

## Installing and Configuring Splunk for Request Tracker app

Splunk for Request Tracker app provides visibility to Request Tracker data, allowing to view realtime, time selected, and SLA reports.

### Install App requirements

Splunk for Request Tracker requires python version 2.x. To check if it's installed, you can issue the following command:

```
ls /usr/bin/python2
```

If it's intalled, you'll see “/usr/bin/python2”. If not, ls will advice about it. In the rare case that it happens, plase refer to you linux distribution documentation for instructions to install it.

To install the library dependencies you will need python pip. To install it, you can issue the following command:

- **RedHat/CentOS:** `sudo yum install python-pip`
- **Debian/Ubuntu:** `sudo apt-get install python-pip`

Then it's time to install the library dependencies:

- MySQL-python: to allow mysql connectivity:

```
sudo pip install MySQL-python
```

- SQLAlchemy: framework by the app to interact with MySQL. **NOTE:** Splunk for RT is not compatible with recent versions of MySQL Alchemy. Because of this, please install a legacy version issuing this command:

```
sudo pip install https://pypi.python.org/packages/source/S/SQLAlchemy/SQLAlchemy-0.6.3.tar.gz
```

Finally, create the file needed to store the last id loaded by the script. To do this, issue the following command **with the splunk system user**:

```
echo 0 > /var/tmp/lastid-sql_datainput
```

## Splunk server configurations

Create rt index for rt data.

rt

### Index settings

Home path

*Hot/warm db path. Leave blank for default (\$SPLUNK\_DB/INDEX\_NAME/db).*

Cold path

*Cold db path. Leave blank for default (\$SPLUNK\_DB/INDEX\_NAME/colddb).*

Thawed path

*Thawed/resurrected db path. Leave blank for default (\$SPLUNK\_DB/INDEX\_NAME/thaweddb).*

Max size (MB) of entire index

*Maximum target size of entire index.*

Max size (MB) of hot/warm/cold bucket

*Maximum target size of buckets. Enter 'auto\_high\_volume' for high-volume indexes.*

Frozen archive path

*Frozen bucket archive path. Set this if you want Splunk to automatically archive frozen buckets.*

Define your request tracker database connection data in:

`$SPLUNK_HOME/etc/apps/SplunkForRequestTracker/bin/sqldatainput.conf`  
and

`$SPLUNK_HOME/etc/apps/SplunkForRequestTracker/bin/sqldatainput2.conf`

Review scripts from `$SPLUNK_HOME/etc/apps/SplunkForRequestTracker/bin/` if your splunk home path is different of `/opt/splunk`, to change path locations.

Now that we are ready to go, we can check if everything is working as expected by going to the Splunk app.

Enjoy!

Feedback is welcome:

- Website: [www.open3s.com](http://www.open3s.com)
- Email: [info@open3s.com](mailto:info@open3s.com)

*All trademarks and registered trademarks displayed on this app, as well as all logos shown, are the property of their respective owners.*