

NATIONAL COLLEGE OF IRELAND

# Technical Report

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## HART Systems

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**18/05/2011**

**Business Information Systems**

Version 1.0

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# **1 Executive Summary**

For many years here in All Hallows College I have wanted to setup a centralised database for the IT Department to log all the support calls. Unfortunately as I am the only full time IT Support personnel here in the college the time was just not there to allow for this development.

A few years later and I have a project for college that involves just the thing and I can kill two birds with the one stone. This project grew out of a need, a need for greater service from the IT Department. It's very easy to lose support calls and emails when you are using a writing pad or an excel sheet between two people. With the HART System in place we can now see quickly and easily what is going on in the IT Department at any one time. We can run reports and reply by text to students who have requested support. This new system brings new efficiencies into the department and solves a business problem here in All Hallows College that has been around since the first pc arrived back in 1995.

# **Introduction**

## **1.1 Background**

With a project idea needed for college and a work project not addressed, now was the time to get the IT Helpdesk for All Hallows College in place. I had a talk to the IT Manager about the issues with our existing IT support log system. In this meeting we discussed the ideal system and how it would be achieved using the existing hardware and open source software. After the meeting I knew now was the time to set about creating a new IT System for All Hallows College.

## **1.2 Aims**

With no existing system except excel sheets to log support calls and record assets in, the proposed new system called HART Systems will reduce support times by holding all support and assets in one central location that is accessible from anywhere with internet access. The system aims to improve the efficiency of the IT Support department by channelling the IT Support request through the new online system. The IT Manager can quickly see what sort of load we are dealing with on any given day and delegate out new work depending on what requests are outstanding in the system. The texting system can quickly reply back to any student or lecturer as to the status of their support request.

## **1.3 Technologies**

The HART System uses a MySQL database backend to hold all the records. The front end is HTML and PHP to pull the records and create reports. JavaScript is also used in a few parts for validation on support requests and on all sorting for tables. An SMS texting system through an API is also integrated into the IT Support system. This is made possible using txtlocal.co.uk.

## **2 Background**

I work for a small college in Dublin called All Hallows College. I work in the IT Department and am the only full time IT Support person in the college. We also have a part time IT Manager (20 hours) and in the last few months another IT Support person working 30 hours a week has come on board.

As the college has grown over the last few years with new courses coming on stream we have seen a major increase in the number of students and staff requesting support for their IT needs. These support issues would mainly involve pc, laptop and printer problems as well as software related tuition or help.

With the increase in support requests comes the need to keep track of all these support issues and to whom in the IT Department is looking after them. The email system at present is used a lot in relation to the support requests. We found that this system of emailing back and forward is very time consuming and hard to track who in the IT Department is looking after which issue.

What we needed was a central database system that holds all the support request and pc's, laptops, printers (assets). This new system would allow us greater management of all support requests and help keep track of all the assets in the college.

After a lengthy meeting with the IT Manager of All Hallows College we decided to go ahead with a new approach to our IT needs. From this meeting the idea of the HART System was born.

## **3 System**

### **3.1 Requirements**

#### **3.1.1 Functional requirements**

**3.1.1.1 Requirement 1 – Log issues through web interface (staff and students)**

**3.1.1.2 Requirement 2 – Admin can Log Issues on system and edit them**

**3.1.1.3 Requirement 3 – Admin can run reports on system**

**3.1.1.4 Requirement 4 – Admin can add and edit assets on system**

**3.1.1.5 Requirement 5 – Admin can add and edit employees on system**

**3.1.1.6 Requirement 6 – Admin can send text messages to support requesters**

#### **3.1.2 Data requirements**

**3.1.2.1 Requirement 1 – Support Records must not be deleted from system**

**3.1.2.2 Requirement 2 – Data entered must be checked by validation rules**

#### **3.1.3 User requirements**

**3.1.3.1 Requirement 1 – Able to use the internet**

**3.1.3.2 Requirement 2 – Has a valid login**

#### **3.1.4 Environmental requirements**

**3.1.4.1 Requirement 1 – Live internet connection**

**3.1.4.2 Requirement 2 – Backend server Up and Running**

#### **3.1.5 Usability requirements**

**3.1.5.1 Requirement 1 – Interface must be clean and uncluttered**

**3.1.5.2 Requirement 2 – Easy to use interface**

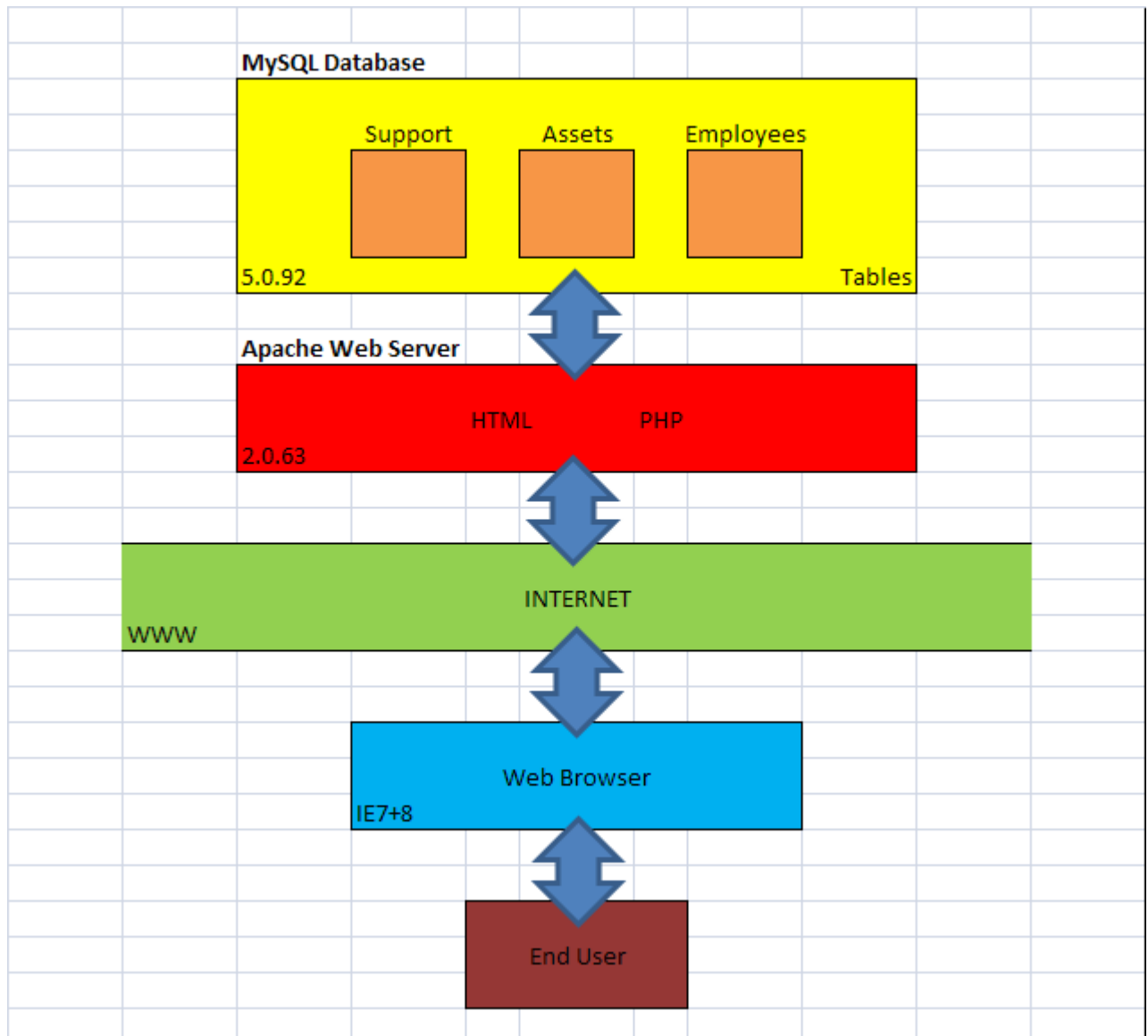
**3.1.5.3 Requirement 3 – Performance must be quick**

### 3.2 Design and Architecture

The design of the system is based around the 'Dashboard' main page. The idea of the 'dashboard' came from a meeting held with the IT Manager early on in the process. It was clear that the present excel sheets don't show us any sort of clear picture as to the load on the IT Department on a daily basis. This dash board will show at a quick glance the support tickets been generated.

The architecture of the backend tables is straight forward. I have 3 tables Assets, Support and Employees. I have implemented a few Views of tables for the use of the Reporting.

New Architecture Diagram





### **3.3 Implementation**

As the system is web based and uses a MySQL database it was setup on my existing website that already has this functionality built in. The system can then be moved over onto the AHC website once it is all signed off by the IT Board. This will not happen until the end of the summer so the system will continue to be developed throughout the summer with the help of the other IT Support personnel.

### **3.4 Testing**

Testing was done as each part of the system was implemented in an Agile fashion. The IT Manger specified this at the start so as she could see the progress and make any necessary changes before it was too late in the development. This type of testing worked out really well as it kept me focused by working in short bursts of a few weeks rather than a few months.

## 3.5 Graphical User Interface (GUI) Layout

### 3.5.1 Dashboard

all hallows college .ie

tickets assets reports employees

dashboard

Monday, May 16th, 2011

### hart systems live dashboard

Welcome, Emmet!

Today's Ticket count = 0  
Today's open Tickets = 0

Open Tickets not assigned = 1

Open Tickets total = 21  
Priority 1 open Tickets = 3

[Add New Ticket](#)

[Add New Asset](#)

[Add New Employee](#)

Search Phone Book:

[Search](#)

[Logout!](#) [Change User!](#) [Send SMS!](#)

### 3.5.2 Tickets

all hallows college .ie

dashboard tickets assets reports employees

### all open tickets

[Add New Ticket](#)

LogID	Username	Email	Issue	Actions	Location	Phone	Date	Time	Status	Assign	Priority	TimeTaken
<a href="#">112</a>	peter pan	pp@gmail.com	cant find his fairy dust in the pc	took the following action tecitng one tow	My Office	872632357	2011-05-13	23:51:21	Open	Damian	1	35
<a href="#">110</a>	emmetj	emmetj@gmail.com	none at the moment	fixed issue with bla...	My Office	877726858	2011-05-13	23:29:55	Open	Emmet	2	0
<a href="#">109</a>	oamman	oamman@gmail.com	problem with emails not going out		O'Donnell House	83546383	2011-05-13	16:10:49	Open	Emmet	1	0
<a href="#">108</a>	sba.jblogs	sba.jblogs@allhallows.ie	Printer in scr iam	change the thing remain	Student Computer	877726858	2011-05-13	09:43:29	Open	Damian	2	0

### 3.5.3 Assets

all hallows college .ie

dashboard tickets **assets** reports employees

all assets

Add New Asset

AssetID	Make	Model	Purchase Date	CPU	Memory	Hard Disk	Screen Size	Screen Type	OS	Office Version	MS Works	SPSS	Prestige	Doner Perfect	Heritage	Floppy Disk	CD/DVD	IE Ver'
1	Dell	Optiplex 330	2010-12-01	Core 2 Duo	1GB	80GB	17	TFT	XP	2003	N	N	Y	Y		Y	Y	7
2	Dell	Optiplex 360	2009-10-15	Core 2 Duo	2GB	80GB	19	CRT	XP	2003	N	N				Y	Y	7
3	Dell	Optiplex 320	2001-05-01	P4 - 3.20	512MB	80GB	15	D	XP	2003	N	N				Y	Y	7
4	Dell	Optiplex	2005-09-	Core 2	1GB	80GB	17	D	XP	2003	N	N	Y	Y		Y	Y	7

### 3.5.4 Reports

all hallows college .ie

dashboard tickets assets **reports** employees

reports

totals - all tickets to date

- Tickets Last 6 Days
- Tickets by Week Number
- Tickets by Month
- Assets aging by Year
- Open Tickets by Person
- Emmets Tickets

Week	Tickets
20	1.0
22	1.0
23	1.0
26	2.0
28	2.0
1	1.0
21	1.0
25	8.0
27	2.0
2	2.0
3	4.0
5	4.0
6	1.0
9	2.0
10	4.0
11	2.0
12	4.0
13	7.0
14	2.0

### 3.5.5 Employees

all hallows college .ie

dashboard tickets assets reports employees

all employees

Add New Employee

ID	Username	First	Last	Gender	Email	Location	Room #	Phone #	Title	Status	Asset ID
1	ejordan	Emmet	Jordan	Male	ejordan@allhallows.ie	Dunboyne House	83	557	IT Technician	Full Time	1
3	dbaker	Damian	Baker	Male	dbaker@allhallows.ie	Dunboyne House	84	666	IT Technician	Part Time	0
4	ksoden	Kathleen	Soden	Female	ksoden@allhallows.ie	Dunboyne House	86	739	IT Manager	Part Time	0
5	tuser	Test	User	Male	tuser@allhallows.ie	Library	55	432	None	Part Time	0
7	ibaker	Ian	Baker	Male	ibaker@allhallows.ie	Dunboyne House	20	675	Burser	Full Time	0
8	dbalfe	Dorrie	Balfe	Female	dbalfe@allhallows.ie	Dunboyne House	80	771	Undergraduate Director	Full Time	0
9	dheirne	Desmond	Beirne	Male	dheirne@allhallows.ie	Purcell House	10	759		Full Time	0

### **3.6 Customer testing**

I had the IT Manager and the other IT Support personnel run some testing in April on the system so as they could not only look for bugs but also give valuable feedback on how the system was operating. I used the following Usability testing document and documented the results.

