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Defect Tracking System

Aslam Mohammad
Governors State University

Irfan Mohammed
Governors State University

Ishaq Mohammed
Governors State University

Mohammed Javed Shaik
Governors State University

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ABSTRACT

The main purpose of this project is it is an online Bug Hawker system and which is used for providing the solutions to correct the errors. This application is a totally web based tool and any user can access this tool by registering into the software. This software works once we login into the software and we can choose the error what kind of error it is etc. from the dropdown list. This software also has the extra facilities like email notifications, generating the reports, user access control etc.

PROPOSED SYSTEM:

In our new software mainly it provides the user friendliness with different types of controls. The new software provides more flexibility to the users just register in the website and send the error to the concerned technician. The new system automates the entire process i.e. when user or technician updates anything it will directly get updated into the database. This software provides the high security. The main advantage is this software provides the user friendliness to the technicians to solve any kind of issues. The main modules in this software are

1) Administrator
2) Operational Administrator
3) Operator
4) Defect Tracking
5) Search
6) Reports
7) Registration and Authentication
SYSTEM SPECIFICATION

HARDWARE REQUIREMENTS
Processor : Intel i5
RAM : 1GB SD RAM
Monitor : 14” COLOR
Hard Disk : 80 GB

SOFTWARE REQUIREMENTS
Operating system : Windows
Environment : Visual studio .net 2012
.NET Framework : Version 3.5
Language : c#.net
Web Technology : Active Server Pages.net
Web Server : Internetinformation server 5.0
Back End : SQL server 2012
Reports : Webformdatagridcontrol
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1 Project Description

The main purpose of this project is it is an online Bug Hawker system and which is used for providing the solutions to correct the errors. This application is a totally web based tool and any user can access this tool by registering into the software. This software works once we login into the software and we can choose the error what kind of error it is etc. from the dropdown list. This software also has the extra facilities like email notifications, generating the reports, user access control etc.

1.1 Competitive Information

- The defect report can be posted into the different administrators.
- Employee login can be accepted. They can obtain their own home page.
- Operational Administrator receives the defect report which is send by the operator.
- Operational Administrator send acknowledgement to the employee which are posted by any defect.
- Various kind of reports are generated by the administrator. All these reports are send into different file formats
  - Export to Excel
  - Export to PDF
  - Print the Report

  User search criteria can be processed and results are displayed in the user panel

1.2 Relationship to Other Applications/Projects

This application is inter linked to all the all the technologies such as this can provide the solutions to many technologies such as Java, .NET or Database and it can also provide the solutions to the networking solutions. This can work only for the company employees and they can access using the application from outside using the registered credentials. This application is especially designed for the employees who work in IT departments, in which employees can get the quick solutions to the any kind of problems in coding or any other technical issue. This application also links to other applications to use the facilities like email notification, Push messages etc.
1.3 Assumptions and Dependencies:

In our new software mainly it provides the user friendliness with different types of controls. The new software provides more flexibility to the users just register in the website and send the error to the concerned technician. The new system automates the entire process i.e. when user or technician updates anything it will directly get updated into the database. This software provides the high security. The main advantage is this software provides the user friendliness to the technicians to solve any kind of issues.

1.4 Future Enhancements:

This is the application which can work with web and this is the starting stage of the application. Because no other software provides all technology solutions within one software. So in future we can use this kind of software other fields means other than Non IT kind of companies. So that we can reduce the burden of contacting various departments to get some help.

1.5 Definitions and Acronyms

SRS – Software Requirement Specifications
DTS– Defect Tracking System.
FR – Functional Requirement
NFR – Nonfunctional requirement
SQL – Structured Query Language
HTTP- Hypertext transfer Protocol
HTML- Hypertext Markup Language

2. Project Technical Description

The defect tracking system is mainly works within the organization. This application allows to create or register to access to send the defects to the technical team. It provides the facility to share the files among the different employees and to create the reports which are sent or created by the employees of the organization sung the web. This application can also provide
the remote access so that employee can access the services globally. This application provides
the high level of security by using the role based mechanism.

