML

```
<?xml version="1.0" encoding="UTF-8"?>
<beans xmlns="http://www.springframework.org/schema/beans"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:context="http://www.springframework.org/schema/context"
xmlns:mvc="http://www.springframework.org/schema/mvc"
xsi:schemaLocation="
http://www.springframework.org/schema/beans
http://www.springframework.org/schema/beans/spring-beans.xsd
http://www.springframework.org/schema/context
http://www.springframework.org/schema/context/spring-context.xsd
http://www.springframework.org/schema/mvc
http://www.springframework.org/schema/mvc/spring-mvc.xsd">
<!--Provide support for conversion, formatting and validation -->
<context:component-scan base-package="com.mvc.controller" />
<bean
class="org.springframework.web.servlet.view.InternalResourceViewResolver">
<property name="prefix" value="/WEB-INF/Views/" />
<!-- inside webinf i have every view page -->
<property name="suffix" value=".jsp" />
</bean>
<bean id="dao" class="com.mvc.dao.Dao"> </bean>
</beans>
```

LINKS PAGE

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

```
<head>
<meta charset="ISO-8859-1">
<title>Insert title here</title>
<style type="text/css">
body{

background-color:#DCB0FF;
}
#title{
font-family: sans-serif;
color: #563594;
text-align: center;
font-size: 12px;
}
a{
text-decoration: none;
color: black;
font-weight: 600;
font-family: sans-serif;
padding: 5px;
border-radius: 10px;
transition: 0.2s;
}
a:hover{
background-color: #87CEEB;
color: white;
}
#collection{
display: flex;
flex-direction: row;
background-color: white;
justify-content: space-around;
width: 450px;
height: 30px;
align-items: center;
border-radius: 15px;
}
#content{
display: flex;
justify-content: center;
}
</style>
```

```

</head>
<body>
<div id = "title">
<h1>Online Ticket Management System</h1>
</div>
<div id = "content">
<div id = "collection">

<div><a href="Insert" target="Operation">INSERT</a></div>
<div><a href="Delete" target="Operation">DELETE</a></div>
<div><a href="Update" target="Operation">UPDATE</a></div>
<div><a href="find" target="Operation">FIND</a></div>
<div><a href="findAll" target="Operation">FINDAll</a></div>
</div>
</div>

</body>
</html>

```

INSERT PAGE

```

<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
pageEncoding="ISO-8859-1"%>
<%@taglib prefix="c" uri="http://java.sun.com/jsp/jstl/core" %>
<%@ page isELIgnored="false" %>
<!DOCTYPE html>
<html>
<head>
<meta charset="ISO-8859-1">
<title>Insert title here</title>
<link rel="stylesheet"
href="https://maxcdn.bootstrapcdn.com/bootstrap/4.0.0/css/bootstrap.min
.css"

```



```
integrity="sha384-
Gn5384xqQ1aowXA+058RXPxPg6fy4IWvTNh0E263XmFcJLSAwiGgFAW/dAiS6JXm"
crossorigin="anonymous">
<style type="text/css">
body{
background-image:
url("https://t3.ftcdn.net/jpg/06/43/09/58/240_F_643095854_PDjXnQt8WxITr
qTK7MsmfkKzEQ4T0kM5.jpg");
background-position: center;
background-size:cover;
background-repeat: no-repeat;
}

.labe{
padding-left:38%;
font-family: sans-serif;
color: #563594;
font-weight: bold;
font-size: larger;
}

.content{
height:100px;
padding-top:50px;
padding-left: 400px;
}

.card {

box-shadow: 0 4px 8px 0 rgba(0,0,0,0.2);
transition: 0.3s;
border-radius: 15px;
width:50%;
margin-top:1%;
margin-left: 25%;
color: #563594;
background-color:#DCB0FF;
}

.card:hover {
box-shadow: 0 8px 16px 0 black;
}

{
```

```
.card{
background-color:#DCB0FF;
}
```

