

Ticket Manager (Project 1) : System Test Plan

Test Overview

Below is the STP for Ticket Manager (Project 1). To run the program, right-click on the TicketManagerGUI class in the Package Explorer and select Run As > Java Application.

Test files will be located within the test-files directory.

ticket1.txt

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*1#New#Incident#GitHub down#sesmith5#Software#Urgent##
-GitHub is not responding when I navigate to github.ncsu.edu
*2#Working#Request#Workshop account#sesmith5#Inquiry#Low#ccgurley#
-Create a workshop account for access to a GitHub repo
-Assigned to ccgurley.
-How long is the account needed for?
-Until November 1
*3#Feedback#Request#Add Gradescope plugin to Moodle#ahoward#Software#Medium#itecs#Awaiting Provider
-Add Gradescope plugin to Moodle to import grades
-Checking with plugin provider
*4#Resolved#Incident#Lights not working in EBI 1011#jtking#Hardware#Medium#facilities#Workaround
-Lights are not working in EB I 1011.
-Cannot install dimmer switch. Will leave on.
*5#Closed#Request#New VM#sesmith5#Inquiry#High#jtking#Completed
-I would like to request a new VM for my class
-Assigned to jtking
-VM created
-Request completed
*6#Canceled#Request#Pizza#wpack#Inquiry#Urgent##Inappropriate
-Deliver a large pizza to EBII 1221!
-No!
```

Test ID	Description	Expected Results	Actual Results
Test 1 : Run Program	<i>Preconditions: None</i> 1. Run TicketManagerGUI	<p>A new window, titled, "Ticket Manager," appears.</p> <p>Toward the top of the window, there is a 3 x 2 grid of options for Add New Ticket, Delete Ticket, Edit Ticket, Request (with a drop-down arrow), List by Ticket Type, and Show All Tickets.</p> <p>Immediately below the 3 x 2 grid, 6 column headers are displayed. They are ID, Type, State, Subject, Category and Priority.</p> <p>Below this are no tickets — only a white box.</p>	<p>A new window, titled, "Ticket Manager," appears.</p> <p>Toward the top of the window, there is a 3 x 2 grid of options for Add New Ticket, Delete Ticket, Edit Ticket, Request (with a drop-down arrow), List by Ticket Type, and Show All Tickets.</p> <p>Immediately below the 3 x 2 grid, 6 column headers are displayed. They are ID, Type, State, Subject, Category and Priority.</p> <p>Below this are no tickets — only a white box.</p>
Test 2 : Cannot Load File	<i>Preconditions: None</i> 1. Run TicketManagerGUI 2. Select File > New > Load 3. Select a file that cannot be loaded into this program. For instance, a PDF file should suffice.	<p>A new window, titled, "Message," appears, that reads, "Unable to load file."</p>	<p>Nothing loads — error messages appear in the console.</p>

<p>Test 3 :</p> <p>Add New Ticket</p>	<p><i>Preconditions: None</i></p> <ol style="list-style-type: none"> 1. Run TicketManagerGUI 2. Select Add New Ticket 3. Enter the below information <ol style="list-style-type: none"> 1. Ticket Type : Request 2. Subject : 1st Request 3. Caller : wgreene 4. Category : Inquiry 5. Priority : Low 6. Note : Test 	<p>The ticket is now displayed in the white box below the column headers (with the information to the left).</p> <p>ID will be 1.</p>	<p>The ticket is now displayed in the white box below the column headers (with the information to the left).</p> <p>ID will be 1.</p>
<p>Test 4 :</p> <p>Delete Ticket</p>	<p><i>Preconditions: Test 3 has passed</i></p> <ol style="list-style-type: none"> 1. Select the [only] row below the column headers (ID should be 1). 2. Select Delete Ticket 	<p>The ticket is no longer displayed below the column headers.</p>	<p>The ticket is no longer displayed below the column headers.</p>

Test 5 : Load ticket1.txt	<p><i>Preconditions: None</i></p> <ol style="list-style-type: none"> 1. Run TicketManagerGUI 2. Select File > New > Load 3. Select test-files > ticket1.txt 	<p>6 tickets (rows) are now displayed in the white box below the column headers.</p> <p>The 6 rows read :</p> <ol style="list-style-type: none"> 1. 1, Incident, New, Github down, Software, Urgent 2. 2, Request, Working, Workshop account, Inquiry, Low 3. 3, Request, Feedback, Add Gradescope plugin to Moodle, Software, Medium 4. 4, Incident, Resolved, Lights not working in EBI 1011, Hardware, Medium 5. 5, Request, Closed, New VM, Inquiry, High 6. 6, Request, Canceled, Pizza, Inquiry, Urgent 	<p>6 tickets (rows) are now displayed in the white box below the column headers.</p> <p>The 6 rows read :</p> <ol style="list-style-type: none"> 1. 1, Incident, New, Github down, Software, Urgent 2. 2, Request, Working, Workshop account, Inquiry, Low 3. 3, Request, Feedback, Add Gradescope plugin to Moodle, Software, Medium 4. 4, Incident, Resolved, Lights not working in EBI 1011, Hardware, Medium 5. 5, Request, Closed, New VM, Inquiry, High 6. 6, Request, Canceled, Pizza, Inquiry, Urgent
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