

DAFTAR PUSTAKA

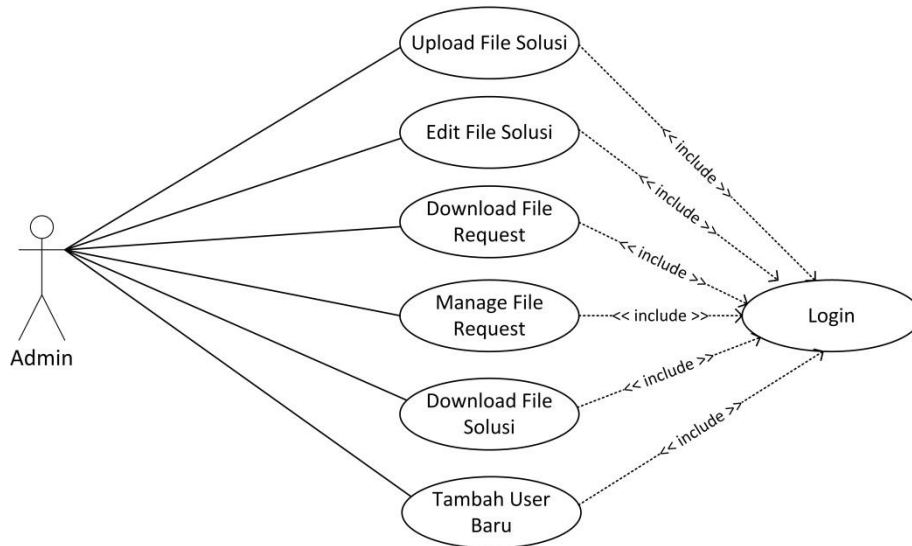
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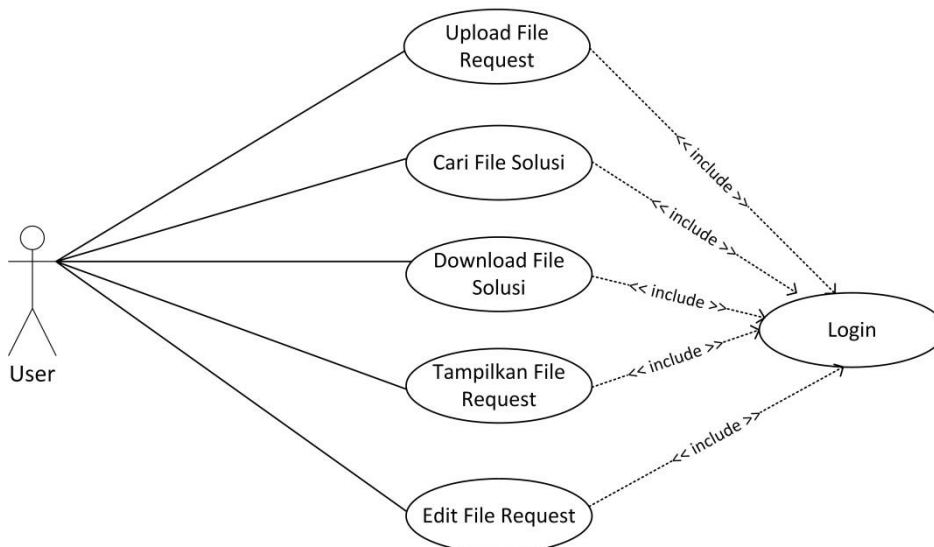
LAMPIRAN

