

<Incident Manager> Black Box Test Plan

Document Author(s): Zhongxiao Mei, Dennis Sarsozo

Date: 11/09/2018

Introduction

The incident manager program uses incident manager system to manage the incident's Category, State, Priority and Name. The black box test plan tests the function of the file menu options (create a new incident list, load an incident file, save an incident file, and quit the application), and the function of editing the selected incident.

Required Files (test_files folder is provided by instructor)

All .xml files in /test_files/

The program is started by running the IncidentManagerGUI class.

Test ID	Description	Expected Results	Actual Results
Test1: TestNewFile (Zhongxiao Mei)	Preconditions: none Start the program Click "File" Select "New" under File menu Check results Close GUI	A new, empty list of incidents is created	A new, empty list of incidents is created
Test2: TestLoadValidFile (Zhongxiao Mei)	Preconditions: none Start the program Click "File" Select "Load" under File menu Select file: test_files/incident1.xml Check results Close GUI	Incident1 is loaded: "1, Software, New, Urgent, Jenkins installation" "2, Hardware, In Progress, High, Jenkins VM Hard Drive" "3, Hardware, On Hold, High, Mount data drive to VM" "4, Software, Resolved, Medium, Permissions issue with reading files" "5, Network, Closed, Medium, Unable to use SSH on NCSU wireless" "6, Inquiry, Canceled, Low, What's the best pizza place near Centennial Campus?"	Incident1 is loaded: "1, Software, New, Urgent, Jenkins installation" "2, Hardware, In Progress, High, Jenkins VM Hard Drive" "3, Hardware, On Hold, High, Mount data drive to VM" "4, Software, Resolved, Medium, Permissions issue with reading files" "5, Network, Closed, Medium, Unable to use SSH on NCSU wireless" "6, Inquiry, Canceled, Low, What's the best pizza place near Centennial Campus?"

Test3: TestLoadInvalidFile (Negative id) (Zhongxiao Mei)	Preconditions: none Start the program Click "File" Select "Load" under File menu Select file: test_files/incident2.xml Check results Click "OK"	a dialog opens with the message "Unable to load file."	a dialog opens with the message "Unable to load file."
Test4: TestLoadInvalidFile (Missing category) (Zhongxiao Mei)	Preconditions: none Start the program Click "File" Select "Load" under File menu Select file: test_files/incident4.xml Check results Click "OK"	a dialog opens with the message "Unable to load file."	a dialog opens with the message "Unable to load file."
Test5: TestLoadInvalidFile (Incorrect OnHoldReason) (Zhongxiao Mei)	Preconditions: none Start the program Click "File" Select "Load" under File menu Select file: test_files/incident11.xml Check results Click "OK"	a dialog opens with the message "Unable to load file."	a dialog opens with the message "Unable to load file."
Test6: TestAddNewIncident (Zhongxiao Mei)	Preconditions: Test2 passed Click "Add New Incident" Commands: Caller: zmei Category: Inquiry Priority: Urgent Name: "tests add a new incident" Work Note: "note" Check results	The new incident is added to the end of the incident table. Listed incidents: "1, Software, New, Urgent, Jenkins installation" "2, Hardware, In Progress, High, Jenkins VM Hard Drive" "3, Hardware, On Hold, High, Mount data drive"	The new incident is added to the end of the incident table. Listed incidents: "1, Software, New, Urgent, Jenkins installation" "2, Hardware, In Progress, High, Jenkins VM Hard Drive" "3, Hardware, On Hold, High, Mount data drive"