2.1 Application Architecture:
2.2 Application Information flows

A user should be able to:
- Login to the system through the first page of the application. Change the password after logging into system.
- He can able to change the password after log in into the system.
- See the defects which is allocate to the User.
- Detect the errors for elements on which the user has access.
- Locate element on which the user has access.
- Alter the defect by keeping different inputs in fields.
- Find details of other Users.
- Generate a description of defects for which the elements on which the user has access.

2. As soon as a defect is allocate to a user a mail should be send to the User.

3. The Administrator must be able work with the following tasks
   - create a new component.
   - Delete Component Admin privilege from a user.
   - Add or Remove new users.

2.3 Interactions with other Applications

This is an independent application and this application does not interact with any other application.

2.4 Capabilities

The interface has been created a graphics concept in mind which will be flexible for user, associated through a browser interface. The GUI’S (Graphical User Interfaces) at the top stage have been classify as
- Supervisory user interface
- The operational or generic user interface

The authoritative user interface focuses on the consistent information that is practically, part of the organizational movement and which require a authentication for collection of data.
The interfaces help the administrations with all transferable states like Data uploading, Data clearing and Data updating along with the extensive data search capabilities.

2.5 Risk Assessment and Management

There are no chances of getting the data mismanagement at any stage while the project development is under process. It gives top level of security using protocols such as https. The software or application Interface provides good platform to solve any type of problems. The system catch the all details of any error from this user interface and send it to the specific administrator. Each and every error or defect details stores in the centralized communication server which is to be organized by the company.

3. Project Requirements

3.1 Identification of Requirements

In this application we have categorized all the requirements. Such as

1) Administrator
2) Operational Administrator
3) Operator
4) Defect Tracking
5) Search
6) Reports
7) Registration and Authentication

Operator

Operator is an employee of the organization who reports the defects to the administrator.

Reports

Reports contains the complete details of the defects. Which can be generated by the Admin.
Search

This facility can be utilized by any user. For example, employees can search their profile information.

Registration:

Before sending any bug user must be a member of the application. If he is not a user first, he need to register and then can send the defects details.

3.2 Operations, Administration, Maintenance and Provisioning (OAM&P)

Defect tracking system application have provided responsibilities to manage the operation to different technicians and also to the admin.

Administrator:

- Administrator can perform various roles. Such as,
  - Manage user
  - Manager Roles
  - Manage and add Software's
  - Creating the reports using Excel sheet

Operational Administrator

He is the main person to solve any kind of a defect and provides the solutions by communicating with the employees.

3.3 Security and Fraud Prevention

The defect tracking system provides some advance level of security by using authentication and this application uses the role based security mechanism with that only authorized users can open this application and can use the features. This application uses the high level of security protocols such as http (Hyper Text Transfer Protocol).
4. Project Design Description

In this project we used Asp.net as the front-end and SQL server as the backend for storing the data. The combination of Asp.net and SQL is as compatible as both are from the Microsoft family.

User Interface Design:

It is the main design of the entire application, it depicts the look and feel of application. The UI (user Interface) mainly used to attract customers. It can be classified in two types

- User initiated Interface
- Computer initiated interface

In user interface, the user is responsible for the overall design as it’s a manual process, the user has to look for each file individually.

In computer interface, the machine applies the design by seeking the permission from user.

Input Media:

We have to keep in mind about all consideration like

- Type of inputs
- Format used for input file
- Security
- Flexibility
- Availability

Output Media:

As we are using visual studio, it provides various browser support like Google chrome and Firefox. So it’s very easy to determine the medium for the output.

- Determine the software and hardware is available
- Determine the Response time for the output
- Determine the flexibility and suitability for the application
Input & Output Overview:

We have to focus on certain things like

- Cost-effective method for generating input
- Provide high level of flexibility
- Ensure the input provided by the user is acceptable.

5. Internal/external Interface Impacts and Specification

Data Base Design:

To design Defect tracking system project, we have used SQL Server 2012. SQL server is one of the powerful database which is provided by the Microsoft. Every SQL server table contains one primary key with which it accesses to the all tables. So, Primary key is acts a reference to all the columns of the table.