Lampiran 1 - Use Case Diagram

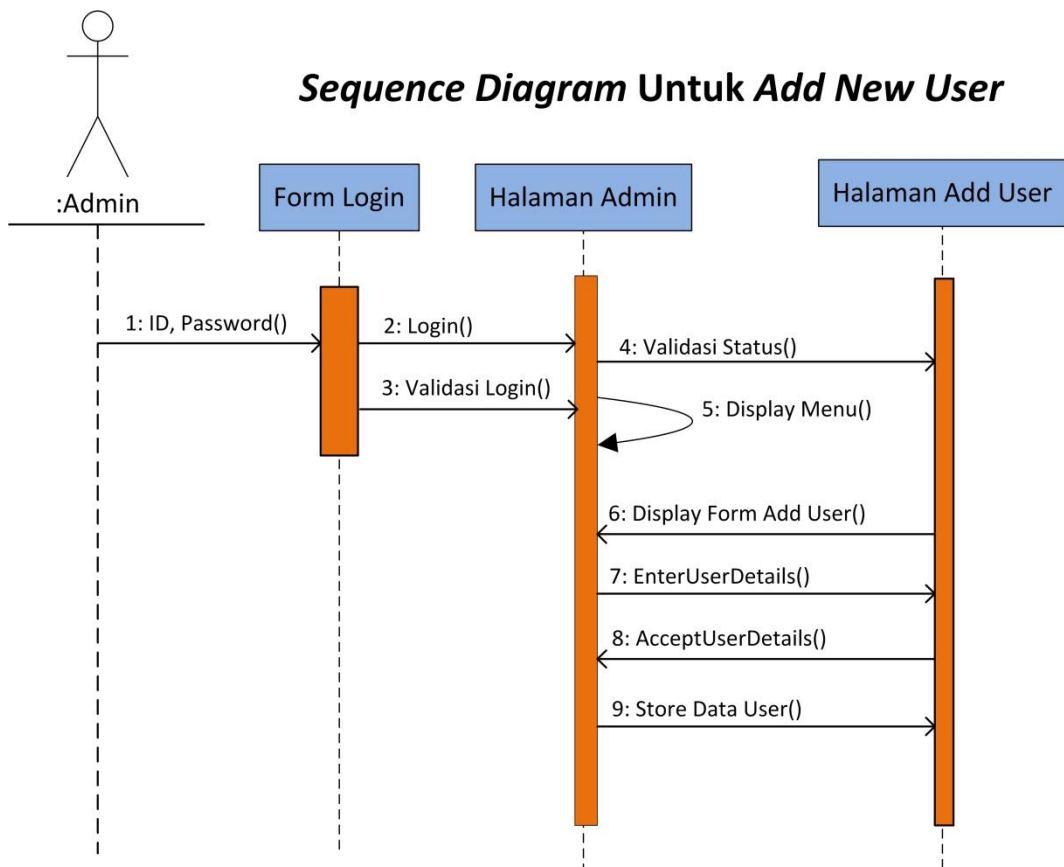
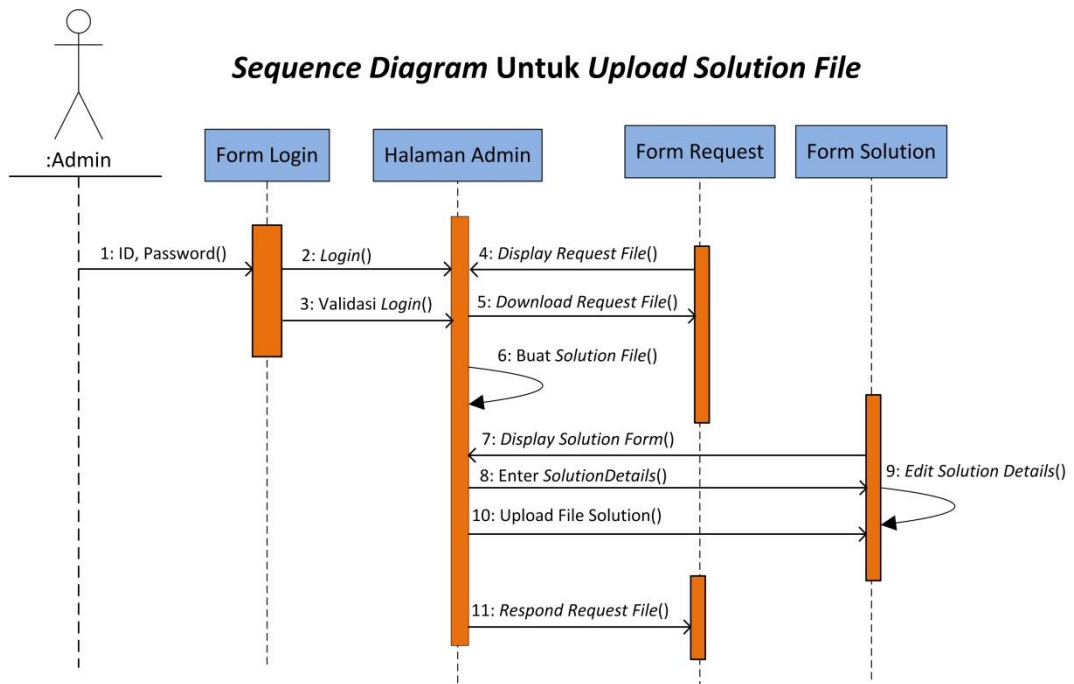
Use Case Diagram Untuk Admin