		<p>to VM”</p> <p>“4, Software, Resolved, Medium, Permissions issue with reading files”</p> <p>“5, Network, Closed, Medium, Unable to use SSH on NCSU wireless”</p> <p>“6, Inquiry, Canceled, Low, What's the best pizza place near Centennial Campus?”</p> <p>“7, Inquiry, New, Urgent, tests add a new incident”</p>	<p>to VM”</p> <p>“4, Software, Resolved, Medium, Permissions issue with reading files”</p> <p>“5, Network, Closed, Medium, Unable to use SSH on NCSU wireless”</p> <p>“6, Inquiry, Canceled, Low, What's the best pizza place near Centennial Campus?”</p> <p>“7, Inquiry, New, Urgent, tests add a new incident”</p>
<p>Test7:</p> <p>TestEditSelectedIncident (Investigate without add WorkNotes)</p> <p>(Zhongxiao Mei)</p>	<p>Preconditions: Test6 passed</p> <p>Click “Edit Selected Incident”</p> <p>Click Investigate</p> <p>Check results</p>	<p>a dialog opens with the message “A work note is required.”</p>	<p>a dialog opens with the message “A work note is required.”</p>
<p>Test8:</p> <p>TestEditSelectedIncident (New to InProgress)</p> <p>(Zhongxiao Mei)</p>	<p>Preconditions: Test7 passed</p> <p>Commands:</p> <p>Owner Id: “zmei”</p> <p>Work Note: “tests newState to InProgressState”</p> <p>Click Investigate</p>	<p>Incident7 transits from “New” state to “In Progress” state.</p> <p>Listed incidents:</p> <p>“1, Software, New, Urgent, Jenkins installation”</p> <p>“2, Hardware, In Progress, High, Jenkins VM Hard Drive”</p> <p>“3, Hardware, On Hold, High, Mount data drive to VM”</p> <p>“4, Software, Resolved, Medium, Permissions issue with reading files”</p> <p>“5, Network, Closed, Medium, Unable to use SSH on NCSU wireless”</p> <p>“6, Inquiry, Canceled, Low, What's the best pizza place near Centennial Campus?”</p> <p>“7, Inquiry, In Progress, Urgent, tests add a new incident”</p>	<p>Incident7 transits from “New” state to “In Progress” state.</p> <p>Listed incidents:</p> <p>“1, Software, New, Urgent, Jenkins installation”</p> <p>“2, Hardware, In Progress, High, Jenkins VM Hard Drive”</p> <p>“3, Hardware, On Hold, High, Mount data drive to VM”</p> <p>“4, Software, Resolved, Medium, Permissions issue with reading files”</p> <p>“5, Network, Closed, Medium, Unable to use SSH on NCSU wireless”</p> <p>“6, Inquiry, Canceled, Low, What's the best pizza place near Centennial Campus?”</p> <p>“7, Inquiry, In Progress, Urgent, tests add a</p>

			new incident”
Test9: TestDeleteSelectedIncident (Zhongxiao Mei)	Preconditions: Test8 passed Select incident ID 1 , click “Delete Selected Incident” Check result Select incident ID 2 , click “Delete Selected Incident” Check result Select incident ID 3 , click “Delete Selected Incident” Check result Select incident ID 4 , click “Delete Selected Incident” Check result Select incident ID 5 , click “Delete Selected Incident” Check result Select incident ID 6 , click “Delete Selected Incident” Check result	Incident ID 7 is the only incident in the table. Listed incident: “7, Inquiry, In Progress, Urgent, tests add a new incident”	Incident ID 7 is the only incident in the table. Listed incident: “7, Inquiry, In Progress, Urgent, tests add a new incident”
Test10: TestEditSelectedIncident (InProgress to OnHold) (Zhongxiao Mei)	Preconditions: Test9 passed Select Incident ID 7 Click “Edit Selected Incident” Commands: On Hold Reason: Awaiting Caller Work Note: “tests InProgressState to OnHoldState” Click Hold Check result	Incident7 transits from “In Progress” state to “On Hold” state. Listed incident: “7, Inquiry, On Hold, Urgent, tests add a new incident”	Incident7 transits from “In Progress” state to “On Hold” state. Listed incident: “7, Inquiry, On Hold, Urgent, tests add a new incident”
Test11: TestEditSelectedIncident (OnHold to Resolved) (Zhongxiao Mei)	Preconditions: Test10 passed Select Incident ID 7 Click “Edit Selected Incident” Commands: Resolution: Permanently Solved	Incident7 transits from “On Hold” state to “Resolved” state. Listed incident: “7, Inquiry, Resolved, Urgent, tests add a new	Incident7 transits from “On Hold” state to “Resolved” state. Listed incident: “7, Inquiry, Resolved, Urgent, tests add a