In this application we are using different kinds of tables such for table for storing the login details or registration information, for storing defect information about the bugs and its status etc. Each table is independent of another.
## Modules Information Table:

```sql
select * from [dbo].[tblModuleDetails]
```

<table>
<thead>
<tr>
<th>Module</th>
<th>Name</th>
<th>Description</th>
<th>NoOfTasks</th>
<th>SoftWear</th>
<th>Remark</th>
<th>ModifiedDate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>MasterPage Design</td>
<td>For Multiple Use Of forms</td>
<td>3</td>
<td>Ap .Net</td>
<td>No</td>
<td>03/03/2016</td>
</tr>
<tr>
<td>2</td>
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<td>For Maintaining the Database</td>
<td>5</td>
<td>Oracle X64</td>
<td>No</td>
<td>04/06/2016</td>
</tr>
<tr>
<td>3</td>
<td>ToString</td>
<td>Core Java</td>
<td>4</td>
<td>Java</td>
<td>Satisfied</td>
<td>04/01/2016</td>
</tr>
<tr>
<td>4</td>
<td>Data Structure</td>
<td>Database Management</td>
<td>3</td>
<td>MS SQL Server 2005</td>
<td>Satisfied</td>
<td>05/01/2016</td>
</tr>
<tr>
<td>5</td>
<td>Quality Testing</td>
<td>Find Error Code</td>
<td>2</td>
<td>WinRunner</td>
<td>Verified</td>
<td>05/03/2016</td>
</tr>
<tr>
<td>6</td>
<td>User Interface</td>
<td>Tool For UnderStanf Java</td>
<td>8</td>
<td>Java</td>
<td>Excellent</td>
<td>05/01/2016</td>
</tr>
<tr>
<td>7</td>
<td>Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Window Manager</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Defects Information Table:

```sql
SELECT * FROM [dbo].[tblDefectDetails]
```

<table>
<thead>
<tr>
<th>DefectId</th>
<th>Username</th>
<th>MailFrom</th>
<th>SoftWearId</th>
<th>ModuleId</th>
<th>ModuleName</th>
<th>Description</th>
<th>DefectTypeId</th>
<th>DefectTypeIn</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Kumar1</td>
<td><a href="mailto:Kumar@gmail.com">Kumar@gmail.com</a></td>
<td>Dbase-100</td>
<td>3003</td>
<td>DbaseDesign</td>
<td>Respective Sr. Please check some problems in DB... 432</td>
<td>Database Di</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Kumar2</td>
<td><a href="mailto:Kumar@gmail.com">Kumar@gmail.com</a></td>
<td>MSQLServer-2005</td>
<td>3006</td>
<td>DatabaseDesign</td>
<td>Respective Sr. Server is not connecting 434</td>
<td>NetworkIng</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Gopi</td>
<td><a href="mailto:Gopi@gmail.com">Gopi@gmail.com</a></td>
<td>WorkRunner</td>
<td>3008</td>
<td>QualityTesting</td>
<td>Sr. My system Not connected to net 434</td>
<td>NetworkIng</td>
<td></td>
</tr>
<tr>
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<td>Gopi</td>
<td><a href="mailto:Gopi@gmail.com">Gopi@gmail.com</a></td>
<td>Java</td>
<td>3005</td>
<td>ComJavia</td>
<td>ComJava Software not interact with OS 431</td>
<td>Technical</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Murthy</td>
<td><a href="mailto:Murthy@gmail.com">Murthy@gmail.com</a></td>
<td>Dbase-100</td>
<td>3003</td>
<td>DbaseDesign</td>
<td>Any Str Sql 2005 has a problem 432</td>
<td>Technical</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Murthy</td>
<td><a href="mailto:Murthy@gmail.com">Murthy@gmail.com</a></td>
<td>Java</td>
<td>3005</td>
<td>ComJavia</td>
<td>ComJava Software not interact with OS 431</td>
<td>Technical</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Murthy2</td>
<td><a href="mailto:Murthy2@gmail.com">Murthy2@gmail.com</a></td>
<td>Dbase-100</td>
<td>3003</td>
<td>DbaseDesign</td>
<td>Respective Sr. Server is not connecting 434</td>
<td>Technical</td>
<td></td>
</tr>
<tr>
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<td><a href="mailto:Murthy2@gmail.com">Murthy2@gmail.com</a></td>
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<td>ComJava Software not interact with OS 431</td>
<td>Technical</td>
<td></td>
</tr>
<tr>
<td>12</td>
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<td><a href="mailto:Planes@gmail.com">Planes@gmail.com</a></td>
<td>Java</td>
<td>3005</td>
<td>ComJavia</td>
<td>ComJava Software not interact with OS 431</td>
<td>Technical</td>
<td></td>
</tr>
<tr>
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<td><a href="mailto:Aikra@gmail.com">Aikra@gmail.com</a></td>
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<td>Technical</td>
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<td>Technical</td>
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<td>Akra</td>
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<td>Technical</td>
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<td>17</td>
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<td><a href="mailto:Akra@gmail.com">Akra@gmail.com</a></td>
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<td>ComJava Software not interact with OS 431</td>
<td>Technical</td>
<td></td>
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<td>18</td>
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<td><a href="mailto:Akra@gmail.com">Akra@gmail.com</a></td>
<td>Java</td>
<td>3005</td>
<td>ComJavia</td>
<td>ComJava Software not interact with OS 431</td>
<td>Technical</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Akra</td>
<td><a href="mailto:Akra@gmail.com">Akra@gmail.com</a></td>
<td>Java</td>
<td>3005</td>
<td>ComJavia</td>
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<td>Technical</td>
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<td>Akra</td>
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<td>Java</td>
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<tr>
<td>21</td>
<td>Akra</td>
<td><a href="mailto:Akra@gmail.com">Akra@gmail.com</a></td>
<td>Java</td>
<td>3005</td>
<td>ComJavia</td>
<td>ComJava Software not interact with OS 431</td>
<td>Technical</td>
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<tr>
<td>22</td>
<td>Akra</td>
<td><a href="mailto:Akra@gmail.com">Akra@gmail.com</a></td>
<td>Java</td>
<td>3005</td>
<td>ComJavia</td>
<td>ComJava Software not interact with OS 431</td>
<td>Technical</td>
<td></td>
</tr>
</tbody>
</table>
In our application we have given some Role ID’s, which can be setup by the admin. Only Amin can assign the roles and role ID’s.
6. Design Units Impacts