DELETE PAGE

```
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
pageEncoding="ISO-8859-1"%>
<%@taglib prefix="c" uri="http://java.sun.com/jsp/jstl/core" %>
<%@ page isELIgnored="false" %>
<!DOCTYPE html>
<html>
<head>
<meta charset="ISO-8859-1">
<title>Insert title here</title>
<link rel="stylesheet"
href="https://maxcdn.bootstrapcdn.com/bootstrap/4.0.0/css/bootstrap.min
.css"
integrity="sha384-
Gn5384xqQ1aowXA+058RXPxPg6fy4IWvTNh0E263XmFcJLSAwiGgFAW/dAiS6JXm"
crossorigin="anonymous">
<style type="text/css">
body{
background-image:
url("https://t3.ftcdn.net/jpg/06/43/09/58/240_F_643095854_PDjXnQt8WxITr
qTK7MsmfkKzEQ4T0kM5.jpg");
background-position: center;
background-size:cover;
background-repeat: no-repeat;
}

.labe{
padding-left:38%;
font-family: sans-serif;
color: #563594;
font-weight: bold;
font-size: larger;
}
```

```

.content{
height:100px;
padding-top:50px;
padding-left: 400px;
}
.card {

box-shadow: 0 4px 8px 0 rgba(0,0,0,0.2);
transition: 0.3s;
border-radius: 15px;
width:50%;
margin-top:5%;
margin-left: 25%;
color: #563594;
background-color:#DCB0FF;
}
.card:hover {
box-shadow: 0 8px 16px 0 black;
}

{
.card{
background-color:#DCB0FF;
}

.container {
padding: 2px 16px;
}

.button1:hover{
color: #04AA6D;
}
</style>
</head>
<body>

<div class="card">
<div class="card-body">
<form action="Deletion" modelAttribute="bean" method="post">

<div class="labe">

```

```

<label>DELETE TICKET</label>
</div>
  <div class="form-floating mb-3">
    <select name="ticketID" class="form-control">
      <option selected>Ticket Id</option>
      <c:forEach items="${List}" var="id">
        <option value="${id}">${id}</option>
      </c:forEach>
    </select><br>
  </div>
  <input type="submit" class="btn btn-danger" value="DELETE TICKET" />
</form>
<% String msgg=(String)request.getAttribute("Action");

if(msgg !=null){
out.print("<center><h1>"+msgg+"</h1></center>");
}

%>
</div>
</div>
</body>
</html>

```

UPDATE PAGE

```

<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
pageEncoding="ISO-8859-1"%>
<%@taglib prefix="c" uri="http://java.sun.com/jsp/jstl/core" %>
<%@ page isELIgnored="false" %>
<!DOCTYPE html>
<html>
<head>
<meta charset="ISO-8859-1">
<title>Insert title here</title>
<link rel="stylesheet"
href="https://maxcdn.bootstrapcdn.com/bootstrap/4.0.0/css/bootstrap.min
.css"
integrity="sha384-
Gn5384xqQ1aowXA+058RXPxPg6fy4IWvTNh0E263XmFcJLSAwiGgFAW/dAiS6JXm"
crossorigin="anonymous">