	<p>Note: "tests OnHoldState to ResolvedState"</p> <p>Click Resolve</p> <p>Check result</p>	incident"	new incident"
<p>Test12: TestEditSelectedIncident (Resolved to In Progress) (Zhongxiao Mei)</p>	<p>Preconditions: Test11 passed</p> <p>Select Incident ID 7</p> <p>Click "Edit Selected Incident"</p> <p>Commands: Note: "tests ResolvedState to ReopenedState"</p> <p>Click Reopen</p> <p>Check result</p>	<p>Incident7 transits from "Resolved" state to "In Progress" state.</p> <p>Listed incident:</p> <p>"7, Inquiry, In Progress, Urgent, tests add a new incident"</p>	<p>Incident7 transits from "Resolved" state to "In Progress" state.</p> <p>Listed incident:</p> <p>"7, Inquiry, In Progress, Urgent, tests add a new incident"</p>
<p>Test13: TestEditSelectedIncident (In Progress to Canceled) (Zhongxiao Mei)</p>	<p>Preconditions: Test12 passed</p> <p>Select Incident ID 7</p> <p>Click "Edit Selected Incident"</p> <p>Commands: Note: "tests InProgressState to CanceledState"</p> <p>Click Cancel</p> <p>Check result</p>	<p>Incident7 transits from "In Progress" state to "Canceled" state.</p> <p>Listed incident:</p> <p>"7, Inquiry, Canceled, Urgent, tests add a new incident"</p>	<p>Incident7 transits from "In Progress" state to "Canceled" state.</p> <p>Listed incident:</p> <p>"7, Inquiry, Canceled, Urgent, tests add a new incident"</p>
<p>Test14: TestSaveFile (Zhongxiao Mei)</p>	<p>Preconditions: Test13 passed</p> <p>Click File</p> <p>Click Save</p> <p>Save to /test_files/testSaveIncident.xml</p>	<p>The file testSaveIncident.xml is saved into /test_files/</p>	<p>The file testSaveIncident.xml is saved into /test_files/</p>
<p>Test15: TestDeleteIncident (without selection) (Zhongxiao Mei)</p>	<p>Preconditions: none</p> <p>Start the program</p> <p>Click "Delete Selected Incident"</p> <p>Check result</p>	<p>a dialog opens with the message "No incident selected"</p>	<p>a dialog opens with the message "No incident selected"</p>

Test16: TestInvestigate WithoutOwner (Zhongxiao Mei)	Preconditions: Test6 passed Select Incident ID 7 Click "Edit Selected Incident" Commands: Owner Id: (empty) Note: "tests investigate without owner" Check result	a dialog opens with the message "Invalid owner id"	a dialog opens with the message "Invalid owner id"
Test17: TestListByCategory (Zhongxiao Mei)	Preconditions: Test2 passed Select list by category Inquiry Click List by Category Check result	The Incident ID 6 is the only incident listed Listed Incident: "6, Inquiry, Canceled, Low, What's the best pizza place near Centennial Campus?"	The Incident ID 6 is the only incident listed Listed Incident: "6, Inquiry, Canceled, Low, What's the best pizza place near Centennial Campus?"
Test18: TestShowAllIncident (Zhongxiao Mei)	Preconditions: Test17 passed Click Show All Incident Check result	Listed Incidents: "1, Software, New, Urgent, Jenkins installation" "2, Hardware, In Progress, High, Jenkins VM Hard Drive" "3, Hardware, On Hold, High, Mount data drive to VM" "4, Software, Resolved, Medium, Permissions issue with reading files" "5, Network, Closed, Medium, Unable to use SSH on NCSU wireless" "6, Inquiry, Canceled, Low, What's the best pizza place near Centennial Campus?"	Listed Incidents: "1, Software, New, Urgent, Jenkins installation" "2, Hardware, In Progress, High, Jenkins VM Hard Drive" "3, Hardware, On Hold, High, Mount data drive to VM" "4, Software, Resolved, Medium, Permissions issue with reading files" "5, Network, Closed, Medium, Unable to use SSH on NCSU wireless" "6, Inquiry, Canceled, Low, What's the best pizza place near Centennial Campus?"
Test19: TestEditSelectedIncident (Resolved to Closed) (Zhongxiao Mei)	Preconditions: Test2 passed Select Incident ID 4 Click "Edit Selected Incident" Commands: Note: "tests resolved to Closed"	Incident4 transits from "Resolved" state to "Closed" state. Listed incident: "1, Software, New, Urgent, Jenkins	Incident4 transits from "Resolved" state to "Closed" state. Listed incident: "1, Software, New, Urgent, Jenkins

	Click Confirm Check result	installation" "2, Hardware, In Progress, High, Jenkins VM Hard Drive" "3, Hardware, On Hold, High, Mount data drive to VM" "4, Software, Closed, Medium, Permissions issue with reading files" "5, Network, Closed, Medium, Unable to use SSH on NCSU wireless" "6, Inquiry, Canceled, Low, What's the best pizza place near Centennial Campus?"	installation" "2, Hardware, In Progress, High, Jenkins VM Hard Drive" "3, Hardware, On Hold, High, Mount data drive to VM" "4, Software, Closed, Medium, Permissions issue with reading files" "5, Network, Closed, Medium, Unable to use SSH on NCSU wireless" "6, Inquiry, Canceled, Low, What's the best pizza place near Centennial Campus?"
Test20: TestQuitProgram (Zhongxiao Mei)	Preconditions: none Click File Click Quit Check result	The application window closed	The application window closed

Document Revision History

Date	Author	Change Description
11/09/2018	Zhongxiao Mei	● Wrote 20 test cases