

Request Tracker 3.8

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Request Tracker

- Ticket System
 - Tasks, Projects, Times, Teamwork
 - Queues
 - Tickets
 - Transactions
 - Status
 - Dates
 - Attachments
 - Users
 - Groups, Rights
-
-

Playground

URL: <http://support.linuxia.de/rt>

Login 1: vienna/vienna

Login 2: bratislava/bratislava

Queue: Twincity Perl Workshop

Request Tracker 3.8

- Neue Features
- Installation, Upgrading, Konfiguration
- Schnittstellen



RT 3.8 Features

- Dashboards
 - Ticket Bookmarks
 - Richtext email
 - Email-Signaturen und -Verschlüsselung
 - Charts of Ticket Relationships
 - Email digests
 - Session expiration
 - Plugins
 - Standalone server
 - Visual Style
 - Bug Fixes
-
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Ticket Bookmarks

- Add/remove bookmarks
 - * at upper right corner of ticket display
- List bookmarks
 - RT at a Glance/Edit

Dashboards

- Contents
 - Saved Searches
 - Saved Graphs
 - Ticket Relationship Graphs
- Location
 - Tools/Dashboards

Dashboard Rights I

- Create
 - CreateDashboard, CreateGroupDashboard, CreateOwnDashboard
- Delete
- Modify
- See
- Subscribe
 - SubscribeDashboard

Dashboard Rights II

- Saved Searches
 - CreateSavedSearch
 - ShowSavedSearch
 - LoadSavedSearch
- <http://wiki.bestpractical.com/view/Rights>

Richtext Email

- WYSIWYG editor for HTML emails
 - FCKeditor
 - Excellent cross-platform support
 - Local copy in html/NoAuth/RichText
 - Just plain text
 - Set(\$MessageBoxRichText, 0);
 - Preferences/General (ModifySelf)
 - Display improvements
 - Bug in Create New Ticket
 - <http://lists.bestpractical.com/pipermail/rt-users/2008-September/054255.html>
-
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Richtext Email

The screenshot displays the Request Tracker 3.8 web interface in a browser window. The address bar shows the URL: `http://support.linuxia.de/rt/Ticket/Update.html?Action=Respond&id=1159`. The browser's toolbar includes various icons for navigation and editing. The page header shows the site name "RT for support.linuxia.de" and the user is logged in as "vienna".

The main content area is titled "Update ticket #1159 (Request Tracker 3.8)". It features a sidebar on the left with navigation links: Home, Simple Search, Tickets, New Search, Edit Search, Advanced, Show Results, Bulk Update, #1159, Tools, and Approval. The main form includes fields for Status (open (Unchanged)), Owner (bratislava (Unchanged)), Worked (Minutes), Update Type (Reply to requestors), Subject (Request Tracker 3.8), One-time Cc, and One-time Bcc. There is an "Attach" section with a "Browse..." button and an "Add More Files" button. Below these is a rich text editor with a toolbar containing various icons for text formatting and insertion. The text in the editor reads: "Request Tracker is *written* in Perl, a cool and colorful language." The word "written" is italicized, and "colorful" is split into "color" (blue) and "ful" (red). A "Update Ticket" button is located at the bottom right of the form.

The footer of the page includes a search bar with the text "Find: vienn", navigation links "Previous" and "Next", and checkboxes for "Highlight all" and "Match case". The bottom status bar shows "Transferring data from support.linuxia.de..." and a "FoxTrick" icon.

In the bottom right corner, there is a logo for "BEST PRACTICAL" and the text "RT 3.8.1 Copyright 1996-2008 Best Practical Solutions, LLC."

Email Signatures and Encryption

- verify PGP signatures on incoming messages
- decrypt encrypted messages
- sign and encrypt outgoing mail

Encryption: Setup

RT's GnuPG libraries couldn't successfully read your configured GnuPG home directory (/var/cache/request-tracker3.8/data/gpg). PGP support has been disabled