<b>HART System Testing</b>
----------------------------

Please complete the following tasks
-------------------------------------

- |   |
|---|
| <ol style="list-style-type: none"><li>1. Login to the system with the given username and password</li><li>2. Create a new Support Ticket</li><li>3. Add a new Employee and assign a PC to that person</li><li>4. Run a report to show open tickets and print</li><li>5. Check dashboard has incremented by one under “Today’s open Tickets”</li><li>6. Logout of system</li></ol> |
|---|

I observed and timed each user on the tasks above. Some difficulties were noted around the limits of the reporting.

### **3.7 Evaluation**

Usability testing was used to evaluate the new system. This was done at the end of April by the IT Manager and the IT Support personnel who will be using the finished system at the end of the summer. They felt the system was easy to use and functional but at this stage lacked some features. The main features that are lacking are the link of the Tables that would allow us to report what pc’s are using up the support personnel the most. This would also allow us to track how much time each support personnel was giving each member of staff. This functionality will be implemented by the end of the summer in Version 2.0.

The IT Manger felt the project was worthwhile as we can now track all the support issues in the college and see what sort of time is been spent each day, week, month on support. This information is vital to requesting new staff for the IT Department and/or justifying the existing size of the IT Department. The IT Manager can now use the reports to better manage our time and can see on any day what sort of requests are coming in and how fast we are dealing with them.

## **4 Conclusions**

The main purpose of this project was to implement a centralised online IT support system in All Hallows College that can be developed after this project is finished and well into the future.

By using MySQL and PHP the system can grow and be flexible for the coming years. These technologies have proven to be easy to use and learn. Any new IT Support personnel will find it very easy to pick up and use without the need of a manual. The interface layout is clear, uncluttered and easy to navigate. This allows for faster processing times and happier staff and students.

Holding meetings every month with the IT Manger and working in an Agile manner proved very useful. Working this way allowed me to stay focused on the task ahead even if I did add in some functionality that was not on the original specification sheet. All changes that were made were requested by the IT Manager, however this meant that I didn't get to some of the functionality that I had planned to have finished by May. These functions will go into version 2.0 to be finished at the end of the summer 2011.

## **5 Further development or research**

Development will continue into the summer and possibly into next year. The IT Manager has now seen the advantages of the system and will allow a few hours a week to be spent on the development of the system. I have to finish off the linking of the tables to allow the support personnel better access into what pc's are causing most problems. The need to log this vital information is crucial in the system.

Once the three tables are linked up any number of reports can be pulled to show us at the end of the month or year where we are spending all our time. These are the facts and figures the IT Manger has been looking for since she started back 10 years ago. There is also a need for a task list for all IT employees and a holiday roster. This way we can all see who and what we are all working on and who's in the office. With more monthly meeting due the system can only get bigger and better.

## **6 Bibliography**

### **6.1 Books**

Converse, T. et al (2004) PHP5 and MySQL Bible. USA: Wiley Publishing, Inc.

David, M (2010) HTML 5 Designing Rich Internet Applications. England: Elsevier, Inc.

Dawson, Christian W (2009) Projects in Computing and Information Systems: a student's guide – 2<sup>nd</sup> ed. England: Addison Wesley.

Delisle, M. (2010) Mastering phpMyAdmin 3.3.x for Effective MySQL Management. England: Packt Publishing.

Welling, L. and Thomson, L. (2009) PHP and MySQL Web Development. USA: Addison Wesley.

### **6.2 Websites**

MySQL.com. 2011. <<http://www.mysql.com/>>

PHP Academy. 2011. <<http://www.youtube.com/user/phpacademy/>>.

W3schools. 2010. <<http://www.w3schools.com/php/>>

### **6.3 Code**

Free CSS Templates, default.css. <<http://www.freecsstemplates.org>>

JavaScript Form Validator, form\_validator.js. <<http://www.javascript-coder.com/html-form/javascript-form-validation.phtml>>

Sort Table Version 2, sorttable.js. <<http://www.kryogenix.org/code/browser/sorttable/>>



## **7 Appendix**

### **7.1 Original Project Proposal**

#### **7.1.1 Objectives**

To create an online IT system for All Hallows College that reduces the time spent by IT Support staff logging and resolving IT related issues. This system will encompass a helpdesk system and a reporting system for both issues and assets.

#### **7.1.2 Background**

I work in the IT Support department in All Hallows College. We have been using excel sheets to track support issues with staff, students and equipment. This method is very inefficient and doesn't have any of the functionality at present we would like this type of system to have.

From talking to the IT Manager she has outlined what she would like me to implement in the college. The system would comprise of a database that holds all the assets in the college along with all the users. The front end would log the issues the user was having and suggest possible answers using AI or FAQ's. From the backend we can pull reports, assign issues and keep track of all outstanding issues.

#### **7.1.3 Technical Approach**

Use of Open source technologies throughout to keep costs down and the use of existing IT equipment in the college.

#### **7.1.4 Special resources required**

Online Web Server

#### **7.1.5 Project Plan**

See attached project file.

#### **7.1.6 Technical Details**

SQL, MySQL Server, PHP, myPHP Admin, XHML.

#### **7.1.7 Consultation 1**


Paul Stynes: Recommended I look into SaaS and Cloud computing as part of the project scope. Talked about the need to output reports possibly using a reporting engine to create pdf's.

## 7.1.8 Consultation 2

Orla Lahart: I need to clearly identify the business needs and keep on top of the functionality for ease of use to the end user. I should also look into an AI system for the helpdesk to reduce the logged issues.

## 7.2 Project Plan

Print screen taken from original project plan submitted in September 2010.

		Task Name	Duration	Start	Finish	Predecessors
1		<b>- Project Mgmt</b>	<b>14 days</b>	<b>Wed 08/09/10</b>	<b>Mon 27/09/10</b>	
2		Project Proposal Document	14 days	Wed 08/09/10	Mon 27/09/10	
3		<b>- Requirements Specification</b>	<b>11 days</b>	<b>Tue 28/09/10</b>	<b>Sun 10/10/10</b>	<b>2</b>
4		Business Process Analysis	7 days	Tue 28/09/10	Wed 06/10/10	
5		Define Use Cases	3 days	Thu 07/10/10	Sat 09/10/10	4
6		Requirements Document	1 day	Sun 10/10/10	Sun 10/10/10	5
7		<b>- Prototype</b>	<b>50 days</b>	<b>Mon 11/10/10</b>	<b>Wed 15/12/10</b>	<b>6</b>
8		Design	6 days	Mon 11/10/10	Sun 17/10/10	
9		Develop	35 days	Mon 18/10/10	Fri 03/12/10	8
10		Testing	7 days	Tue 07/12/10	Tue 14/12/10	9
11		Presentation	1 day	Wed 15/12/10	Wed 15/12/10	10
12		<b>- Beta Version</b>	<b>97 days</b>	<b>Thu 16/12/10</b>	<b>Fri 29/04/11</b>	<b>11</b>
13		Development	57 days	Thu 16/12/10	Fri 04/03/11	
14		Systems Testing	5 days	Mon 07/03/11	Fri 11/03/11	13
15		Development	28 days	Mon 14/03/11	Wed 20/04/11	14
16		User Testing	6 days	Thu 21/04/11	Thu 28/04/11	15
17		Presentation	1 day	Fri 29/04/11	Fri 29/04/11	16
18		<b>- Documentation</b>	<b>13 days</b>	<b>Thu 21/04/11</b>	<b>Mon 09/05/11</b>	<b>14</b>
19		Technical Report	6 days	Thu 21/04/11	Thu 28/04/11	
20		Business Process User Document	7 days	Fri 29/04/11	Mon 09/05/11	19
21		<b>- Final Prep</b>	<b>13 days</b>	<b>Tue 10/05/11</b>	<b>Thu 26/05/11</b>	
22		Testing/Bugs	4 days	Tue 10/05/11	Fri 13/05/11	20
23		Project Presentations	2 days	Mon 16/05/11	Tue 17/05/11	22
24		Project Showcase	1 day	Thu 26/05/11	Thu 26/05/11	23

### 7.2.1 Project Plan Changes

From the original above there were few changes on the dates as I kept chart on my wall at home. I made sure I knew where I was on any given week on the chart and stuck to it. The only major changes would be the systems testing and user testing. We did less testing that I thought was needed for this size of project.

## **7.3 Requirement Specification**

### **7.3.1 Introduction**

#### **Purpose**

The purpose of this document is to set out the requirements for the development of HART Systems (Helpdesk and Asset Reporting Technology)

The intended customers include:

- All Hallows Employees
  - IT Manager, run reports.
  - IT Support, edit database.
  - All other full and part time staff, log issues.
- All Hallows Students
  - All full and part time students, log issues.

#### **Project Scope**

The scope of the project is to develop a functional helpdesk system with an asset management backend database. The system shall have a reporting tool.

I had a few meetings with the IT Manager of All Hallows to shape out the following user requirements listed further on in the document.

This section also details any constraints that were placed upon the requirements elicitation process, such as schedules, costs, or the software engineering environment used to develop requirements.

#### **Definitions, Acronyms, and Abbreviations**

AHC – All Hallows College

IIS – Web Server

mySQL – Open Source relational database management system

DB – Database

IE – Internet Explorer

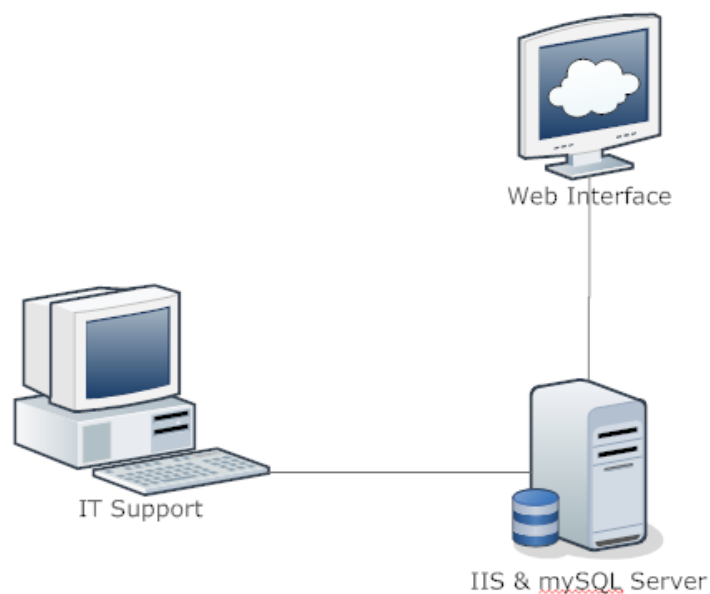
### 7.3.2 User requirements definition

The HART system will:

- Record all logged issues in a database
- Report all logged issues through graphical reports run manually by systems admins.
- Record allocation of assets (PC's) to employees
- Manage Employee Data (name, login, password etc)
- Enable Students and Staff to Log issues 24 hours a day
- Enable admins to assign issues to IT support staff

### 7.3.3 System architecture

This system describes the architecture view of the system.



## **7.3.4 Requirements specification**

### **Physical environment requirements**

#### **Requirement 1 - Windows Server running MySQL and IIS**

##### **Description & Priority**

Server shall be connected into AHC network and run 24/7 for unlimited access to web interface and backend IT Support service.

#### **7.3.4.1 Interface requirements**

##### **Requirement 1 - Web Log Interface**

##### **Description & Priority**

Staff and Students can logs issues through the easy to use web interface from any PC within AHC.

#### **7.3.4.2 Functional requirements**

##### **Requirement 1 – Ability to log issues through Web interface**

##### **Use Case 1 – Log issue on web interface (UC-WI-1)**

##### **Description & Priority**

Staff and Students can log issues on the AHC Support interface. This interface can suggest remedies to the issue as well as log the issue in the main database for IT support.