```

```
<style type="text/css">
body{
background-image:
url("https://t3.ftcdn.net/jpg/06/43/09/58/240_F_643095854_PDjXnQt8WxITr
qTK7MsmfkKzEQ4T0kM5.jpg");
background-position: center;
background-size:cover;
background-repeat: no-repeat;
}

.labe{
padding-left:38%;
font-family: sans-serif;
color: #563594;
font-weight: bold;
font-size: larger;
}

.content{
height:100px;
padding-top:50px;
padding-left: 400px;
}
.card {

box-shadow: 0 4px 8px 0 rgba(0,0,0,0.2);
transition: 0.3s;
border-radius: 15px;
width:50%;
margin-top:1%;
margin-left: 25%;
color: #563594;
background-color:#DCB0FF;
}
.card:hover {
box-shadow: 0 8px 16px 0 black;
}

{
.card{
background-color:#DCB0FF;
}
```

```

.container {
padding: 2px 16px;
}

.button1:hover{
color: #04AA6D;
}

#fetchbutton{
padding-left: 70px;
}

</style>
</head>
<body>
<div class="card">
<div class="card-body">
  <div class="Labe">
<label>UPDATE TICKET</label>
</div>

<form action="Fetch" modelAttribute="bean" method="post">
<div class="form-floating mb-3">
<select name="ticketID" class="form-control" id="edit">
<option selected>Ticket Id</option>
<c:forEach items="${IdList}" var="id">
<option value="${id}">${id}</option>
</c:forEach>
</select>
</div>
<div id ="fetchbutton">
<input type="submit" id = "btn" class="btn btn-info" value="fetch" />
</div>
</form>
<form action="Updation" method="post" modelAttribute="bean">
<div class="form-floating mb-3">
<input type="text" class="form-control" name="ticketID"
value="${bean.ticketID }" placeholder="TicketID">
</div>
<div class="form-floating mb-3">
<input type="text" class="form-control" name="category"
value="${library.category }" placeholder="Category">

```

```

</div>
<div class="form-floating mb-3">
<input type="text" class="form-control" name="subject"
value="${library.subject }" placeholder="Subject">
</div>
<div class="form-floating mb-3">
<input type="text" class="form-control" name="descr"
value="${library.descr }" placeholder="Description">
</div>
<div class="form-floating mb-3">
<input type="text" class="form-control" name="priority"
value="${library.priority }" placeholder="Priority">
</div>

<div class="form-floating mb-3">
<input type="text" class="form-control" name="raisedBy"
value="${library.raisedBy }" placeholder="RaisedBy">
</div>

<div class="form-floating mb-3">
<input type="text" class="form-control" name="assignedTo"
value="${library.assignedTo }" placeholder="AssignedTo">
</div>

<div class="form-floating mb-3">
<input type="text" class="form-control" name="status"
value="${library.status }" placeholder="Status">
</div>
<div class="button1">
<input type="submit" class="btn btn-warning" Value="UpdateTicket"/>
</div>
</form>
<% String msgg=(String)request.getAttribute("Action");

if(msgg !=null){
out.print("<center><h1>" +msgg+"</h1></center>");
}

%>
</div>
</div>

```

```
</body>
</html>
```

FIND PAGE

```
<%@page import="com.mvc.bean.Ticket"%>
<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
pageEncoding="ISO-8859-1"%>
<%@taglib prefix="c" uri="http://java.sun.com/jsp/jstl/core" %>
<%@ page isELIgnored="false" %>
<!DOCTYPE html>
<html>
<head>
<link rel="stylesheet"
href="https://maxcdn.bootstrapcdn.com/bootstrap/4.0.0/css/bootstrap.min
.css"
integrity="sha384-
Gn5384xqQ1aowXA+058RXPxPg6fy4IWvTNh0E263XmFcJLSAwIGgFAW/dAiS6JXm"
crossorigin="anonymous">
<meta charset="ISO-8859-1">
<title>Insert title here</title>
<style type="text/css">
body{
background-image:
url("https://t3.ftcdn.net/jpg/06/43/09/58/240_F_643095854_PDjXnQt8WxITr
qTK7MsmfkKzEQ4T0kM5.jpg");
background-position: center;
background-size:cover;
background-repeat: no-repeat;
}

.labe{
padding-left:38%;
font-family: sans-serif;
```



```
color: #563594;
font-weight: bold;
font-size: larger;
}
.tbod{
background-color: #DCB0FF;
color: black;
}
.table{
background-color: #563594;
color: white;
text-align: center;
}

.content{
height:100px;
padding-top:50px;
padding-left: 400px;
}
.card {

box-shadow: 0 4px 8px 0 rgba(0,0,0,0.2);
transition: 0.3s;
border-radius: 15px;
width:70%;
margin-top:5%;
margin-left: 15%;
color: #563594;
background-color:#DCB0FF;
}
.card:hover {
box-shadow: 0 8px 16px 0 black;
}

{
.card{
background-color:#DCB0FF;
}

.container {
padding: 2px 16px;
}
```

```

.button1:hover{
color: #04AA6D;

}
</style>

</head>
</head>
<body>
<div class="card">
<div class="card-body">
<div class="labe">
<label>FIND TICKET</label>
</div>
<form action="Findd" modelAttribute="bean" method="post">
<div class="form-floating mb-3">
<select name="ticketID" class="form-control">
<option selected>Ticket Id</option>
<c:forEach items="${List}" var="id">
<option value="${id}">${id}</option>
</c:forEach>
</select><br>
<input type="submit" class="btn btn-warning" value="FIND" />
</div>
</form>
<% Ticket tic=(Ticket)request.getAttribute("print");

if(tic!=null){
out.println("<br>"+
"<table class='table' border=1 width=80% >"+
"<thead>"+
"<tr>"+
"<td>Ticket ID</td>"+
"<td>Category</td>"+
"<td>Subject</td>"+
"<td>Description</td>"+
"<td>Priority</td>"+
"<td>Raised By</td>"+
"<td>Assigned To</td>"+
"<td>Status</td>"+
"</tr>"+