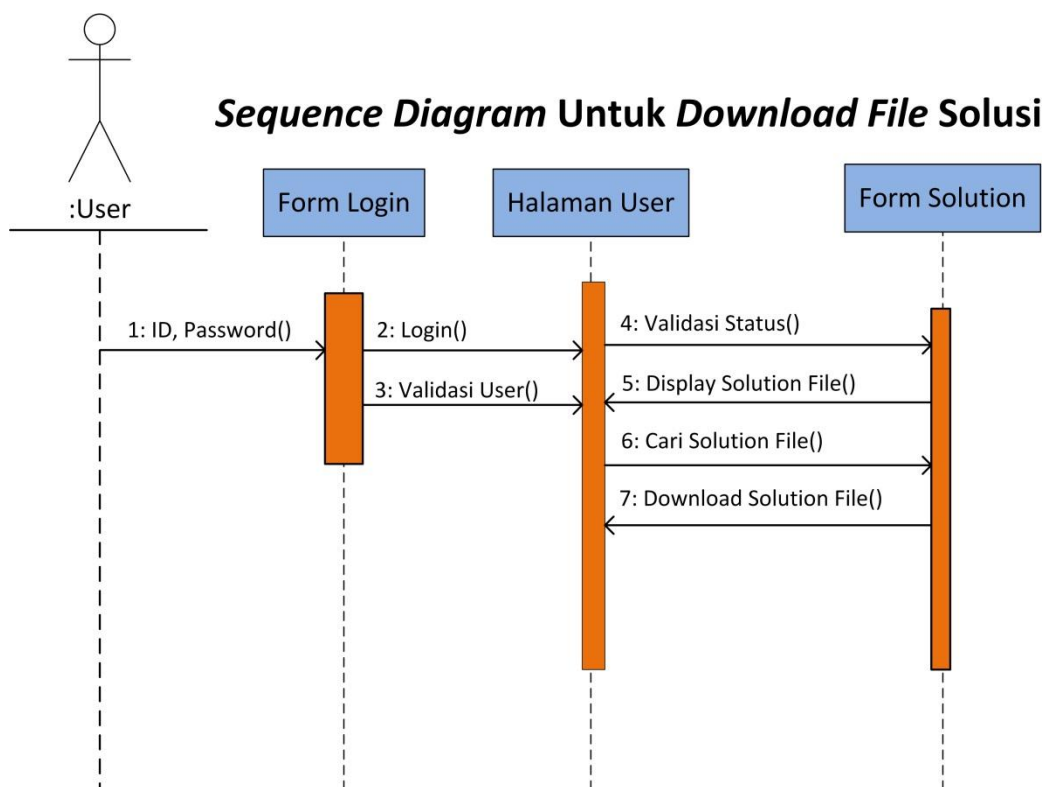
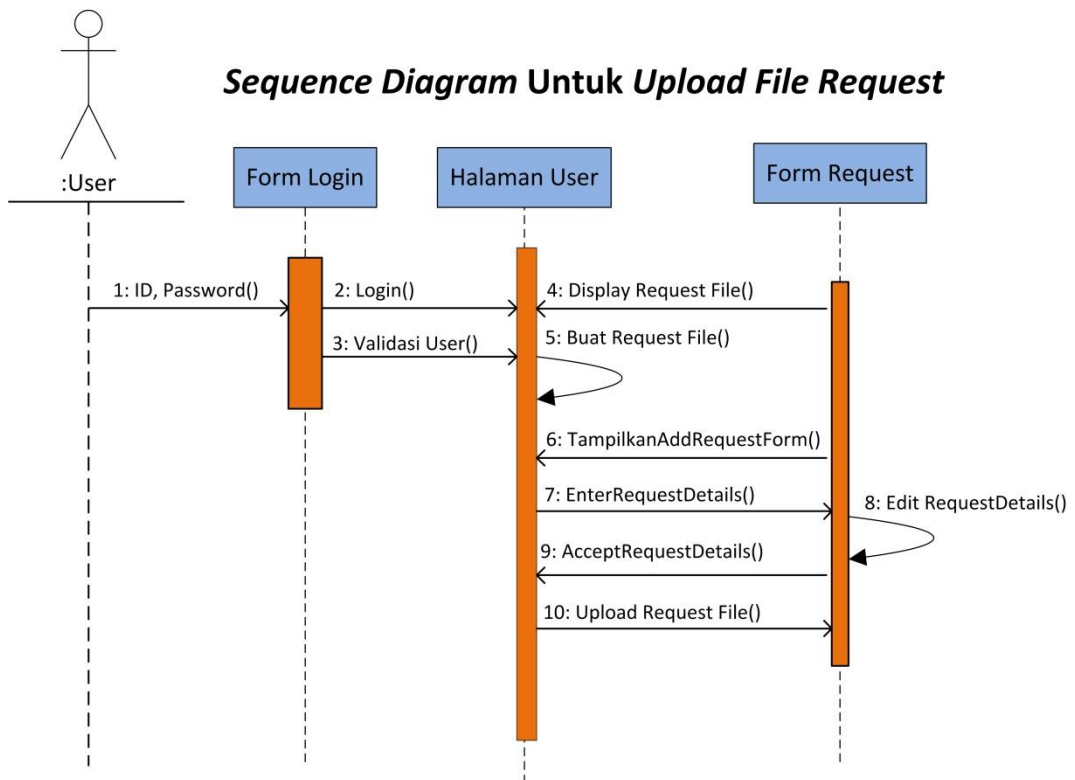