##### **Requirement Activation**

Log IT Issue Icon on Desktop of all PC's in AHC. The user will enter in their details along with a description of the issue and location. The information will be sent to the DB to be actioned by IT support.

##### **Technical issues**

If the user has network problems they will be unable to use the Web Log.

##### **Risks**

If the IIS server is down the user will not have access to the interface. If the DB connection is not working between the IIS and the MySQL the user will not be able to submit the support request.

## **Requirement 2 - IT Support Log issues**

### **Use Case 2 – Log issue on backend interface (UC-BI-1)**

#### **Description & Priority**

The IT Support user can log issues on the database from the backend software. This is a major requirement of the system with a high priority.

#### **Requirement Activation**

The IT Support user will enter in the users details, name, location, etc and problem with the IT equipment (pc, printer, projector etc).

#### **Technical issues**

Database needs to be up to date with all assets before start.

#### **Risks**

Access rights to backend software. Database connection live.

## **Requirement 3 – Run IT Reports**

### **Use Case 3 – Run a Report (UC-RI-1)**

#### **Description & Priority**

The IT Manager can run weekly and monthly reports. These reports will tell the IT Manager what issues are still outstanding, how many issues have been dealt with and other facts and figures.

#### **Requirement Activation**

The IT Manager runs the reports from the backend interface. From there he/she will have a list of set reports to run.

#### **Technical issues**

Adobe PDF software needs to be installed for the reports to run.

#### **Risks**

Live connection to database required for reports to run.

## **Requirement 4 – Edit backend database records**

### **Use Case 4 – Edit assets/employee data (UC-EI-1)**

### **Description & Priority**

The IT Support user can edit the assets and employees data from the backend to keep it up to date.

### **Requirement Activation**

The IT Support user will choose the edit or add option to update the data in the assets or employee table.

### **Technical issues**

Describes any design or implementation issues involved in satisfying this requirement.

### **Risks**

To reduce errors the database will mark records as deleted but will not delete the records from the database.

### **7.3.4.3 Documentation requirements**

#### **Requirement 1 – User Manual for IT Support Users**

##### **Description & Priority**

Detailed manual on how the system works

### **7.3.4.4 Data requirements**

#### **Requirement 1 – All data must be retained in the database indefinitely.**

##### **Description & Priority**

All logged issues will be kept in the database even if they are closed so as they can be searched at any time for previous resolutions to a similar issue.

### **7.3.4.5 Non-Functional Requirements**

#### **Availability requirement**

24/7 access to Web Interface from within AHC.

#### **Security requirement**

Web Interface Only accessible within the AHC network.

#### **Reliability requirement**

Database to be backed up every night.

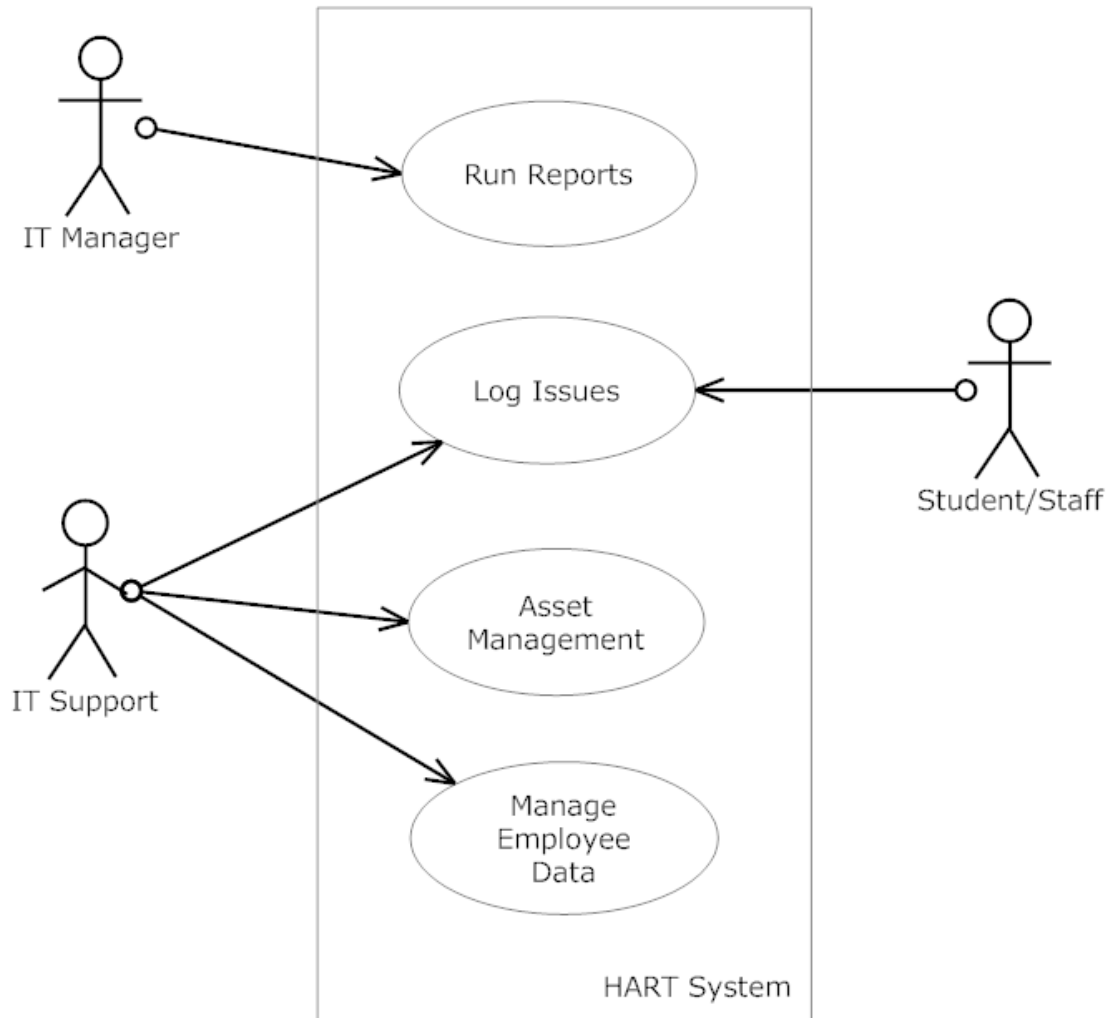
#### **Maintainability requirement**

Indexing run once a month to keep DB consistent.



### 7.3.5 System models

A more detailed description of the system model.



### **7.3.6 System evolution**

This section describes how the system could evolve over time.

- Live Helpdesk support from within IE
- Staff and Students can reset their password from IE
- AI interface to help with support requests

## **7.3.7 Appendices**

### **7.3.7.1 Use case 1**

#### **Use case**

Log issue on web interface (UC-WI-1)

#### **Scope**

The scope of this use case is to outline the IT support web interface.

#### **Description**

This use case describes the Actions needed to log an IT issue through the web interface.

#### **Flow Description**

##### **Precondition**

Web page open and internet access available.

##### **Activation**

User clicks on Icon on desktop “IT Support”

##### **Main flow**

1. Internet explorer opens on IT support log page
2. The User fills in the required fields
3. The User presses Submit
4. The system returns a “Issue Logged” screen with a ref number.

##### **Alternate flow**

A1 : Missing data

1. The system prompts the user for missing required field
2. The user fills in the required field
3. The use case continues at position 2 of the main flow

##### **Termination**

The users closes the browser, the link is closed.

##### **Post condition**

The system goes into a wait state.

### **7.3.7.2 Use case 2**

#### **Use case**

Log issue on backend interface (UC-BI-1)

#### **Scope**

The scope of this use case is to outline the IT backend database user interface.

#### **Description**

This use case describes the Actions needed to log an IT issue through the backend database.

#### **Flow Description**

##### **Precondition**

Web page open and internet access available.

##### **Activation**

User clicks on Icon on desktop “HART Systems”

##### **Main flow**

1. Internet explorer opens on IT System DB page
2. The IT support user chooses “Log Issue” from menu.
3. The IT Support user fills in the required fields
4. The IT Support user presses Save
5. The system returns to IT System Log page.

##### **Alternate flow**

B1 : Missing data

1. The system prompts the IT support user for missing required field
2. The user fills in the required field
3. The use case continues at position 3 of the main flow

##### **Termination**

The users closes the browser, the link is closed.

##### **Post condition**

The system goes into a wait state.

### **7.3.7.3 Use case 3**

#### **Use case**

Run a Report (UC-RI-1)

#### **Scope**

The scope of this use case is to outline the reporting features.

#### **Description**

This use case describes the Actions needed to run a report.

#### **Flow Description**

#### **Precondition**

Web page open and internet access available.

#### **Activation**

User clicks on Icon on desktop “HART Systems”

#### **Main flow**

1. Internet explorer opens on IT System DB page
2. The IT Support user chooses “Run Report”
3. The IT Support chooses the required report to run
4. The system returns the required report in pdf format.

#### **Termination**

The users closes the browser, the link is closed.

#### **Post condition**

The system goes into a wait state.

### **7.3.7.4 Use case 4**

#### **Use case**

Edit assets/employee data (UC-EI-1)

#### **Scope**

The scope of this use case is to outline the ability to edit records in the DB.

#### **Description**

This use case describes the Actions needed to edit a record in the DB.

#### **Flow Description**

##### **Precondition**

Web page open and internet access available.

##### **Activation**

User clicks on Icon on desktop “HART Systems”

##### **Main flow**

1. Internet explorer opens on IT System DB page
2. IT Support user chooses Edit Tables
3. The system returns the next screen with 2 choices Assets or Employees
4. The IT Support user chooses Assets
5. The system returns all the records in Assets
6. The IT Support user chooses the Edit option beside the chosen record
7. The system returns the chosen record
8. The IT Support user edits and saves
9. The system returns to Assets list of all records

##### **Alternate flow**

###### **C1: Employees chosen**

1. The IT Support user chooses Employees
2. The system returns all the records in Employees
3. The IT Support user chooses the Edit option beside the chosen record
4. The system returns the chosen record
5. The IT Support user edits and saves
6. The system returns to Employees list of all records

##### **Termination**

The users closes the browser, the link is closed.

##### **Post condition**

The system goes into a wait state.

## **7.4 Monthly log book**

### **7.4.1 September**

Print out the Project Plan and put on wall to keep on top of the milestones. Meet with IT Manager in All Hallows College to discuss the project and the business processes. Sort out the web hosting and possible use of existing website design.

### **7.4.2 October**

Requirements now set out and use cases run through. MySQL Database back end setup. Database tables and structure decided on. Dig out notes on sql and running queries on databases. Draw out designs and layout of website. Old CSS from IT Manager now being used as it's her preferred colours for All Hallows College and will blend it with the existing website.

### **7.4.3 November**

Database tables setup on backend and main page of website up and running. Login page and support page up and running to prepare for prototype presentation. Tables populated with test data. Some user testing done and the login and session ID's. Meet IT Manager and discuss progress to date.

### **7.4.4 December**

Main IT Support webpage up and running. Data been written and saved into support table. Backend users able to edit and update support tickets. Prototype of HART Systems ready to be presented. Power Point presentation done for presentation. Presentation went well, feedback requested.

### **7.4.5 January**

Progress update meeting with the IT Manger. New field added to Support table (Time Taken). This will allow reports to be pulled on how much time is been spent each day on support requests. All web pages of the system setup and running. Some new features to add to tables. E.g. Priority added to support requests. Employee phone book search added to new 'dashboard'.

### **7.4.6 February**

Meet IT manager and talk through some changes to the 'dashboard'. Work on the new changes and import some live data into the system.

### **7.4.7 March**

Look into creating the reports from sql queries. Very hard to program with my level of programming. Talked to IT Manager on phone and talked about using existing open source

code for this purpose. Simple and easy to understand code found to work with system. Testing done on finished areas.

#### **7.4.8 April**

New texting system looked at to text students when support ticket resolved as request by the IT Manager. Good cheap txt system with API implemented and tested. User and customer testing complete. New reporting system implemented after feedback from customer testing.

#### **7.4.9 May**

Reports created for different areas of the system (tickets, assets). More user testing complete and code cleaned up.