```

```

"</thead>" +
"<tbody class='tbod'>" +
"<tr>" +
"<td>" + tic.getTicketID() + "</td>" +
"<td>" + tic.getCategory() + "</td>" +
"<td>" + tic.getSubject() + "</td>" +
"<td>" + tic.getDescr() + "</td>" +
"<td>" + tic.getPriority() + "</td>" +
"<td>" + tic.getRaisedBy() + "</td>" +
"<td>" + tic.getAssignedTo() + "</td>" +
"<td>" + tic.getStatus() + "</td>" +
"</tr>" +
"</tbody>" +
"</table>"
));
}
%>
</div>
</div>
</body>
</html>

```

FIND ALL PAGE

```

<%@page import="com.mvc.bean.Ticket"%>
<%@page import="java.util.ArrayList"%>
<%@page import="java.util.List"%>

<%@ page language="java" contentType="text/html; charset=ISO-8859-1"
pageEncoding="ISO-8859-1"%>
<%@taglib prefix="c" uri="http://java.sun.com/jsp/jstl/core" %>
<%@ page isELIgnored="false" %>
<!DOCTYPE html>
<html>
<head>
<link rel="stylesheet"
href="https://maxcdn.bootstrapcdn.com/bootstrap/4.0.0/css/bootstrap.min
.css"