Use Case Diagram Untuk User



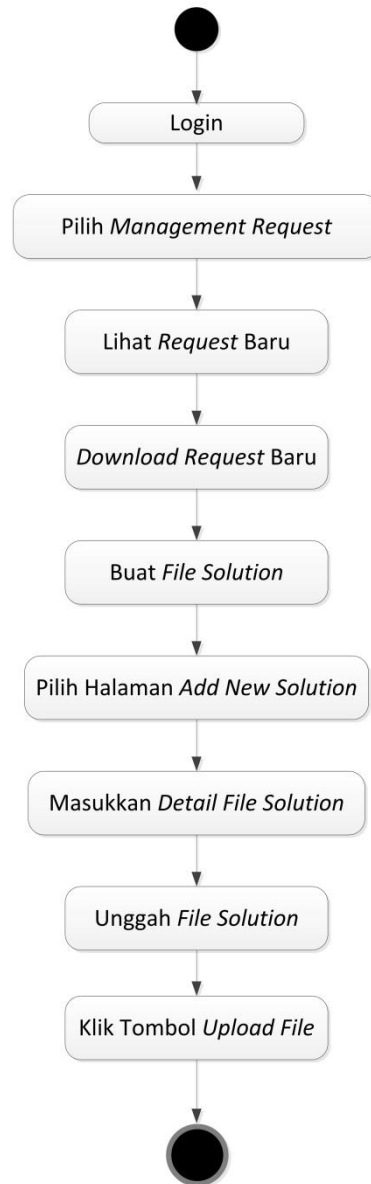
Lampiran 2 - Sequence Diagram





Lampiran 3 - Activity Diagram

Activity Diagram Untuk Upload File Solution



Lampiran 4 - Potongan Source Code

1. Index.jsp

```
<%--
  Document : index
  Created on : Jun 18, 2014, 12:49:54 PM
  Author : Ibrahim Aji
--%>
<%@page import="java.sql.ResultSet"%>
<%@page import="Controller.ControlData"%>
<%@page contentType="text/html" pageEncoding="UTF-8"%>
<!DOCTYPE html>
<html>
  <head>
    <meta http-equiv="Content-Type" content="text/html; charset=UTF-8">
    <meta name="geo.placename" content="Banjarnegara">
    <meta name="geo.region" content="id">
    <meta name="geo.country" content="id">
    <title>Welcome to IP-Solution</title>
    <meta name="Description" content="Problem Solution Operation Procedure">
    <meta name="robots" content="index, follow">
    <meta name="robots" content="all">
    <meta http-equiv="Content-Language" content="id">
    <link href="css/styleLogin.css" rel="stylesheet" type="text/css"/>
    <link href='http://fonts.googleapis.com/css?family=Oleo+Script' rel='stylesheet'
type='text/css'>
    <script type="text/javascript" src="jquery-1.7.min.Login.js"></script>
    <link rel="shortcut icon" type="image/x-icon" href="images/ipe2.gif">
  </head>
  <body>
    <div class="lg-container">
      
      <!--h1>Please Input Username and Password</h1-->
      <%try {
        if (request.getParameter("error").equals("y")) {
          %>
          <h4 align="center" style="color: blue">username & password tidak cocok</h4>
          <%
            }
          } catch (Exception e) {
            }
          %>
          <form id="lg-form" name="lg-form" action="ServletLogin" method="post">
            <div>
              <label for="username">Username:</label>
              <input type="text" name="username_login_form" id="username"
placeholder="Masukan Username Login Email Anda" />
            </div>
            <div>
              <label for="password">Password:</label>
              <input type="password" name="password_login_form" id="password"
placeholder="Masukan Password Login Email Anda" />
            </div>
          </form>
        }
      }
    </div>
  </body>
</html>
```

```

        <div>
            <button type="reset" id="login">Reset</button>
            <button type="submit" id="login">Login</button>
        </div>

    </form>
    <div id="message"></div>

</div>
<noscript><div class="noscript"><p>Sorry, JavaScript must be enabled.<br/>Change your
browser options, then <a href="">try again</a>.</p></div></noscript>
</body>
</html>

```

2. AddNewSolution.jsp

```

<%--
    Document : AddNewSolution
    Created on : Jul 2, 2014, 8:08:56 AM
    Author    : Ibrahim Aji
--%>
<% @page import="Controller.ControlData"%>
<% @page import="java.text.SimpleDateFormat"%>
<% @page import="java.util.Date"%>
<% @page import="com.oreilly.servlet.MultipartRequest" %>
<% @page contentType="text/html" pageEncoding="UTF-8"%>
<!DOCTYPE html>
<jsp:useBean id="Solution" scope="session" class="Data.Solution_Data"/>