## 7.5 Source Code

### *Addasstable.php*

```
<?php
//check session id exists
require_once('auth.php');

?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
</head>

<body>

<!-- start header -->
<div id="header">
  <div id="logo">
    <h1><a href="#">all hallows college</a></h1>
    <p>.ie</p>
  </div>
  <div id="menu">
    <ul>
      <li><a href="login.php">dashboard</a></li>
      <li><a href="suptable.php">tickets</a></li>
      <li><a href="asstable.php">assets</a></li>
      <li><a href="reports.php">reports</a></li>
      <li><a href="emptable.php">employees</a></li>
    </ul>
  </div>
</div>
<!-- end header -->

<!-- start page -->
<div id="page">
  <!-- start leftbar -->
  <div id="leftbar" class="sidebar">
    <ul>
      <li>
        <h2>Assets</h2>
        <ul>
          <li><a href="asstable.php">assets</a></li>
          <li><a href="reports.php">reports</a></li>
          <li><a href="emptable.php">employees</a></li>
        </ul>
      </li>
    </ul>
  </div>
  <!-- end leftbar -->
```

```

<!-- start content -->
  <div id="content">
    <div class="post">

      <div class="entry">
        <form id="myform" name="myform" form action="insertass.php"
method="POST">

          <fieldset>
            <legend>Add New Asset Record</legend>

            <label for="make">Make: </label>
            <input type="text" name="Make" size="15" /><br />

            <label for="model">Model: </label>
            <input type="text" name="Model" size="15" /><br>

            <label for="purchasedate">Purchase Date: </label>
            <input type="text" name="PurchaseDate" size="10" />YYYY-MM-
DD<br>

            <label for="cpu">CPU: </label>
            <input type="text" name="CPU" size="10" /><br>

            <label for="memory">Memory: </label>
            <input type="text" name="Memory" size="5" /><br>

            <label for="harddisk">Hard Disk: </label>
            <input type="text" name="HardDisk" size="5" /><br>

            <label for="screensize">Screen Size: </label>
            <input type="text" name="ScreenSize" size="5" /><br>

            <label for="screentype">Screen Type: </label>
            <select name="ScreenType" />
            <option value="TFT">TFT</option>
            <option value="CRT">CRT</option></select>
            <br>

            <label for="os">OS: </label>
            <input type="text" name="OS" size="10" />WIN7, Vista, XP,
WIN2K etc<br>

            <label for="officever">Office Version: </label>
            <input type="text" name="OfficeVer" size="10" />2003, 2007,
2010<br>

            <label for="works">Works: </label>
            <select name="Works" />
            <option value="Yes">Yes</option>
            <option value="No">No</option></select>
            <br>

            <label for="SPSS">SPSS: </label>
            <select name="SPSS" />
            <option value="Yes">Yes</option>

```

```
<option value="No">No</option></select>
<br>
```

```
<label for="prestige">Prestige: </label>
<select name="Prestige" />
<option value="Yes">Yes</option>
<option value="No">No</option></select>
<br>
```

```
<label for="donerperfect">Doner Perfect: </label>
<select name="DonerPerfect" />
<option value="Yes">Yes</option>
<option value="No">No</option></select>
<br>
```

```
<label for="heritage">Heritage: </label>
<select name="Heritage" />
<option value="Yes">Yes</option>
<option value="No">No</option></select>
<br>
```

```
<label for="floppydisk">Floppy Disk: </label>
<select name="FloppyDisk" />
<option value="Yes">Yes</option>
<option value="No">No</option></select>
<br>
```

```
<label for="cddvd">CD/DVD: </label>
<select name="CDDVD" />
<option value="Yes">Yes</option>
<option value="No">No</option></select>
<br>
```

```
<label for="iever">IE Version: </label>
<input type="text" name="IEVer" size="5" /><br>
```

```
<label for="emailver">Email Version: </label>
<input type="text" name="EmailVer" size="10" />Outlook or
```

Express<br>

```
<label for="serial">Serial: </label>
<input type="text" name="Serial" size="10" /><br>
```

```
<label for="ipaddress">IP Address: </label>
<input type="text" name="IPAddress" size="10" />DHCP<br>
```

```
<label for="staticip">Static IP: </label>
<select name="StaticIP" />
<option value="Yes">Yes</option>
<option value="No">No</option></select><br>
```

```
<label for="status">Status: </label>
<select name="Status" />
<option value="InUse">InUse</option>
<option value="Free">Free</option></select><br><br>
```

```
<label for="submit"></label>
<input type="Submit" value="Add Asset Record">
```



## *Addemtable.php*

```
<?php
//check session id exists
require_once('auth.php');
//connect
require("connect.php");

// Retrieve Assets that are 'Free'
$result = mysql_query("SELECT AssetID FROM Assets WHERE Status = 'Free'")
or die(mysql_error());

?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
</head>

<body>

<!-- start header -->
<div id="header">
  <div id="logo">
    <h1><a href="#">all hallows college</a></h1>
    <p>.ie</p>
  </div>
  <div id="menu">
    <ul>
      <li><a href="login.php">dashboard</a></li>
      <li><a href="suptable.php">tickets</a></li>
      <li><a href="asstable.php">assets</a></li>
      <li><a href="reports.php">reports</a></li>
      <li><a href="emptable.php">employees</a></li>
    </ul>
  </div>
</div>
<!-- end header -->

<!-- start page -->
<div id="page">
  <!-- start leftbar -->
  <div id="leftbar" class="sidebar">
    <ul>
      <li>
        <h2>Employees</h2>
        <ul>
          </ul>
      </li>
    </ul>
  </div>
</div>
```

```

        </div>
        <!-- end leftbar -->

<!-- start content -->
    <div id="content">
        <div class="post">

            <div class="entry">
                <form id="myform" name="myform" form action="insertemp.php"
method="POST">

                    <fieldset>
                        <legend>Add New Employee Record</legend>

                        <label for="username">Username: </label>
                        <input type='text' name="username" /><br />

                        <label for="fname">First: </label>
                        <input type="text" name="fname" /><br>

                        <label for="lname">Second: </label>
                        <input type="text" name="lname" /><br>

                        <label for="gender">Gender: </label>
                        <select name="gender" />
                        <option value="Male">Male</option>
                        <option value="Female">Female</option></select>
                        <br>

                        <label for="email">Email: </label>
                        <input type="text" name="emailadd" /><br>

                        <label for="location">Location:</label>
                        <select name="location">
                        <option value="Dunboyne House">Dunboyne House</option>
                        <option value="Purcell House">Purcell House</option>
                        <option value="Mansion House">Mansion House</option>
                        <option value="Library">Library</option>
                        <option value="ODonnell House">ODonnell House</option>
                        <option value="Senior House">Senior House</option></select>
                        <br />

                        <label for="roomnum">Room: </label>
                        <input type="text" name="roomnum" /><br>

                        <label for="phone">Phone: </label>
                        <input type="text" name="phext" /><br>

                        <label for="phone">Title: </label>
                        <input type="text" name="title" /><br>

                        <label for="status">Status: </label>
                        <select name="status" />
                        <option value="Full Time">Full Time</option>
                        <option value="Part Time">Part Time</option></select>
                        <br>

```



## Addsupptable.php

```
<?php
    //check session id exists
    require_once('auth.php');
?>
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">
<head>

<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Login Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
<script src="form_validator.js" type="text/javascript"></script>

</head>
<body>
<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
        <ul>
            <li><a href="login.php">dashboard</a></li>
            <li><a href="suptable.php">tickets</a></li>
            <li><a href="asstable.php">assets</a></li>
            <li><a href="reports.php">reports</a></li>
            <li><a href="emptable.php">employees</a></li>
        </ul>
    </div>
</div>
<!-- end header -->
<!-- start page -->
<div id="page">
    <!-- start leftbar -->
    <div id="leftbar" class="sidebar">
        <ul>
            <li>
                <h2>tickets</h2>
                <ul>
                </ul>
            </li>
        </ul>
    </div>
    <!-- end leftbar -->
    <!-- start content -->
    <div id="content">
        <div class="post">

            <div class="entry">
                <form id="myform" name="myform" form action="insertsupp.php"
method="POST">
```



```

        <fieldset>
            <legend>Add New Support Issue</legend>
            <label for="name">Name:</label>
            <input type='text' id="username" name="username"
/>sba.jblogs<br />

            <label for="email">Email:</label>
            <input type='text' id="email" name="email" /><br />

            <label for="issue">Issue:</label>
            <textarea rows="5" cols="50" wrap="physical" id="issue"
name="issue" /></textarea>(max 500)<br />

            <label for="actions">Actions:</label>
            <textarea rows="5" cols="50" wrap="physical" id="actions"
name="actions" /></textarea><br />

            <label for="location">Location:</label>
            <select name="location" id="location">
            <option value="My Office">My Office</option>
            <option value="Purcell House">Purcell House</option>
            <option value="Student Computer Room">Student Computer
Room</option>
            <option value="Library">Library</option>
            <option value="ODonnell House">ODonnell
House</option></select>
            <br />

            <label for="phone">Phone:</label>
            <input type='text' id="phone" name="phone" />e.g. No Zero,
871234567<br />

            <label for="status">Status:</label>
            <input type='text' id="status" name="status" value="Open"
/><br />

            <label for="assign">Assign:</label>
            <input type='text' id="assign" name="assign" value="Damian"
/><br />

            <label for="priority">Priority:</label>
            <input type='text' id="priority" name="priority" value="2"
size="3" />1, 2 or 3<br />

            <label for="timetaken">Time Taken:</label>
            <input type='text' id="timetaken" name="timetaken" value="0"
size="3" />(minutes)<br />

            <label for="submit"></label>
            <input name="Submit" type="submit" value="Add Ticket" /><br
/><br />
        </fieldset>
        </form>
        <script type="text/javascript">
            document.myform.username.focus();

```



## Asstable.php

```
?php
    //check session id exists
    require_once('auth.php');
?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
<script src="sortable.js"></script>
</head>

<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
        <ul>
            <li><a href="login.php">dashboard</a></li>
            <li><a href="suptable.php">tickets</a></li>
            <li><a href="asstable.php">assets</a></li>
            <li><a href="reports.php">reports</a></li>
            <li><a href="emptable.php">employees</a></li>
        </ul>
    </div>
</div>
<!-- end header -->

<center>
<?php

require("connect.php");

$query = "SELECT * FROM Assets";
$result = mysql_query($query);

$num = mysql_numrows($result);
mysql_close();

echo "<h2>All Assets</h2>";

?>
<form action="addasstable.php"><input type="submit" value="Add New Asset"
/></form>
</br>
```

```

<table class="sortable" table border="1" cellspacing="2" cellpadding="2">
<tr>
<th><font face="Arial, Helvetica, sans-serif">AssetID</font></th>
<th><font face="Arial, Helvetica, sans-serif">Make</font></th>
<th><font face="Arial, Helvetica, sans-serif">Model</font></th>
<th><font face="Arial, Helvetica, sans-serif">Purchase Date</font></th>
<th><font face="Arial, Helvetica, sans-serif">CPU</font></th>
<th><font face="Arial, Helvetica, sans-serif">Memory</font></th>
<th><font face="Arial, Helvetica, sans-serif">Hard Disk</font></th>
<th><font face="Arial, Helvetica, sans-serif">Screen Size</font></th>
<th><font face="Arial, Helvetica, sans-serif">Screen Type</font></th>
<th><font face="Arial, Helvetica, sans-serif">OS</font></th>
<th><font face="Arial, Helvetica, sans-serif">Office Version</font></th>
<th><font face="Arial, Helvetica, sans-serif">MS Works</font></th>
<th><font face="Arial, Helvetica, sans-serif">SPSS</font></th>
<th><font face="Arial, Helvetica, sans-serif">Prestige</font></th>
<th><font face="Arial, Helvetica, sans-serif">Doner Perfect</font></th>
<th><font face="Arial, Helvetica, sans-serif">Heritage</font></th>
<th><font face="Arial, Helvetica, sans-serif">Floppy Disk</font></th>
<th><font face="Arial, Helvetica, sans-serif">CD/DVD</font></th>
<th><font face="Arial, Helvetica, sans-serif">IE Ver'</font></th>
<th><font face="Arial, Helvetica, sans-serif">Email Ver'</font></th>
<th><font face="Arial, Helvetica, sans-serif">Serial</font></th>
<th><font face="Arial, Helvetica, sans-serif">IP Address</font></th>
<th><font face="Arial, Helvetica, sans-serif">Static IP</font></th>
<th><font face="Arial, Helvetica, sans-serif">Status</font></th>
</tr>