It’s a process of creating a blueprint of an architecture, how the data and modules for a system to make it compatible with the system, which makes application development in an easy way.

6.1.1 Functional Overview

It is based on waterfall model, its suits well as we knew all the requirements before deployment. Overview mainly focuses on the Use-case and activity diagram.
Use Case Diagram:
Defect Tracking System Sequence Diagrams

User Login Sequence

1: Login()
2: Validate Data()
3: ExecuteNonQuery()
4: ExecuteNonQuery()
5: Response for ExecuteNonQuery()
6: Get Response
7: Show Result
Admin Add Components

1. AddComponents()
2. InsertComponentDetails()
3. ExecuteNonQuery()
4. ExecuteNonQuery()
5. GetResponse()
6. ReturnResponse()
Admin Add Module Details

1: AddModules()
2: InsertModulesDetails()
3: ExecuteNonQuery()
4: ExecuteNonQuery()
5: Response for ExecuteNonQuery()
6: GetResponse()
7: ReturnResponse()
Employee Registration

1: Register()
   2: GetRegisterInfo()
      3: ExecuteNonQuery()
         4: ExecuteNonQuery()
            5: return ExecuteNonQuery()
   6: Get Result()
      7: Show result()
Operator Send Defect Report

1: SendDefectReport()
2: Insert Defect Details()
3: Execute NonQuery()
4: Execute NonQuery()
5: Response for Execute NonQuery()
6: Get Response()
7: Return Response()
Operational Admin Receive Defect Report

1: getDefectDetails()
2: DisplayDefectDetails()
3: Execute DataSet()
4: Execute DataSet()
5: Response for Execute DataBase()
6: Get Defects()
7: Display Defects()
Defect Tracking System Collaboration Diagrams

User Login

1: Login()

User

Login

DL SqlHelper

2: Check User()

3: ExecuteNonQuery()

BL UserLogin

4: ExecuteNonQuery()

5: Response for ExecuteNonQuery()

DataBase

6: Get Response()

7: Show Result()
Administrator Add Components

1: AddComponents()

2: InsertComponentDetails()

3: ExecuteNonQuery()

4: ExecuteNonQuery()

5: Response for ExecuteNonQuery()

6: GetResponse()

7: ReturnResponse()

frmComponents

BL clsComponents

DL SqlHelper

DataBase
Admin Add Module Details

1: AddComponents()