<html>
    <head>
        <meta http-equiv="Content-Type" content="text/html; charset=UTF-8">
        <meta name="geo.placename" content="Banjarnegara">
        <meta name="geo.region" content="id">
        <meta name="geo.country" content="id">
        <title>New Solution IP-Solution</title>
        <meta name="Description" content="Problem Solution Operation Procedure">
        <meta name="robots" content="index, follow">
        <meta name="robots" content="all">
        <meta http-equiv="Content-Language" content="id">
        <link href="../css/styleWebsite.css" type="text/css" rel="stylesheet">
        <link rel="shortcut icon" type="image/x-icon" href="../images/ipe2.gif">
    </head>
    <body>
        <%
            String saveFile = "";
            String contentType = request.getContentType();
            if ((contentType != null) && (contentType.indexOf("multipart/form-data") >= 0)) {
                MultipartRequest mr = new MultipartRequest(request,
request.getRealPath("file_Solution"), 1024 * 1024 * 1024);
                Solution.setidSolution(mr.getParameter("idSolution"));
                Solution.setidAdmin(mr.getParameter("idAdmin"));
                Solution.setJudul_Solution(mr.getParameter("Judul_Solution"));
                Solution.setDeskripsi_Solution(mr.getParameter("Deskripsi_Solution"));
            }
        %>
    </body>
</html>

```



```

</tr>
<tr>
  <td width="100%" height="10">
  </td>
</tr>
<tr>
  <td width="100%" class="menuSeparator">
    <!--table border="0" width="520" cellspacing="0" cellpadding="0" height="25"-
->
    <table border="0" width="700" cellspacing="0" cellpadding="0">
      <tr>
        <td width="200" class="frameMenu" align="center">
          <a href="HomeAdmin.jsp" class="menuAtas">Admin Problem
Handling</a>
          </td>
          <td width="5" align="center">
          </td>
          <td width="140" class="frameMenuChoice" align="center">
            Add New Solution
          </td>
          <td width="5" align="center">
          </td>
          <td width="130" class="frameMenu" align="center">
            <a href="SettingSolution.jsp" class="menuAtas">Setting Solution</a>
          </td>
          <td width="5" align="center">
          </td>
          <td width="130" class="frameMenu" align="center">
            <a href="ManageRequest.jsp" class="menuAtas">Manage Request</a>
          </td>
          <td width="5" align="center">
          </td>
          <td width="130" class="frameMenu" align="center">
            <a href="AddNewUser.jsp" class="menuAtas">Add New User</a>
          </td>
          <td width="5" align="center">
          </td>
        </tr>
      </table>
    </td>
  </tr>
<tr>
  <td width="100%" height="20">
  </td>
</tr>
<tr>
  <td>
    <%try {
      if (request.getParameter("sukses").equals("y")) {
        %>
        <blink><h3 align="center" style="color: blue">-Simpan Data New Solution Berhasil-
</h3></blink>
        <%
          }
        } catch (Exception e) {
          }
        %>