```

```

<?php
$i=0;
while ($i < $num) {
$AssetID=mysql_result($result,$i,"AssetID");
$Make=mysql_result($result,$i,"Make");
$Model=mysql_result($result,$i,"Model");
$PurchaseDate=mysql_result($result,$i,"PurchaseDate");
$CPU=mysql_result($result,$i,"CPU");
$Memory=mysql_result($result,$i,"Memory");
$HardDisk=mysql_result($result,$i,"HardDisk");
$ScreenSize=mysql_result($result,$i,"ScreenSize");
$ScreenType=mysql_result($result,$i,"ScreenType");
$OS=mysql_result($result,$i,"OS");
$OfficeVer=mysql_result($result,$i,"OfficeVer");
$Works=mysql_result($result,$i,"Works");
$SPSS=mysql_result($result,$i,"SPSS");
$Prestige=mysql_result($result,$i,"Prestige");
$DonerPerfect=mysql_result($result,$i,"DonerPerfect");
$Heritage=mysql_result($result,$i,"Heritage");
$FloppyDisk=mysql_result($result,$i,"FloppyDisk");
$CDDVD=mysql_result($result,$i,"CDDVD");
$IEVer=mysql_result($result,$i,"IEVer");
$EmailVer=mysql_result($result,$i,"EmailVer");
$Serial=mysql_result($result,$i,"Serial");
$IPAddress=mysql_result($result,$i,"IPAddress");
$StaticIP=mysql_result($result,$i,"StaticIP");
$Status=mysql_result($result,$i,"Status");
}
?>

```

```

<tr>
<td><font face="Arial, Helvetica, sans-serif"><a
href="updateassrecord.php?AssetID=<? echo "$AssetID"; ?>"><? echo "$AssetID";
?></a></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Make"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Model"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$PurchaseDate";
?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$CPU"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Memory"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$HardDisk"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$ScreenSize";
?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$ScreenType";
?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$OS"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$OfficeVer"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Works"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$SPSS"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Prestige"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$DonerPerfect";
?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Heritage"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$FloppyDisk";
?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$CDDVD"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$IEVer"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$EmailVer"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Serial"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$IPAddress"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$StaticIP"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Status"; ?></font></td>
</tr>

<?php
++$i;
}
echo "</table>";

?>

</center>
</body>
</html>

```

## *Auth.php*

```
<?php
    //start session
    session_start();

    //check whether the session variable SESS_MEMBER_ID is present or not
    if(!isset($_SESSION['SESS_MEMBER_ID']) ||
(trim($_SESSION['SESS_MEMBER_ID']) == '')) {
        //no session id, go to login failed page
        header("location: loginfailed.php");
        exit();
    }
?>
```

### *Connect.php*

```
<?php
```

```
//connect to database MySQL Server
```

```
$connect = mysql_connect("localhost","emmet_emmet","a3mm3t199") or die  
("Connection Failed");
```

```
//select database
```

```
mysql_select_db("emmet_testdb") or die ("Connection Down!");
```

```
?>
```

## Emptable.php

```
<?php
    //check session id exists
    require_once('auth.php');
?>
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
<script src="sorttable.js"></script>
</head>

<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
        <ul>
            <li><a href="login.php">dashboard</a></li>
            <li><a href="suptable.php">tickets</a></li>
            <li><a href="asstable.php">assets</a></li>
            <li><a href="reports.php">reports</a></li>
            <li><a href="emptable.php">employees</a></li>
        </ul>
    </div>
</div>
<!-- end header -->

<center>

<?php
//connect
require("connect.php");
//query
$query = "SELECT `id`, `username`, `fname`, `lname`, `gender`, `emailadd`,
`location`, `roomnum`, `phext`, `title`, `status`, `AssetID` from Employee";
//run query
$result = mysql_query($query);
//put result into rows
$num = mysql_numrows($result);
mysql_close();

echo "<h2>All Employees</h2>";

?>
```



```

<form action="addemptable.php"><input type="submit" value="Add New Employee"
/></form>
</br>
<table class="sortable" table border="1" cellspacing="2" cellpadding="2">
<tr>
<th><font face="Arial, Helvetica, sans-serif">ID</font></th>
<th><font face="Arial, Helvetica, sans-serif">Username</font></th>
<th><font face="Arial, Helvetica, sans-serif">First</font></th>
<th><font face="Arial, Helvetica, sans-serif">Last</font></th>
<th><font face="Arial, Helvetica, sans-serif">Gender</font></th>
<th><font face="Arial, Helvetica, sans-serif">Email</font></th>
<th><font face="Arial, Helvetica, sans-serif">Location</font></th>
<th><font face="Arial, Helvetica, sans-serif">Room #</font></th>
<th><font face="Arial, Helvetica, sans-serif">Phone #</font></th>
<th><font face="Arial, Helvetica, sans-serif">Title</font></th>
<th><font face="Arial, Helvetica, sans-serif">Status</font></th>
<th><font face="Arial, Helvetica, sans-serif">Asset ID</font></th>
</tr>

<?php
$i=0;
while ($i < $num) {
$id=mysql_result($result,$i,"id");
$username=mysql_result($result,$i,"username");
$fname=mysql_result($result,$i,"fname");
$lname=mysql_result($result,$i,"lname");
$gender=mysql_result($result,$i,"gender");
$emailadd=mysql_result($result,$i,"emailadd");
$location=mysql_result($result,$i,"location");
$roomnum=mysql_result($result,$i,"roomnum");
$phext=mysql_result($result,$i,"phext");
$title=mysql_result($result,$i,"title");
$status=mysql_result($result,$i,"status");
$AssetID=mysql_result($result,$i,"AssetID");

?>

<tr>
<td><font face="Arial, Helvetica, sans-serif"><a href="updateemptable.php?id=<?
echo "$id"; ?>"><? echo "$id"; ?></a></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$username"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$fname"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$lname"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$gender"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$emailadd"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$location"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$roomnum"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$phext"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$title"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$status"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$AssetID"; ?></font></td>
</tr>

<?php
++$i;
}
echo "</table>";

```

```
?>
```

```
</center>
```

```
</body>
```

```
</html>
```

## Index.php

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">
<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Login Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
</head>
<body>
<!-- start header -->
<div id="header">
  <div id="logo">
    <h1><a href="#">All Hallows College</a></h1>
    <p>.ie</p>
  </div>
  <div id="menu">
    <ul>
      <li><a href="/index.htm">homepage</a></li>
      <li><a href="support.php">IT support</a></li>
      <li><a href="index.php">hart login</a></li>
    </ul>
  </div>
</div>
<!-- end header -->
<!-- start page -->
<div id="page">
  <!-- start leftbar -->
  <div id="leftbar" class="sidebar">
    <ul>
      <li>
        <h2>login</h2>
        <ul>
          </ul>
      </li>
    </ul>
  </div>
  <!-- end leftbar -->
  <!-- start content -->
  <div id="content">
    <div class="post">
      <h1 class="title"><a href="#">HART Systems</a></h1>
      <div class="entry">
        <form id="myform" name="myform" form action="logincheck.php"
method="POST">
          <fieldset>
            <legend>Please Login</legend>
            <label for="name">Username:</label>
            <input type='text' id="username" name="username" /><br>
            <label for="password">Password:</label>
            <input type="password" name="password" /><br />
            <label for="submit"></label>
          </fieldset>
        </form>
      </div>
    </div>
  </div>
</div>
</div>
```



## *Insert.php*

```
<?php

//connect to database
include("connect.php");

$username = $_POST['username'];
$email = $_POST['email'];
$issue = $_POST['issue'];
$location = $_POST['location'];
$phone = $_POST['phone'];
$status = $_POST['status'];

//Insert query
$enter_sql= "INSERT INTO Support (Username, Email, Issue, Location, Phone, Date,
Time, Status)
VALUES
('$username','$email','$issue', '$location', '$phone', CURDATE(), NOW(),
'$status')";

//Run query
$enter_query = mysql_query($enter_sql) or die(mysql_error());

?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
</head>
<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
        <ul>
            <li class="current_page_item"><a
href="/index.htm">homepage</a></li>
            <li><a href="support.php">it support</a></li>
            <li><a href="index.php">hart login</a></li>
        </ul>
    </div>
</div>
<!-- end header -->

<!-- start page -->
```

```

<div id="page">
  <!-- start leftbar -->
  <div id="leftbar" class="sidebar">
    <ul>
      <li>
        <h2>thank you</h2>
        <ul>
        </ul>
      </li>
    </ul>
  </div>
  <!-- end leftbar -->

  <!-- start content -->
  <div id="content">
    <div class="post">
      <h1 class="title"><a href="#">HART Systems</a></h1>
      <div class="entry">
        <p><?php echo "Thank you, ".$_POST['username']." ";?> for your
request!</p>

        <p>A member of the IT Team will address the issue as soon as
possible!</p>
        <p>Please contact IT on 714 for an update.</p>
      </div>
      <center>
        <p class="links"><a href="#" class="more">Need Help?</a>
&nbsp;&nbsp;&nbsp;&nbsp;&nbsp;<a href="#" class="comments">Phone 714</a></p>
      </center>
    </div>
  </div>
  <!-- end content -->

  <!-- start rightbar -->
  <div id="rightbar" class="sidebar">
    <ul>
      <li>
        <h2> </h2>
        <ul>
        </ul>
      </li>
    </ul>
  </div>
  <!-- end rightbar -->
  <div style="clear: both; ">&nbsp;&nbsp;&nbsp;</div>
</div>
<!-- end page -->
<hr />

</body>
</html>

```

## *Insertass.php*

```
<?php

//check session id exists
require_once('auth.php');

//connect to database
include("connect.php");

//assign variables to posted info
$Make = $_POST['Make'];
$Model = $_POST['Model'];
$PurchaseDate = $_POST['PurchaseDate'];
$CPU = $_POST['CPU'];
$Memory = $_POST['Memory'];
$HardDisk = $_POST['HardDisk'];
$ScreenSize = $_POST['ScreenSize'];
$ScreenType = $_POST['ScreenType'];
$OS = $_POST['OS'];
$OfficeVer = $_POST['OfficeVer'];
$Works = $_POST['Works'];
$SPSS = $_POST['SPSS'];
$Prestige = $_POST['Prestige'];
$DonerPerfect = $_POST['DonerPerfect'];
$Heritage = $_POST['Heritage'];
$FloppyDisk = $_POST['FloppyDisk'];
$CDDVD = $_POST['CDDVD'];
$IEVer = $_POST['IEVer'];
$EmailVer = $_POST['EmailVer'];
$Serial = $_POST['Serial'];
$IPAddress = $_POST['IPAddress'];
$StaticIP = $_POST['StaticIP'];
$Status = $_POST['Status'];

//Insert query
$enter_sql= "INSERT INTO Assets (Make, Model, PurchaseDate, CPU, Memory, HardDisk,
ScreenSize, ScreenType, OS, OfficeVer,
Works, SPSS, Prestige, DonerPerfect, Heritage, FloppyDisk, CDDVD, IEVer, EmailVer,
Serial, IPAddress, StaticIP, Status)
VALUES
('$Make', '$Model', '$PurchaseDate', '$CPU', '$Memory', '$HardDisk', '$ScreenSize',
'$ScreenType', '$OS', '$OfficeVer',
'$Works', '$SPSS', '$Prestige', '$DonerPerfect', '$Heritage', '$FloppyDisk',
'$CDDVD', '$IEVer', '$EmailVer', '$Serial',
'$IPAddress', '$StaticIP', '$Status')";

//Run query
$enter_query = mysql_query($enter_sql) or die(mysql_error());

?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
```





```
<!-- start rightbar -->
<div id="rightbar" class="sidebar">
  <ul>
    <li>
      <h2> </h2>
      <ul>
      </ul>
    </li>
  </ul>
</div>
<!-- end rightbar -->
<div style="clear: both;">&nbsp;</div>
</div>
<!-- end page -->

</body>
</html>
```

## Insertemp.php

```
<?php

//connect to database
include("connect.php");

$username = $_POST['username'];
$fname = $_POST['fname'];
$lname = $_POST['lname'];
$gender = $_POST['gender'];
$emailadd = $_POST['emailadd'];
$location = $_POST['location'];
$roomnum = $_POST['roomnum'];
$phext = $_POST['phext'];
$title = $_POST['title'];
$status = $_POST['status'];
$assetid = $_POST['AssetID'];

//Insert query
$enter_sql = "INSERT INTO Employee (username, fname, lname, gender, emailadd,
location, roomnum, phext, title, status, AssetID)
VALUES
('$username', '$fname', '$lname', '$gender', '$emailadd', '$location', '$roomnum',
'$phext', '$title', '$status', '$assetid')";

//Run query
$enter_query = mysql_query($enter_sql) or die(mysql_error());

//Change AssetID Status from Free to InUse
$change_sql = "UPDATE Assets SET Status = 'InUse' WHERE AssetID = '$assetid'";

//run
$run_sql = mysql_query($change_sql) or die(mysql_error());

?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
</head>
<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
```



```
<!-- end page -->
```

```
</body>
```

```
</html>
```

## *Insertsup.php*

```
<?php

//check logged in
require_once('auth.php');