2: InsertComponentDetails()

3: ExecuteNonQuery()

4: ExecuteNonQuery()

5: Response for ExecuteNonQuery()

6: GetResponse()

7: ReturnResponse()

Data Base

BL clsModules

DL SqlHelper

frmModules

Administrator
Operator Send Defect Report

1. SendDefectReport()
2. Insert Defect Details()
3. ExecuteNonQuery()
4. ExecuteNonQuery()
5. Response for ExecuteNonQuery()
6. Get Response()
7. Return Response()
6.1.2 Impacts

If there is any issue in functionality of the project, we can track it by seeing the use-case and activity diagram. For example, if there is an error in the validation process, we can rectify it by seeing the activity diagram which gives us the complete details of the error.

6.1.3 Requirements

1. User can do the following things:
   - Can login in the application
· Can perform operations like changing password and updating the address.
· Can see the defect posted by other users.
· Can rectify the error and send to administrator.
· Can generate and preview reports.

2. Admin can do the following tasks
· Can add components types like .net, java and other languages.
· Can assign a user to a specific component.
· Can assign privileges to a user.

6.2 Functional Area B/Design Unit B

6.2.1 Functional Overview
The functional requirements overview (FRO) is a formal statement application requirement. It provides the same purpose as a contract. The developers agree to provide the ability specified. The customer consents to find the item acceptable in the event that it gives the capacity indicated in the overview.

6.2.2 Functional report/Impacts

The impacts depend on the feasibility reports like technical, operational and economic feasibility.

Technical Feasibility

There are some issues that are to raise during this phase
· Does the technology exist?
· Does it match with the current proposed system?
· Will the proposed system provide all the solution to the user?
· Can system be upgradable.

Operational Feasibility

This depends on the following things like Flexibility, security, Simplicity and availability

Flexibility: We are using Asp.net, as it’s verily used today, so the flexibility is more when differentiate to other programming languages.
**Security:** We can rely on security as Asp.net provides built-in authentication and application configuration.

**Simplicity:** We can perform very basic tasks like authentication and setting configuration.

**Availability:** It’s developed in keeping view of flexibility which improves performance in the application.

### 6.2.3 Requirements

1. User can do the following things:
   - Can login in the application
   - Can perform operations like changing password and updating the address.
   - Can see the defect posted by other users.
   - Can rectify the error and send to administrator.
   - Can generate and preview reports.

2. Admin can do the following tasks
   - Can add components types like .net, java and other languages.
   - Can assign a user to a specific component.
   - Can assign privileges to a user.
   - Can add or remove users.
OUTPUT Screens

HOME Page:

The system is an Intranet based application that can be accessed throughout the Organization or a specified group or department. This system can be used as a Defect Tracking System for the organization.

Defect Tracking System refers to a range of practices used by organizations to identify the defects, send defect report to the concerned admin. This can be performing across the organization.

Defect Tracking System programs are typically tied to organizational objectives and are intended to lead to the achievement of specific outcomes. Such as detect the defects and improve performance of the organization with competitive advantage, or higher levels of innovation. Here we are looking at developing an online Intranet Defect Tracking System that is of importance to an organization. We certainly hope you had enjoyed your browsing with us.

Registration Page

USER REGISTRATION FORM
PERSONNEL DETAILS
First Name: [Input Field]
Last Name: [Input Field]
Gender: [Male] [Female]
Qualification: [Input Field]
DateOfJoin: [Input Field]
Designation: [Input Field]
Address: [Input Field]
EmailId: [Input Field]
ContactNo: [Input Field]
Username: [Input Field]
Password: [Input Field]
HintQuestion: [Input Field] [Check Availability]
Answer: [Input Field]

Submit | Clear
7. OPEN ISSUES

- Technical – These are the issues we may face in the project such as some coding issues or database issues or some networking issues.
- Business process – This is how our design is going to help in the development of a project.
- Change management – These are the issues which may face while delivering the product or some compatible issues etc.
- Resource – This is about how the resources are going to support which starting of the project to ending of the project.

8. Acknowledgements

My express thanks and gratitude and thanks to Professor Do Young Park for his suggestions and guidance to develop this project. With Do Young Park support we have completely completed our project. Without his support we could not have made this project.
9 References:

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10 Appendices