```

```
integrity="sha384-
Gn5384xqQ1aowXA+058RXPxPg6fy4IWvTNh0E263XmFcJLSAwiGgFAW/dAiS6JXm"
crossorigin="anonymous">
<meta charset="ISO-8859-1">
<title>Insert title here</title>
<style type="text/css">
body{
background-image:
url("https://t3.ftcdn.net/jpg/06/43/09/58/240_F_643095854_PDjXnQt8WxITr
qTK7MsmfkKzEQ4T0kM5.jpg");
background-position: center;
background-size:cover;
background-repeat: no-repeat;
}
.heading{
background-color: #563594;
color: white;
}

.mar{
background-color: #563594;
color: white;
font-style: italic;
font-family: sans-serif;
}
</style>
</head>
<body>
<br>
<table class="table">
<thead class="heading">
<tr>
<th scope="col">Ticket ID</th>
<th scope="col">Category</th>
<th scope="col">Subject</th>
<th scope="col">Description</th>
<th scope="col">Priority</th>
<th scope="col">RaisedBy</th>
<th scope="col">AssignedTo</th>
<th scope="col">Status</th>
<th scope="col">Edit</th>
<th scope="col">Delete</th>
```

```

</tr>
</thead>
<tbody>
<tr>
<% List<Ticket> list = (ArrayList<Ticket>)request.getAttribute("list");
Ticket tic = (Ticket)request.getAttribute("bean");
for(Ticket t : list){
if(tic != null && tic.getTicketID()== t.getTicketID()){
out.print("<form action=\"doedit\" modelAttribute=\"bean1\">");
out.print("<tr>");
out.print("<td><input type = \"text\" name = \"ticketID\" value =\"" +
t.getTicketID()+"\" readonly></td>");
out.print("<td><input type = \"text\" name = \"category\" value =\"" +
t.getCategory()+"\" ></td>");
out.print("<td><input type = \"text\" name = \"subject\" value =\"" +
t.getSubject()+"\" ></td>");
out.print("<td><input type = \"text\" name = \"descr\" value =\"" +
t.getDescr()+"\" ></td>");
out.print("<td><input type = \"text\" name = \"priority\" value =\"" +
t.getPriority()+"\" ></td>");
out.print("<td><input type = \"text\" name = \"raisedBy\" value =\"" +
t.getRaisedBy()+"\" ></td>");
out.print("<td><input type = \"text\" name = \"assignedTo\" value =\"" +
t.getAssignedTo()+"\" ></td>");
out.print("<td><input type = \"text\" name = \"status\" value =\"" +
t.getStatus()+"\" ></td>");
out.print("<td><input type = \"submit\" name = \"edit\" class=\"btn
btn-warning\" value = \"Save\" ></td>");
out.println("<td><input type='submit' value='backk' class='btn btn-
danger' name='delete' </td>");

out.print("</tr></form>");

}else{
out.print("<tr>");
out.print("<td>"+ t.getTicketID()+"</td>");
out.print("<td>"+ t.getCategory()+"</td>");
out.print("<td>"+ t.getSubject()+"</td>");
out.print("<td>"+ t.getDescr()+"</td>");
out.print("<td>"+ t.getPriority()+"</td>");
out.print("<td>"+ t.getRaisedBy()+"</td>");
out.print("<td>"+ t.getAssignedTo()+"</td>");

```

```
out.print("<td>" + t.getStatus()+"</td>");
out.print("<td><a href =\"action?ticketID="+t.getTicketID()+"\"><input
type=\"button\" name=\"edit\" class='btn btn-success'
value=\"edit\"></a></td>");
out.print("<td><a href
= \"deletenow?ticketID="+t.getTicketID()+"\"><input type=\"button\"
name=\"edit\" class='btn btn-danger' value=\"delete\"></a></td>");

out.print("</tr>");

}

}

%>
</tr>
</tbody>
</table>
</body>
</html>
```

OPERATIONS

INSERTION

BEFORE INSERTION IN DATABASE

Result Grid		Filter Rows:	<input type="text"/>	Edit:				Export/Import:			Wrap Cell Content:	
ticketID	AssignedTo	Priority	RaisedBy	Status	category	descr	subject					
20	It Team	Minor ...	Jeeva S...	Resol...	Hardwa...	For ...	Desktop					
30	It Team	Minor ...	Jeeva S...	Resol...	Softwar...	For ...	Eclipse...					
NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL					