//connect to database
include("connect.php");

//assign variables to posted info
$username = $_POST['username'];
$email = $_POST['email'];
$issue = $_POST['issue'];
$actions = $_POST['actions'];
$location = $_POST['location'];
$phone = $_POST['phone'];
$status = $_POST['status'];
$assign = $_POST['assign'];
$priority = $_POST['priority'];
$timetaken = $_POST['timetaken'];

//Insert query
$enter_sql= "INSERT INTO Support (Username, Email, Issue, Actions, Location,
Phone, Date, Time, Status, Assign,
Priority, TimeTaken)
VALUES
('$username','$email','$issue', '$actions', '$location', '$phone', CURDATE(),
NOW(), '$status', '$assign',
'$priority', '$timetaken')";

//Run query
$enter_query = mysql_query($enter_sql) or die(mysql_error());

?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
</head>
<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
        <ul>
```



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

## Login.php

```
<?php
    require_once('auth.php');
?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />

</head>

<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
        <ul>
            <li><a href="suptable.php">tickets</a></li>
            <li><a href="asstable.php">assets</a></li>
            <li><a href="reports.php">reports</a></li>
            <li><a href="emptable.php">employees</a></li>
        </ul>
    </div>
</div>
<!-- end header -->

<!-- start page -->
<div id="page">
    <!-- start leftbar -->
    <div id="leftbar" class="sidebar">
        <ul>
            <li>
                <h2>dashboard</h2>
                <ul>
                </ul>
            </li>
        </ul>
    </div>
    <!-- end leftbar -->

    <!-- start content -->
    <div id="content">
        <div class="post">
            <center><?php echo date('l, F jS, Y'); ?></center>
        </div>
    </div>
</div>
<!-- end page -->
</div>
</body>
</html>
```



```

DASHBOARD</a></h1>
    <h1 class="title"><a href="#">HART Systems Live
    <div class="entry">
        <table border="0" bordercolor="#000000" width="100%"
cellpadding="3" cellspacing="3">
    <tr>
    <td>
        <p><?php echo "Welcome, ".$_SESSION['SESS_FIRST_NAME']. "!"; ?>
    </p>
        <?php require ("connect.php"); ?>
        Todays Ticket count =
        <?php
        $resultdate = mysql_query("SELECT * FROM Support WHERE
DATE(Date) = DATE(NOW())");
        $num_rowsdate = mysql_num_rows($resultdate);
        echo "$num_rowsdate \n"; ?>
        <p>
        Todays open Tickets =
        <?php
        $resultopen = mysql_query("SELECT * FROM Support WHERE Status
= 'Open' AND DATE(Date) = DATE(NOW())");
        $num_rowsopen = mysql_num_rows($resultopen);
        echo "$num_rowsopen \n"; ?>
        <p>
        Open Tickets not assigned =
        <?php
        $resultassign = mysql_query("SELECT * FROM Support WHERE
Status = 'Open' AND Assign = ' ');
        $num_rowsassign = mysql_num_rows($resultassign);
        echo "$num_rowsassign \n"; ?>
        <p>
        Open Tickets total =
        <?php
        $resultopen_total = mysql_query("SELECT * FROM Support WHERE
Status = 'Open'");
        $num_rowsopen_total = mysql_num_rows($resultopen_total);
        echo "$num_rowsopen_total \n"; ?>
        <br />
        Priority 1 open Tickets =
        <?php
        $resultp1 = mysql_query("SELECT * FROM Support WHERE Priority
= 1 AND Status = 'Open'");
        $num_rowsp1 = mysql_num_rows($resultp1);
        echo "$num_rowsp1 \n"; ?>
    </td>
    <td>
        <form action="addsupptable.php"><input type="submit"
value="Add New Ticket" /></form>

```



## Logincheck.php

```
<?php
    //start session
    session_start();

    //connection details
    require_once('connect.php');

    //POST values
    $username = $_POST['username'];
    $password = $_POST['password'];

    //create query
    $qry="SELECT * FROM Employee WHERE username='$username' AND
password='$password' AND admin = '1'";
    $result=mysql_query($qry);

    //check whether the query was successful or not
    if($result) {
        if(mysql_num_rows($result) == 1) {
            //login Successful
            session_regenerate_id();
            $member = mysql_fetch_assoc($result);
            $_SESSION['SESS_MEMBER_ID'] = $member['id'];
            $_SESSION['SESS_FIRST_NAME'] = $member['fname'];
            $_SESSION['SESS_LAST_NAME'] = $member['lname'];
            session_write_close();
            header("location: login.php");
            exit();
        }else {
            //login failed
            header("location: loginfailed.php");
            exit();
        }
    }else {
        //query failed
        die("You are not authorised to access this area!!!");
    }
?>
```



```
        </div>
</div>
<!-- end content -->
<!-- start rightbar -->
<div id="rightbar" class="sidebar">
  <ul>
    <li>
      <h2> </h2>
      <ul>
        </ul>
    </li>
  </ul>
</div>
<!-- end rightbar -->
<div style="clear: both;">&nbsp;</div>
</div>
<!-- end page -->
<hr />
</body>
</html>
```

## Logout.php

```
<?php

session_start();
//destroy the session id
session_destroy();

?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
</head>
<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
        <ul>
            <li><a href="/index.htm">homepage</a></li>
            <li><a href="support.php">IT support</a></li>
            <li><a href="index.php">hart login</a></li>
        </ul>
    </div>
</div>
<!-- end header -->

<!-- start page -->
<div id="page">
    <!-- start leftbar -->
    <div id="leftbar" class="sidebar">
        <ul>
            <li>
                <h2>logout</h2>
                <ul>
                </ul>
            </li>
        </ul>
    </div>
    <!-- end leftbar -->

    <!-- start content -->
    <div id="content">
        <div class="post">
```



## Search.php

```
<?php
    //check session id exists
    require_once('auth.php');
?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
<script src="sorttable.js"></script>
</head>

<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
        <ul>
            <li><a href="login.php">dashboard</a></li>
            <li><a href="suptable.php">tickets</a></li>
            <li><a href="asstable.php">assets</a></li>
            <li><a href="reports.php">reports</a></li>
            <li><a href="emptable.php">employees</a></li>
        </ul>
    </div>
</div>
<!-- end header -->

<!-- start page -->
<div id="page">
    <!-- start leftbar -->
    <div id="leftbar" class="sidebar">
        <ul>
            <li>
                <h2>Phone Book</h2>
                <ul>
                </ul>
            </li>
        </ul>
    </div>
    <!-- end leftbar -->

    <!-- start content -->
```



```

<div id="content">
  <div class="post">

    <h2 class="title"><a href="#">Results of Search</a></h2>
    <div class="entry">

<?php

  //connect
  require("connect.php");

  //assign posted term to $findme
  $findme = $_POST['findme'];

  //the query
  $query = "SELECT * FROM Employee WHERE fname LIKE '%$findme%' OR lname LIKE
'%$findme%' ORDER BY lname";

  //run query
  $result = mysql_query($query);

  //set rows
  $num = mysql_numrows($result);
  mysql_close();

?>

<table class="sortable" table border="1" cellspacing="1" cellpadding="1">
<tr>
<th><font face="Arial, Helvetica, sans-serif">ID</font></th>
<th><font face="Arial, Helvetica, sans-serif">First</font></th>
<th><font face="Arial, Helvetica, sans-serif">Last</font></th>
<th><font face="Arial, Helvetica, sans-serif">Email</font></th>
<th><font face="Arial, Helvetica, sans-serif">Location</font></th>
<th><font face="Arial, Helvetica, sans-serif">Room #</font></th>
<th><font face="Arial, Helvetica, sans-serif">Phone #</font></th>

</tr>

<?php
$i=0;
while ($i < $num) {
$id=mysql_result($result,$i,"id");
$fname=mysql_result($result,$i,"fname");
$lname=mysql_result($result,$i,"lname");
$emailadd=mysql_result($result,$i,"emailadd");
$location=mysql_result($result,$i,"location");
$roomnum=mysql_result($result,$i,"roomnum");
$phext=mysql_result($result,$i,"phext");

?>

<tr>
<td><font face="Arial, Helvetica, sans-serif"><a href="updateemptable.php?id=?
echo "$id"; ?>">?></a></font></td>
<td><font face="Arial, Helvetica, sans-serif">?> echo "$fname"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif">?> echo "$lname"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif">?> echo "$emailadd"; ?></font></td>

```



## Sms.php

```
<?php
//check session id exists
require_once('auth.php');

// Authorisation details
$username = "emmetj@gmail.com";
$password = "nciproject*#?";

// Configuration variables
$info = "1";
$test = "1";

//get form data
$number = $_POST['texttext'].$_POST['textphone'];
$from = $_POST['textsender'];
$message = $_POST['textmessage'];
$message = urlencode($message);

$vars = "uname=".$username."&pwd=".$password.
"&message=".$message."&from=".$from."&selectednums=".$number."&info=".$info."&test
=".$test;

if ($_POST['submitted']=="true")
{

// Send the POST request with Sockets
$url = 'http://www.txtlocal.com/sendsmspost.php';
$params = array('http' => array('method' => 'POST', 'header' => 'Content-type:
application/x-www-form-urlencoded', 'content' => $vars));
$ctx = stream_context_create($params);
$fp = fopen($url, 'rb', false, $ctx);
$response = stream_get_contents($fp);
//echo $response;
}
?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
</head>

<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
</div>
</body>
</html>
```

```

</div>
<div id="menu">
  <ul>
    <li><a href="login.php">dashboard</a></li>
    <li><a href="suptable.php">tickets</a></li>
    <li><a href="asstable.php">assets</a></li>
    <li><a href="reports.php">reports</a></li>
    <li><a href="emptable.php">employees</a></li>
  </ul>
</div>
</div>
<!-- end header -->
<!-- start page -->
<div id="page">
  <!-- start leftbar -->
  <div id="leftbar" class="sidebar">
    <ul>
      <li>
        <h2>SMS Text System</h2>
        <ul>
          </ul>
      </li>
    </ul>
  </div>
  <!-- end leftbar -->

  <!-- start content -->
  <div id="content">
    <div class="post">

      <div class="entry">
        <p>
          <?php
            echo $response;
          ?>
        </p>
        <p>If you need to send a text message to anybody please fill
out the deltails below.</p>

        <form id="mytextform" name="mytextform" form action="sms.php"
method="POST">

          <fieldset>
            <legend>Send text</legend>

            <label for="textphone">Int Ext: </label>
            <input type="text" name="texttext" width="6"> e.g. 353 for
Ireland<br>

            <label for="textphone">Mobile: </label>
            <input type="text" name="textphone"> leave out the leading
Zero<br>

            <label for="textsender">Sender: </label>
            <input type="text" name="textsender"> (Max 11)<br>

            <label for="txestmessage">Message: </label>

```



## Support.php

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">
<head>

<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Login Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
<script src="form_validator.js" type="text/javascript"></script>

</head>
<body>
<!-- start header -->
<div id="header">
  <div id="logo">
    <h1><a href="#">all hallows college</a></h1>
    <p>.ie</p>
  </div>
  <div id="menu">
    <ul>
      <li class="current_page_item"><a
href="/index.htm">homepage</a></li>
      <li><a href="#">IT Support</a></li>
      <li><a href="index.php">hart login</a></li>
    </ul>
  </div>
</div>
<!-- end header -->
<!-- start page -->
<div id="page">
  <!-- start leftbar -->
  <div id="leftbar" class="sidebar">
    <ul>
      <li>
        <h2>support</h2>
        <ul>
          </ul>
      </li>
    </ul>
  </div>
  <!-- end leftbar -->
  <!-- start content -->
  <div id="content">
    <div class="post">
      <h1 class="title"><a href="#">HART Systems</a></h1>

      <div class="entry">
        <form id="myform" name="myform" form action="insert.php"
method="POST">

          <fieldset>
            <legend>Request Support Issue</legend>
            <label for="name">Username:</label>
```

```

/>sba.jblogs<br />
    <input type='text' id="username" name="username" required
    <label for="email">Email:</label>
    <input type='text' id="email" name="email" required /><br />
    <label for="issue">Issue:</label>
    <textarea rows="5" cols="50" wrap="physical" id="issue"
name="issue" required /></textarea><br />
    <label for="location">Location:</label>
    <select name="location" id="location">
    <option value="My Office">My Office</option>
    <option value="Purcell House">Purcell House</option>
    <option value="Student Computer Room">Student Computer
Room</option>
    <option value="Library">Library</option>
    <option value="ODonnell House">ODonnell
House</option></select>
    <br />
    <label for="phone">Mobile*:</label>
    <input type='text' id="phone" name="phone" />(NO ZERO)
87123456<br />
    <input type='hidden' name="status" value="Open">
    <label for="submit"></label>
    <input name="Submit" type="submit" value="Submit Support"
/><br /><br />
    *If Mobile Phone Number is entered above you will get a text
to say when your issue is resolved.
    </fieldset>
    </form>
    <script type="text/javascript">
        document.myform.username.focus();
        var frmvalidator = new Validator("myform");
        frmvalidator.addValidation("username", "req", "Missing
User Name");
        frmvalidator.addValidation("username", "maxlen=20", "Max
length for User Name is 20");
        frmvalidator.addValidation("email", "maxlen=50");
        frmvalidator.addValidation("email", "req");
        frmvalidator.addValidation("email", "email");
        frmvalidator.addValidation("issue", "maxlen=500");
        frmvalidator.addValidation("issue", "req");
    </script>
    <p> </p>
    <p> </p>
    </div>
    <center>