```

```

<td width="100%">
  <form name="AddSolution" method="post" action="AddNewSolution.jsp"
enctype="multipart/form-data">
  <fieldset>
    <legend>Data-Data New Solution</legend>
    <%
      String a = ControlData.getKoneksi().nomorBaruSolution();
      if (a.equals("null")) {
        a = "001";
      } else if (a.length() == 1) {
        a = "00" + a;
      } else if (a.length() == 2) {
        a = "0" + a;
      }
    %>
    <script language="javascript">
      function start() {
        AddSolution.idSolution.disabled = true;
        AddSolution.idAdmin.disabled = true;
        AddSolution.DateSolution.disabled = true;
      }
    </script>
    <script language="javascript">
      function cekform()
      {
        if (document.AddSolution.Judul_Solution.value === "")
        {
          alert("Anda lupa memasukkan \"-Judul Solution tidak boleh kosong-
\\");
          document.form.noID.focus();
          return true;
        }
        else if (document.AddSolution.Deskripsi_Solution.value === "")
        {
          alert("Anda lupa memasukkan \"-Deskripsi Solution tidak boleh
kosong-\\");
          document.AddSolution.noID.focus();
          return true;
        }
        else if (document.form.file_Solution.value === null)
        {
          alert("Anda lupa memasukkan \"-File Solution-\\");
          document.form.file_Solution.focus();
          return true;
        }
      }
    </script>
    <table border="0" width="100%" cellspacing="0" cellpadding="0">
      <tr>
        <td align="right" valign="center" class="fontisi">Id Solution : </td>
        <td align="left">
          <input align="middle" type="text" style="font-size: 16px; font-
family:Georgia" name="idSolution" size="4" value="<%=a%>" onkeypress="start()" />
        </td>
      </tr>
    </table>

```

```

</tr>
<tr>
<td align="right" valign="center" class="fontisi">Username Admin :
</td>
<td align="left">
<input type="text" style="font-size: 16px; font-family:Georgia"
name="idAdmin" size="4" value="<%out.print(ckk[1].getValue());%>" onkeypress="start()" />
</td>
</tr>
<tr>
<td align="right" valign="center" class="fontisi">Judul Solution : </td>
<td align="left">
<label for="textfield3"></label>
<!--input name="Judul_Solution" type="text" style="font-size: 15px;
font-family:Georgia; width: 820px; height: 30px; background-color: #E9E0E0" placeholder="-
Berisikan Kata Kunci dari Solution yang dibuat-" id="textfield3" /-->
<input name="Judul_Solution" type="text" style="font-size: 15px;
font-family:Georgia; width: 820px; height: 30px; background-color: #E9E0E0" placeholder="-
Berisikan Kata Kunci dari Solution yang dibuat-" id="textfield3" required autofocus />
</td>
</tr>
<tr>
<td align="right" valign="center" class="fontisi">Deskripsi Solution :
</td>
<td align="left">
<label for="textfield4"></label>
<label>
<!--textarea name="Deskripsi_Solution" style="font-size: 15px;
font-family:Georgia; width: 820px; height: 150px; background-color: #E9E0E0" placeholder="-
Berisikan Penjelasan secara Ringkas dari Solution yang dibuat-" id="textarea" cols="45" rows="5"
/></textarea-->
<textarea name="Deskripsi_Solution" style="font-size: 15px; font-
family:Georgia; width: 820px; height: 150px; background-color: #E9E0E0" placeholder="-
Berisikan Penjelasan secara Ringkas dari Solution yang dibuat-" id="textarea" cols="45" rows="5"
required /></textarea>
</label>
</td>
</tr>
<tr>
<td align="right" valign="top">File Solution (.swf) : </td>
<td><label for="fileField"></label>
&nbsp;&nbsp;&nbsp;<input type="file" name="file_Solution" id="fileField"
required /><b>-File Wajib diUpload-</b>
</td>