INSERTION

Online Ticket Management System

INSERTDELETEUPDATEFINDFINDALL

INSERT TICKET

10

Software Requirements

vs code

For Training Purpose

Minor Impact

Steve

It Team

Resolved

AddTicket

Online Ticket Management System

INSERTDELETEUPDATEFINDFINDALL

Category

Subject

Description

Priority

RaisedBy

AssignedTo

Status

AddTicket

Ticket Inserted

AFTER INSERTION IN DATABASE

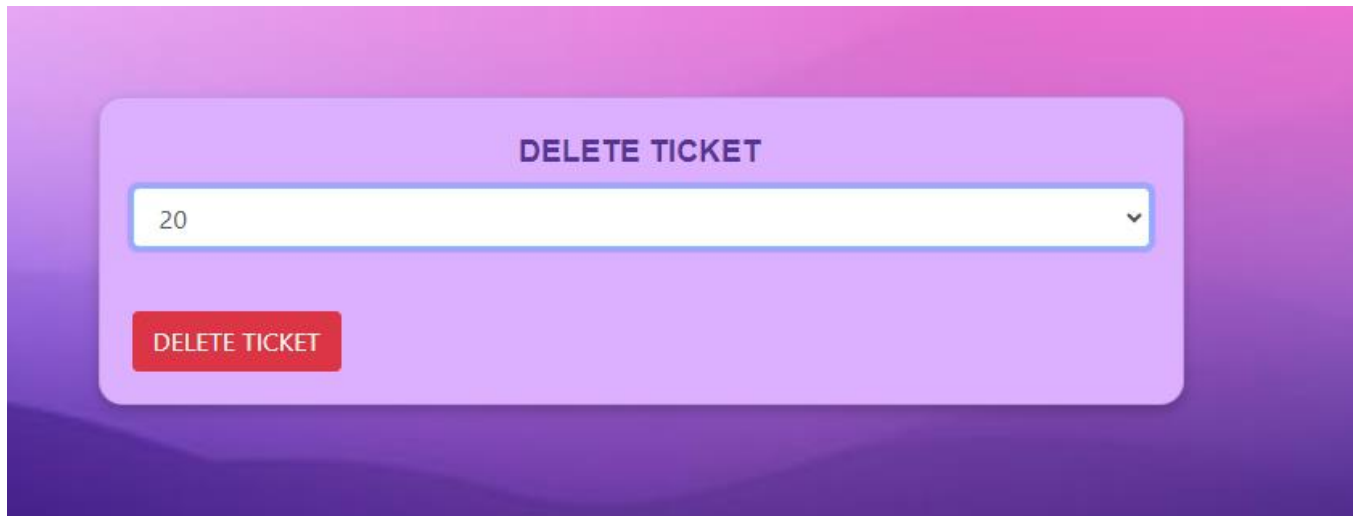
[illegible]