```





## Suptable.php

```
<?php
    //check session id exists
    require_once('auth.php');
?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
<script src="sorttable.js"></script>
</head>

<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
        <ul>
            <li><a href="login.php">dashboard</a></li>
            <li><a href="suptable.php">tickets</a></li>
            <li><a href="asstable.php">assets</a></li>
            <li><a href="reports.php">reports</a></li>
            <li><a href="emptable.php">employees</a></li>

        </ul>
    </div>
</div>
<!-- end header -->

<center>
<?php

require("connect.php");

$query = "SELECT * FROM Support WHERE Status = 'Open' ORDER BY LogID DESC";
$result = mysql_query($query);

$num = mysql_numrows($result);
mysql_close();

echo "<h2>All open Tickets</h2>";

?>
<form action="addsupptable.php"><input type="submit" value="Add New Ticket"
/></form>
```

```

</br>
<table class="sortable" table border="1" cellspacing="2" cellpadding="2">
<tr>
<th><font face="Arial, Helvetica, sans-serif">LogID</font></th>
<th><font face="Arial, Helvetica, sans-serif">Username</font></th>
<th><font face="Arial, Helvetica, sans-serif">Email</font></th>
<th><font face="Arial, Helvetica, sans-serif">Issue</font></th>
<th><font face="Arial, Helvetica, sans-serif">Actions</font></th>
<th><font face="Arial, Helvetica, sans-serif">Location</font></th>
<th><font face="Arial, Helvetica, sans-serif">Phone</font></th>
<th><font face="Arial, Helvetica, sans-serif">Date</font></th>
<th><font face="Arial, Helvetica, sans-serif">Time</font></th>
<th><font face="Arial, Helvetica, sans-serif">Status</font></th>
<th><font face="Arial, Helvetica, sans-serif">Assign</font></th>
<th><font face="Arial, Helvetica, sans-serif">Priority</font></th>
<th><font face="Arial, Helvetica, sans-serif">TimeTaken</font></th>
</tr>

<?php
$i=0;
while ($i < $num) {
$LogID=mysql_result($result,$i,"LogID");
$Username=mysql_result($result,$i,"Username");
$email=mysql_result($result,$i,"Email");
$Issue=mysql_result($result,$i,"Issue");
$Actions=mysql_result($result,$i,"Actions");
$Location=mysql_result($result,$i,"Location");
$Phone=mysql_result($result,$i,"Phone");
$date=mysql_result($result,$i,"Date");
$time=mysql_result($result,$i,"Time");
$status=mysql_result($result,$i,"Status");
$Assign=mysql_result($result,$i,"Assign");
$Priority=mysql_result($result,$i,"Priority");
$timeTaken=mysql_result($result,$i,"TimeTaken")
?>

<tr>
<td><font face="Arial, Helvetica, sans-serif"><a
href="updatesuprecord.php?LogID=<? echo "$LogID"; ?>"><? echo "$LogID";
?></a></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Username"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Email"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Issue"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Actions"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Location"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Phone"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Date"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Time"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Status"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Assign"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Priority"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$TimeTaken"; ?></font></td>
</tr>

<?php
++$i;
}
echo "</table>";

```

```
?>
<p><a href="suptableall.php">Show 'All' Records</a></p>
</center>

</body>
</html>
```

## Suptableall.php

```
<?php
    require_once('auth.php');
?>
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
<script src="sortable.js"></script>
</head>

<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
        <ul>
            <li><a href="login.php">dashboard</a></li>
            <li><a href="suptable.php">tickets</a></li>
            <li><a href="asstable.php">assets</a></li>
            <li><a href="reports.php">reports</a></li>
            <li><a href="emptable.php">employees</a></li>
        </ul>
    </div>
</div>
<!-- end header -->

<center>
<?php

require("connect.php");

$query = "SELECT * FROM Support ORDER BY LogID DESC";
$result = mysql_query($query);

$num = mysql_numrows($result);
mysql_close();

echo "<h2>All open & closed Tickets</h2>";

?>
<table class="sortable" table border="1" cellspacing="2" cellpadding="2">
<tr>
<th><font face="Arial, Helvetica, sans-serif">LogID</font></th>
<th><font face="Arial, Helvetica, sans-serif">Username</font></th>
<th><font face="Arial, Helvetica, sans-serif">Email</font></th>
```

```

<th><font face="Arial, Helvetica, sans-serif">Issue</font></th>
<th><font face="Arial, Helvetica, sans-serif">Actions</font></th>
<th><font face="Arial, Helvetica, sans-serif">Location</font></th>
<th><font face="Arial, Helvetica, sans-serif">Phone</font></th>
<th><font face="Arial, Helvetica, sans-serif">Date</font></th>
<th><font face="Arial, Helvetica, sans-serif">Time</font></th>
<th><font face="Arial, Helvetica, sans-serif">Status</font></th>
<th><font face="Arial, Helvetica, sans-serif">Assign</font></th>
</tr>

<?php
$i=0;
while ($i < $num) {
$LogID=mysql_result($result,$i,"LogID");
$Username=mysql_result($result,$i,"Username");
>Email=mysql_result($result,$i,"Email");
$Issue=mysql_result($result,$i,"Issue");
$Actions=mysql_result($result,$i,"Actions");
$Location=mysql_result($result,$i,"Location");
$Phone=mysql_result($result,$i,"Phone");
>Date=mysql_result($result,$i,"Date");
$Time=mysql_result($result,$i,"Time");
>Status=mysql_result($result,$i,"Status");
$Assign=mysql_result($result,$i,"Assign")
?>

<tr>
<td><font face="Arial, Helvetica, sans-serif"><a
href="updatesuprecord.php?LogID=<? echo "$LogID"; ?>"><? echo "$LogID";
?></a></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Username"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Email"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Issue"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Actions"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Location"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Phone"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Date"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Time"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Status"; ?></font></td>
<td><font face="Arial, Helvetica, sans-serif"><? echo "$Assign"; ?></font></td>
</tr>

<?php
++$i;
}
echo "</table>";

?>
<p><a href="suptable.php">Show 'Open' Records</a></p>
</center>
</body>
</html>

```

## Updateassrecord.php

```
<?php
    //check session id
    require_once('auth.php');
?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
</head>

<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
        <ul>
            <li><a href="login.php">dashboard</a></li>
            <li><a href="suptable.php">tickets</a></li>
            <li><a href="asstable.php">assets</a></li>
            <li><a href="reports.php">reports</a></li>
            <li><a href="emptable.php">employees</a></li>
        </ul>
    </div>
</div>
<!-- end header -->

<!-- start page -->
<div id="page">
    <!-- start leftbar -->
    <div id="leftbar" class="sidebar">
        <ul>
            <li>
                <h2>Assets</h2> <!--
                <ul>
                    <li><a href="http://www.youtube.com">IT
Tube</a></li>
                    <li><a href="http://www.gmail.com">College
Mail</a></li>
                    <li><a
href="http://www.google.ie">Google.ie</a></li>
                    <li><a
href="http://www.facebook.com">Facebook</a></li>
                    <li><a href="http://www.rte.ie">RTE News</a></li>
                </ul>
            </li>
        </ul>
    </div>
</div>
<!-- end page -->
</div>
<!-- end page -->
```

```

                <li><a
href="http://www.ireland.com">Ireland.com</a></li>
                </ul> -->
            </li>
        </ul>
    </div>
<!-- end leftbar -->

<?php
require("connect.php");

$AssetID = $_GET['AssetID'];
$query = "SELECT * FROM Assets WHERE AssetID = '$AssetID'";

$result = mysql_query($query);

$num = mysql_numrows($result);
mysql_close();

$i=0;
while ($i < $num) {

$Make=mysql_result($result,$i,"Make");
$Model=mysql_result($result,$i,"Model");
$PurchaseDate=mysql_result($result,$i,"PurchaseDate");
$CPU=mysql_result($result,$i,"CPU");
$Memory=mysql_result($result,$i,"Memory");
$HardDisk=mysql_result($result,$i,"HardDisk");
$ScreenSize=mysql_result($result,$i,"ScreenSize");
$ScreenType=mysql_result($result,$i,"ScreenType");
$OS=mysql_result($result,$i,"OS");
$OfficeVer=mysql_result($result,$i,"OfficeVer");
$Works=mysql_result($result,$i,"Works");
$SPSS=mysql_result($result,$i,"SPSS");
$Prestige=mysql_result($result,$i,"Prestige");
$DonerPerfect=mysql_result($result,$i,"DonerPerfect");
$Heritage=mysql_result($result,$i,"Heritage");
$FloppyDisk=mysql_result($result,$i,"FloppyDisk");
$CDDVD=mysql_result($result,$i,"CDDVD");
$IEVer=mysql_result($result,$i,"IEVer");
$emailVer=mysql_result($result,$i,"EmailVer");
$Serial=mysql_result($result,$i,"Serial");
$IPAddress=mysql_result($result,$i,"IPAddress");
$StaticIP=mysql_result($result,$i,"StaticIP");
$status=mysql_result($result,$i,"Status");

?>
<!-- start content -->

    <div id="content">
        <div class="post">

            <div class="entry">
                <form id="myform" name="myform" form
action="updatedassrecord.php">

```

```

<fieldset>
  <legend>Update Record <? echo "$AssetID"; ?></legend>

  <input type="hidden" name="ud_AssetID" value="<? echo
"$AssetID"; ?>">

  <label for="make">Make: </label>
  <input type="text" name="ud_Make" value="<? echo
"$Make" ?>"><br>

  <label for="model">Model: </label>
  <input type="text" name="ud_Model" value="<? echo
"$Model" ?>"><br>

  <label for="purchasedate">Purchase Date: </label>
  <input type="text" name="ud_PurchaseDate" value="<? echo
"$PurchaseDate" ?>">YYYY-MM-DD<br>

  <label for="cpu">CPU: </label>
  <input type="text" name="ud_CPU" value="<? echo "$CPU" ?>"><br>

  <label for="memory">Memory: </label>
  <input type="text" name="ud_Memory" value="<? echo
"$Memory" ?>"><br>

  <label for="harddisk">Hard Disk: </label>
  <input type="text" name="ud_HardDisk" value="<? echo
"$HardDisk" ?>"><br>

  <label for="screensize">Screen Size: </label>
  <input type="text" name="ud_ScreenSize" value="<? echo
"$ScreenSize" ?>"><br>

  <label for="screentype">Screen Type: </label>
  <input type="text" name="ud_ScreenType" value="<? echo
"$ScreenType" ?>"><br>

  <label for="os">OS: </label>
  <input type="text" name="ud_OS" value="<? echo "$OS" ?>"><br>

  <label for="officever">Office Version: </label>
  <input type="text" name="ud_OfficeVer" value="<? echo
"$OfficeVer" ?>"><br>

  <label for="works">Works: </label>
  <input type="text" name="ud_Works" value="<? echo
"$Works" ?>"><br>

  <label for="spss">SPSS: </label>
  <input type="text" name="ud_SPSS" value="<? echo
"$SPSS" ?>"><br>

  <label for="prestige">Prestige: </label>
  <input type="text" name="ud_Prestige" value="<? echo
"$Prestige" ?>"><br>

  <label for="donerperfect">Doner Perfect: </label>

```





```
?>
```

```
<!-- end content -->
```

```
</body>
```

```
</html>
```