```



```

Mrica</h1><br>
    <font class="H4">"Troubleshooting Center Trust Us for Power
Excellent"</font>
    </td>
  </tr>
</table>
</td>
<td width="40%" valign="top" align="right">
  <table border="0" width="90%" cellspacing="1" cellpadding="2">
    <tr>
      <td width="100%" align="right">
        <a href="http://www.indonesiapower.co.id/SitePages/Home.aspx"
class="linkParent">Indonesia Power</a> |
          <a href="http://www.umi.ac.id" class="linkParent">UMY</a>
        </td>
      </tr>
    </table>
  </td>
</tr>
</table>
</tr>
<tr>
  <td width="100%" height="10">
  </td>
</tr>
<tr>
  <td width="100%" class="menuSeparator">
    <!--table border="0" width="520" cellspacing="0" cellpadding="0" height="25"-
->
    <table border="0" width="390" cellspacing="0" cellpadding="0">
      <tr>
        <td width="150" class="frameMenu" align="center">
          <a href="HomeUser.jsp" class="menuAtas">User Problem Handling</a>
        </td>
        <td width="5" align="center">
        </td>
        <td width="150" class="frameMenuChoice" align="center">
          Request This User
        </td>
        <td width="5" align="center">
        </td>
      </tr>
      <tr>
        <td width="75" class="frameMenu" align="center">
          <a href="contactUs-U.jsp" class="menuAtas">Contact Us</a>
        </td>
        <td width="5" align="center">
        </td>
      </tr>
    </table>
  </td>
</tr>
<tr>
  <td width="100%" height="20">
  </td>

```

```

</tr>
<tr>
  <%try {
    if (request.getParameter("sukses").equals("y")) {
      %>
      <blink><h3 align="center" style="color: blue">-Simpan Data New Request Berhasil-
</h3></blink>
      <%
        }
      } catch (Exception e) {
        }
      %>
      <td width="100%">
        <form name="AddRequest" method="post" action="AddNewRequest.jsp"
enctype="multipart/form-data">
          <fieldset>
            <legend>Data-Data New Request</legend>
            <%
              String a = ControlData.getKoneksi().nomorBaruRequest();
              if (a.equals("null")) {
                a = "001";
              } else if (a.length() == 1) {
                a = "00" + a;
              } else if (a.length() == 2) {
                a = "0" + a;
              }
            %>
            <script language="javascript">
              function start() {
                AddRequest.idRequest.disabled = true;
                AddRequest.User_Requester.disabled = true;
                AddRequest.DT_Request.disabled = true;
                AddRequest.status.disabled = true;
              }
            </script>
            <script language="javascript">
              function cekform()
              {
                if (document.AddRequest.deskripsi_Problem.value === "")
                {
                  alert("Anda lupa memasukkan \"-Deskripsi Masalah Request tidak
boleh kosong-\");
                }
                document.AddRequest.noID.focus();
                return true;
              }
              else if (document.form.file_Capture.value === null)
              {
                alert("Anda lupa memasukkan \"-File Capture-\");
                document.form.file_Capture.focus();
                return true;
              }
            }
            </script>
            <table border="0" width="100%" cellspacing="0" cellpadding="0">
            <tr>
              <td align="right" valign="center" class="fontisi">Id Request : </td>