DELETION

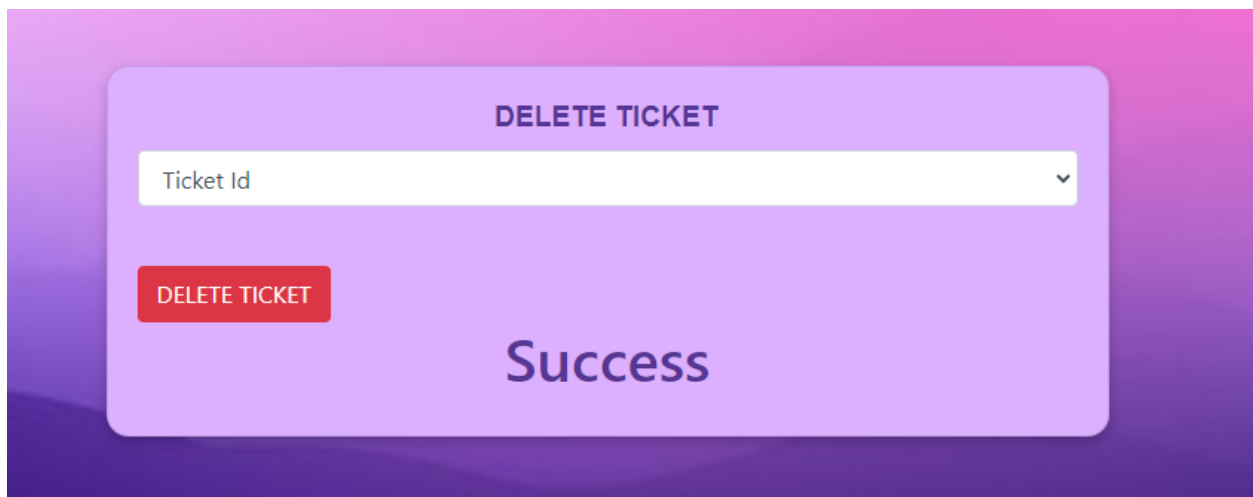
BEFORE DELETION IN DATABASE

Result Grid			Filter Rows:	<input type="text"/>	Edit:				Export/Import:			Wrap Cell Content:	
ticketID	AssignedTo	Priority	RaisedBy	Status	category	descr	subject						
10	It Team	Minor ...	Steve	Resol...	Softwar...	For ...	vs code						
20	It Team	Minor ...	Jeeva S...	Resol...	Hardwa...	For ...	Desktop						
30	It Team	Minor ...	Jeeva S...	Resol...	Softwar...	For ...	Eclipse...						
NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL						

DELETION



A screenshot of a web form titled "DELETE TICKET" on a purple gradient background. The form is a light purple rounded rectangle. It contains a white input field with the number "20" and a small downward arrow on the right. Below the input field is a red button with the text "DELETE TICKET" in white.



A screenshot of the same "DELETE TICKET" form after successful deletion. The input field now contains the placeholder text "Ticket Id" and the red button is still present. A large, dark purple "Success" message is displayed in the center of the form area.

AFTER DELETION IN DATABASE

Result Grid								
Filter Rows:								
Edit:		Export/Import:		Wrap Cell Content:				
ticketID	AssignedTo	Priority	RaisedBy	Status	category	descr	subject	
10	It Team	Minor ...	Steve	Resol...	Softwar...	For ...	vs code	
30	It Team	Minor ...	Jeeva S...	Resol...	Softwar...	For ...	Eclipse...	
NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	

ticket 1 x

UPDATION

BEFORE UPDATION IN DATABASE

Result Grid								
Filter Rows:								
Edit:		Export/Import:		Wrap Cell Content:				
ticketID	AssignedTo	Priority	RaisedBy	Status	category	descr	subject	
10	It Team	Minor ...	Steve	Resol...	Softwar...	For ...	vs code	
30	It Team	Minor ...	Jeeva S...	Resol...	Softwar...	For ...	Eclipse...	
NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	

UPDATE TICKET

Ticket Id



fetch

30

Software Requirements

Eclipse IDE

For Training Purpose

Minor Impact

Oscar

It Team

Online Ticket Management System

INSERT DELETE UPDATE FIND FINDALL

UpdateTicket

Ticket Updated

AFTER UPDATION IN DATABASE

<div> < Result Grid Filter Rows: Edit: Export/Import: Wrap Cell Content: </div>									
	ticketID	AssignedTo	Priority	RaisedBy	Status	category	descr	subject	
	10	It Team	Minor ...	Steve	Resol...	Softwar...	For ...	vs code	
	30	It Team	Minor ...	Oscar	Resol...	Softwar...	For ...	Eclipse...	
▶*	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	

ticket 1 x

FIND TICKET

FIND TICKET

Ticket Id

FIND

Ticket ID	Category	Subject	Description	Priority	Raised By	Assigned To	Status
10	Software Requirements	vs code	For Training Purpose	Minor Impact	Steve	It Team	Resolved

FIND ALL THE TICKETS

Online Ticket Management System									
INSERT DELETED UPDATE FIND FINDALL									
Ticket ID	Category	Subject	Description	Priority	RaisedBy	AssignedTo	Status	Edit	Delete
10	Software Requirements	vs code	For Training Purpose	Minor Impact	Steve	It Team	Resolved	edit	delete
20	Software Requirements	Spring Tool Suite	For Training Purpose	Minor Impact	Jeeva Sekar	It Team	Resolved	edit	delete
30	Software Requirements	Eclipse IDE	For Training Purpose	Minor Impact	Oscar	It Team	Resolved	edit	delete
40	Hardware Requirements	Mouse	For Training Purpose	Minor Impact	Surya	It Team	Resolved	edit	delete