## Updatedassrecord.php

```
<?php
    //check session id
    require_once('auth.php');
?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
</head>

<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
        <ul>
            <li><a href="login.php">dashboard</a></li>
            <li><a href="suptable.php">tickets</a></li>
            <li><a href="asstable.php">assets</a></li>
            <li><a href="reports.php">reports</a></li>
            <li><a href="emptable.php">employees</a></li>
        </ul>
    </div>
</div>
<!-- end header -->

<center>
<?php

require("connect.php");
$ud_AssetID = $_GET['ud_AssetID'];
$ud_Make = $_GET['ud_Make'];
$ud_Model = $_GET['ud_Model'];
$ud_PurchaseDate = $_GET['ud_PurchaseDate'];
$ud_CPU = $_GET['ud_CPU'];
$ud_Memory = $_GET['ud_Memory'];
$ud_HardDisk = $_GET['ud_HardDisk'];
$ud_ScreenSize = $_GET['ud_ScreenSize'];
$ud_ScreenType = $_GET['ud_ScreenType'];
$ud_OS = $_GET['ud_OS'];
$ud_OfficeVer = $_GET['ud_OfficeVer'];
$ud_Works = $_GET['ud_Works'];
$ud_SPSS = $_GET['ud_SPSS'];
$ud_Prestige = $_GET['ud_Prestige'];
```

```

$ud_DonerPerfect = $_GET['ud_DonerPerfect'];
$ud_Heritage = $_GET['ud_Heritage'];
$ud_FloppyDisk = $_GET['ud_FloppyDisk'];
$ud_CDDVD = $_GET['ud_CDDVD'];
$ud_IEVer = $_GET['ud_IEVer'];
$ud_EmailVer = $_GET['ud_EmailVer'];
$ud_Serial = $_GET['ud_Serial'];
$ud_IPAddress = $_GET['ud_IPAddress'];
$ud_StaticIP = $_GET['ud_StaticIP'];
$ud_Status = $_GET['ud_Status'];

$query = "UPDATE Assets SET Make='$ud_Make', Model='$ud_Model',
PurchaseDate='$ud_PurchaseDate',
CPU='$ud_CPU', Memory='$ud_Memory', HardDisk='$ud_HardDisk',
ScreenSize='$ud_ScreenSize', ScreenType='$ud_ScreenType', OS='$ud_OS',
OfficeVer='$ud_OfficeVer',
Works='$ud_Works', SPSS='$ud_SPSS', Prestige='$ud_Prestige',
DonerPerfect='$ud_DonerPerfect', Heritage='$ud_Heritage',
FloppyDisk='$ud_FloppyDisk',
CDDVD='$ud_CDDVD', IEVer='$ud_IEVer', EmailVer='$ud_EmailVer',
Serial='$ud_Serial', IPAddress='$ud_IPAddress', StaticIP='$ud_StaticIP',
Status='$ud_Status' WHERE AssetID='$ud_AssetID'";
mysql_query($query);

echo "";
mysql_close();

?>
<a href="asstable.php">Record Updated</a>
</center>
</body>
</html>

```

## Updatedemptable.php

```
<?php
    //check session id
    require_once('auth.php');
?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
</head>

<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
        <ul>
            <li><a href="login.php">dashboard</a></li>
            <li><a href="suptable.php">tickets</a></li>
            <li><a href="asstable.php">assets</a></li>
            <li><a href="reports.php">reports</a></li>
            <li><a href="emptable.php">employees</a></li>
        </ul>
    </div>
</div>
<!-- end header -->

<center>
<?php
require("connect.php");
$ud_id = $_GET['ud_id'];
$ud_username = $_GET['ud_username'];
$ud_fname = $_GET['ud_fname'];
$ud_lname = $_GET['ud_lname'];
$ud_gender = $_GET['ud_gender'];
$ud_emailadd = $_GET['ud_emailadd'];
$ud_location = $_GET['ud_location'];
$ud_roomnum = $_GET['ud_roomnum'];
$ud_phext = $_GET['ud_phext'];
$ud_title = $_GET['ud_title'];
$ud_status = $_GET['ud_status'];
$ud_AssetID = $_GET['ud_AssetID'];
```

```
$query = "UPDATE Employee SET username='$sud_username', fname='$sud_fname',  
lname='$sud_lname', gender='$sud_gender', emailadd='$sud_emailadd',  
location='$sud_location',  
roomnum='$sud_roomnum', phext='$sud_phext', title='$sud_title', status='$sud_status',  
AssetID='$sud_AssetID' WHERE id='$sud_id'";  
mysql_query($query);  
  
echo "";  
mysql_close();  
  
?>  
<a href="emptable.php">Record Updated</a>  
</center>  
</body>  
</html>
```

## Updatedsuprecord.php

```
<?php
    //check session id
    require_once('auth.php');
?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
</head>

<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
        <ul>
            <li><a href="login.php">dashboard</a></li>
            <li><a href="suptable.php">tickets</a></li>
            <li><a href="asstable.php">assets</a></li>
            <li><a href="reports.php">reports</a></li>
            <li><a href="emptable.php">employees</a></li>
        </ul>
    </div>
</div>
<!-- end header -->
<!-- start page -->
<div id="page">
    <!-- start leftbar -->
    <div id="leftbar" class="sidebar">
        <ul>
            <li>
                <h2>SMS Text System</h2>
                <ul>
                </ul>
            </li>
        </ul>
    </div>
    <!-- end leftbar -->
</div>
<center>
<?php

//connect
require("connect.php");
```

```

//set variables
$ud_LogID = $_GET['ud_LogID'];
$ud_Username = $_GET['ud_Username'];
$ud_Email = $_GET['ud_Email'];
$ud_Issue = $_GET['ud_Issue'];
$ud_Actions = $_GET['ud_Actions'];
$ud_Location = $_GET['ud_Location'];
$ud_Phone = $_GET['ud_Phone'];
$ud_Status = $_GET['ud_Status'];
$ud_Assign = $_GET['ud_Assign'];
$ud_Priority = $_GET['ud_Priority'];
$ud_TimeTaken = $_GET['ud_TimeTaken'];

//sql query to update record
$query = "UPDATE Support SET Username='$ud_Username', Email='$ud_Email',
Issue='$ud_Issue',
Actions='$ud_Actions', Location='$ud_Location', Phone='$ud_Phone',
Status='$ud_Status',
Assign='$ud_Assign', Priority='$ud_Priority', TimeTaken='$ud_TimeTaken'
WHERE LogID='$ud_LogID'";

//run query
mysql_query($query);

//link back
echo '<a href="suptable.php">Record Updated</a>';
echo '<p>';
mysql_close();
?>
</center>

<!-- start content -->
<div id="content">
    <div class="post">

        <div class="entry">
            <form id="mytextform" name="mytextform" form action="sms.php"
method="POST">

                <fieldset>
                    <legend>Send text to <? echo "$ud_Username"; ?></legend>

                    <input type="hidden" name="texttext" value="353"><br>

                    <label for="textphone">Phone: </label>
                    <input type="text" name="textphone" value="<? echo
"$ud_Phone"?>">Check Mobile No.Ok (No Zero)<br>

                    <label for="textsender">Sender: </label>
                    <input type="text" name="textsender" value="AHC IT">(Max
11)<br>

                    <label for="txestmessage">Message: </label>
                    <textarea rows="6" cols="35" wrap="physical"
name="textmessage" value=""></textarea>(Max 160)<br>

                    <input type="hidden" name="submitted" value="true">
                    <label for="textsubmit"></label>

```





## Updateemptable.php

```
<?php
    //check session id
    require_once('auth.php');
?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
</head>

<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
        <ul>
            <li><a href="login.php">dashboard</a></li>
            <li><a href="suptable.php">tickets</a></li>
            <li><a href="asstable.php">assets</a></li>
            <li><a href="reports.php">reports</a></li>
            <li><a href="emptable.php">employees</a></li>
        </ul>
    </div>
</div>
<!-- end header -->

<!-- start page -->
<div id="page">
    <!-- start leftbar -->
    <div id="leftbar" class="sidebar">
        <ul>
            <li>
                <h2>Employees</h2>
                <ul>
                </ul>
            </li>
        </ul>
    </div>
    <!-- end leftbar -->

<?php
```

```

require("connect.php");

$id = $_GET['id'];
$query = "SELECT `id`, `username`, `fname`, `lname`, `gender`, `emailadd`,
`location`, `roomnum`, `phext`, `title`, `status`, `AssetID` from Employee WHERE
id = '$id'";

$result = mysql_query($query);

$num = mysql_numrows($result);
mysql_close();

$i=0;
while ($i < $num) {

$username=mysql_result($result,$i,"username");
$fname=mysql_result($result,$i,"fname");
$lname=mysql_result($result,$i,"lname");
$gender=mysql_result($result,$i,"gender");
$emailadd=mysql_result($result,$i,"emailadd");
$location=mysql_result($result,$i,"location");
$roomnum=mysql_result($result,$i,"roomnum");
$phext=mysql_result($result,$i,"phext");
$title=mysql_result($result,$i,"title");
$status=mysql_result($result,$i,"status");
$AssetID=mysql_result($result,$i,"AssetID");
?>
<!-- start content -->
    <div id="content">
        <div class="post">

            <div class="entry">
                <form id="myform" name="myform" form
action="updatedemptable.php">

                    <fieldset>
                        <legend>Update Record <? echo "$id"; ?></legend>

                        <input type="hidden" name="ud_id" value="<? echo "$id"; ?>">

                        <label for="name">Username: </label>
                        <input type="text" name="ud_username" value="<? echo
"$username"?>"><br>

                        <label for="name">First: </label>
                        <input type="text" name="ud_fname" value="<? echo
"$fname"?>"><br>

                        <label for="name">Second: </label>
                        <input type="text" name="ud_lname" value="<? echo
"$lname"?>"><br>

                        <label for="name">Gender: </label>
                        <input type="text" name="ud_gender" value="<? echo
"$gender"?>"><br>

                        <label for="email">Email: </label>

```



## Updatesuprecord.php

```
<?php
    //check session id
    require_once('auth.php');
?>

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">

<html xmlns="http://www.w3.org/1999/xhtml">

<head>
<meta http-equiv="content-type" content="text/html; charset=utf-8" />
<title>NCIRL Project Home Page</title>
<meta name="keywords" content="ncirl, project, emmet jordan" />
<meta name="description" content="HART Systems" />
<link href="/default.css" rel="stylesheet" type="text/css" media="screen" />
</head>

<body>

<!-- start header -->
<div id="header">
    <div id="logo">
        <h1><a href="#">all hallows college</a></h1>
        <p>.ie</p>
    </div>
    <div id="menu">
        <ul>
            <li><a href="login.php">dashboard</a></li>
            <li><a href="suptable.php">tickets</a></li>
            <li><a href="asstable.php">assets</a></li>
            <li><a href="reports.php">reports</a></li>
            <li><a href="emptable.php">employees</a></li>
        </ul>
    </div>
</div>
<!-- end header -->

<!-- start page -->
<div id="page">
    <!-- start leftbar -->
    <div id="leftbar" class="sidebar">
        <ul>
            <li>
                <h2>Tickets</h2>
                <ul>
                </ul>
            </li>
        </ul>
    </div>
    <!-- end leftbar -->

<?php
```

```

require("connect.php");

$LogID = $_GET['LogID'];
$query = "SELECT * FROM Support WHERE LogID = '$LogID'";

$result = mysql_query($query);

$num = mysql_numrows($result);
mysql_close();

$i=0;
while ($i < $num) {

$username=mysql_result($result,$i,"Username");
$email=mysql_result($result,$i,"Email");
$issue=mysql_result($result,$i,"Issue");
$actions=mysql_result($result,$i,"Actions");
$location=mysql_result($result,$i,"Location");
$phone=mysql_result($result,$i,"Phone");
$status=mysql_result($result,$i,"Status");
$assign=mysql_result($result,$i,"Assign");
$priority=mysql_result($result,$i,"Priority");
$timeTaken=mysql_result($result,$i,"TimeTaken");
?>
<!-- start content -->
    <div id="content">
        <div class="post">

            <div class="entry">
                <form id="myform" name="myform" form
action="updatedsuprecord.php">

                    <fieldset>
                        <legend>Update Record <? echo "$LogID"; ?></legend>

                        <input type="hidden" name="ud_LogID" value="<? echo "$LogID";
?>">

                        <label for="name">Username: </label>
                        <input type="text" name="ud_Username" value="<? echo
"$Username"?>"><br>

                        <label for="email">Email: </label>
                        <input type="text" name="ud_Email" value="<? echo
"$Email"?>"><br>

                        <label for="issue">Issue: </label>
                        <textarea rows="5" cols="50" wrap="physical" name="ud_Issue"
value=""><? echo "$Issue"?></textarea><br>

                        <label for="issue">Actions: </label>
                        <textarea rows="5" cols="50" wrap="physical" name="ud_Actions"
value=""><? echo "$Actions"?></textarea><br>

                        <label for="location">Location: </label>
                        <input type="text" name="ud_Location" value="<? echo
"$Location"?>"><br>

```