```



```

        <td align="left">
            <input align="middle" type="text" style="font-size: 16px; font-
            family:Georgia" name="idRequest" size="4" value="<%=a%>" onkeypress="start()" />
        </td>
    </tr>
    <tr>
        <td width="100%" height="10"></td>
    </tr>
    <tr>
        <%
            Cookie ckk[] = request.getCookies();
        %>
        <td align="right" valign="center" class="fontisi">User Requester : </td>
        <td align="left">
            <input type="text" style="font-size: 16px; font-family:Georgia"
            name="User_Requester" size="5" value="<%out.print(ckk[2].getValue());%>"
            onkeypress="start()" />
        </td>
    </tr>
    <tr>
        <td width="100%" height="10"></td>
    </tr>
    <tr>
        <td align="right" valign="center" class="fontisi">Deskripsi Masalah
        Requester : </td>
        <td align="left">
            <label for="textfield4"></label>
            <label>
                <!--textarea name="Deskripsi_Solution" style="font-size: 15px;
                font-family:Georgia; width: 820px; height: 150px; background-color: #E9E0E0" placeholder="-
                Berisikan Penjelasan secara Ringkas dari Solution yang dibuat-" id="textarea" cols="45" rows="5"
                /></textarea-->
                <textarea name="deskripsi_Problem" style="font-size: 15px; font-
                family:Georgia; width: 820px; height: 150px; background-color: #E9E0E0" placeholder="-
                Berisikan Penjelasan secara Ringkas dari Masalah terkait dengan yang terjadi-" id="textarea"
                cols="45" rows="5" required /></textarea>
            </label>
        </td>
    </tr>
    <tr>
        <td align="right" valign="top">File Capture Problem (.JPG/.PNG) :
    </td>
        <td><label for="fileField"></label>
            &nbsp;&nbsp;&nbsp;&nbsp;<input type="file" name="file_Capture" id="fileField"
            required /><b>-File Wajib diUpload-</b>
        </td>
    </tr>
    <tr>
        <td width="100%" height="10"></td>
    </tr>
    <tr>
        <td align="right" valign="center" class="fontisi">Time Add New
        Request : </td>
        <td align="left">
            <%Date tgl = new java.util.Date();

```

```

SimpleDateFormat sdf = new SimpleDateFormat("EEE dd MMM
yyyy HH:mm:ss");

String tanggal = sdf.format(tgl);%>
<label for="textfield3"></label>
&nbsp;&nbsp;&nbsp;<input name="DT_Request" type="text" size="26"
style="font-size: 16px; font-family:Georgia" value="<%=tanggal%>" onkeypress="start()" />
</td>
</tr>
<tr>
<td width="100%" height="10"></td>
</tr>
<tr>
<td align="right" valign="center" class="fontisi">Status Request : </td>
<td align="left">
&nbsp;&nbsp;&nbsp;<input align="middle" type="text" style="font-size:
16px; font-family:Georgia" name="status" size="10" onkeypress="start()" />
</td>
</tr>
<tr>
<td align="center" valign="center">&nbsp;&nbsp;&nbsp;</td>
<td align="center" valign="center">
<input type="submit" name="Add" style="font-size: 16px; font-
family:Georgia" value="Add-Request" onclick="return cekform()" />
<button type="reset" style="font-size: 16px; font-
family:Georgia">Reset</button>
</td>
</tr>
<tr>
<td width="15%"></td>
<td width="85%"></td>
</tr>
</table>
</fieldset>
</form>
</td>
</tr>
<tr>
<td width="100%" height="20">
</td>
</tr>
<tr>
<td width="100%" class="footerSeparator">
<table border="0" width="100%" cellspacing="0" cellpadding="0">
<tr>
<td width="100%" align="right" class="footer" height="10">
</td>
</tr>
<!--tr>
<td width="100%" align="right" class="footer">
Disclaimer | Copyright Notice | Contact Us
</td>
</tr-->
<tr>
<td width="100%" align="right" class="footer">
Troubleshooting Center Trust Us for Power Excellent - Indonesia Power

```

UBP Mrica - Universitas Muhammadiyah Yogyakarta

```
        </td>
    </tr>
    <tr>
        <td width="100%" align="right" class="footer" height="10">
        </td>
    </tr>
</table>
</td>
</tr>
<tr>
    <td width="100%" height="10">
    </td>
</tr>
</table>
</center>
</div>
</body>
</html>
<%
    String saveFile = "";
    String contentType = request.getContentType();
    if ((contentType != null) && (contentType.indexOf("multipart/form-data") >= 0)) {
        MultipartRequest mr = new MultipartRequest(request, request.getRealPath("file_Capture"),
1024 * 1024 * 1024);
        Request.setIdRequest(mr.getParameter("idRequest"));
        Request.setUser_Requester(mr.getParameter("User_Requester"));
        Request.setDeskripsi_Problem(mr.getParameter("deskripsi_Problem"));
        Request.setFile_Capture(mr.getFileName("file_Capture"));
        Request.setDT_Request(mr.getParameter("DT_Request"));
        Request.setStatus(mr.getParameter("status"));
        try {
            ControlData.getKoneksi().tambahRequestPrepared(Request);
            response.sendRedirect("AddNewRequest.jsp?sukses=y");
        } catch (Exception e) {
            response.sendRedirect("AddNewRequest.jsp?error=y");
        }
    }
%>
```