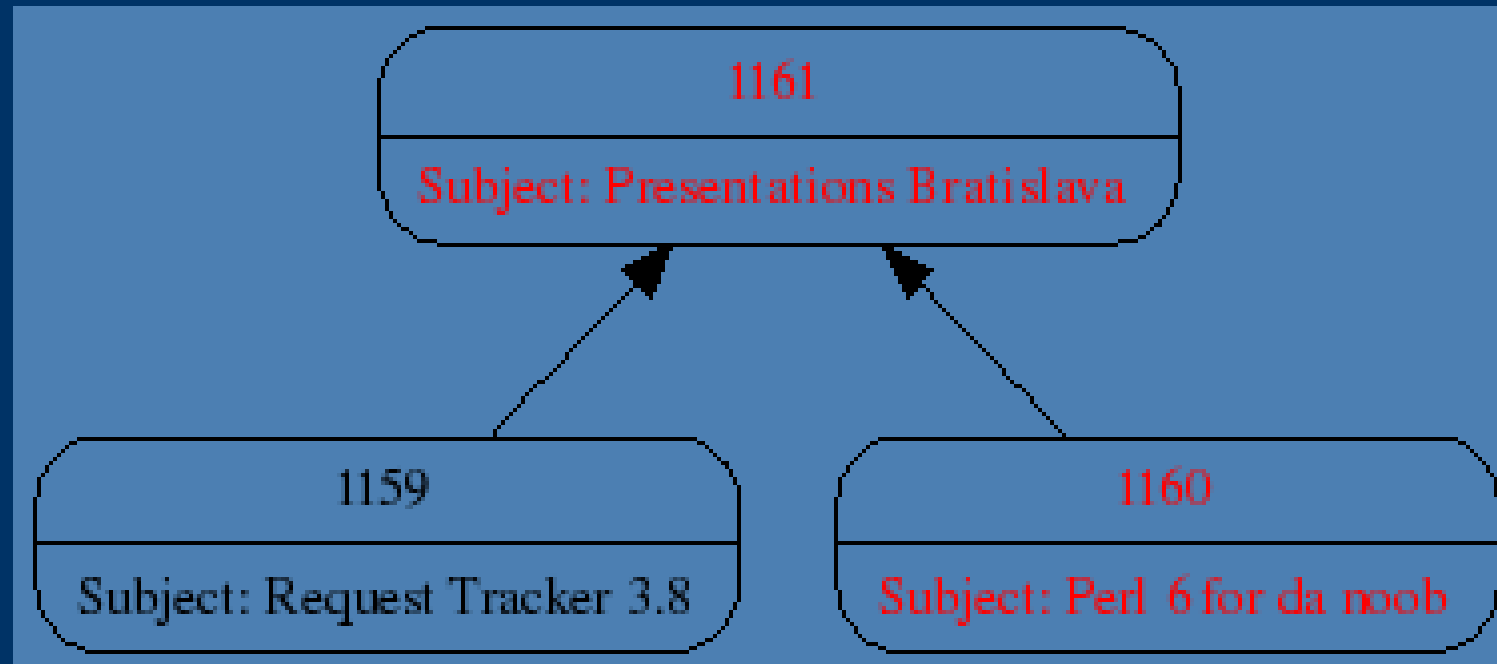
```
cd /var/cache/request-tracker3.8/  
mkdir -p data/gpg  
chown -R www-data data  
chmod -R o-rx data
```

```
su www-data  
GNUPGHOME=data/gpg gpg --gen-key
```

Encryption: Configuration

```
Set ( %GnuPG,  
Enable=>1,  
OutgoingMessagesFormat=>'RFC',  
AllowEncryptDataInDB=>0,  
);  
Set ( %GnuPGOptions,  
'passphrase'=>'foobar',  
'no-permission-warning'=>undef,  
'homedir'=>' /var/cache/request-  
tracker3.8/data/gpg'  
);  
Set (@MailPlugins, 'Auth::MailFrom',  
'Auth::GnuPG',  
);
```

Charts of Ticket Relationships



Charts of Ticket Relationships

- Ensure modules are installed, otherwise silent failure
- `./sbin/rt-test-dependencies`
`--with-GD --with-GRAPHVIZ`

Mail Delivery / Digests

- Preferences/Mail
 - Needs ModifySelf right
 - Delivery Options
 - Individual
 - Daily
 - Weekly
 - Suspended
 - Cronjob for Digests
-
-

Session Expiration

- No expiration save by closing the browser
- Now with rt-clean-sessions



Plugins

```
Set (@Plugins,  
    (qw (RTx::EmailCompletion  
        RTx::Calendar)) );
```

New Features: Conclusion

- Documentation missing
- Bugs in new features



Installation, Upgrade and Configuration

- Installation
- Upgrades from RT 3.6 to RT 3.8
- Configuration

Installation: Debian vs RedHat

- Debian
 - Tons of packaged Perl modules
 - Debian Perl Group
 - Perl used for many system/packaging tools
 - RT 3.8 packages missing :-(
- RedHat
 - notoriously breaking Perl (modules)
 - Scalar::Util from CPAN

Installation: Prerequisites

- Perl 5.8.3
 - SQL database
 - MySQL (4.0.13 or later with InnoDB support)
 - PostgreSQL (7.2 or later)
 - Oracle (9iR2 or later)
 - SQLite (3.0 or later)
 - Webserver
 - Apache 1.3.x or 2.x
 - mod_perl
 - FastCGI
 - Other
 - FastCGI
 - Perl modules
-
-

Installation

- Download and unpack tarball
 - <http://download.bestpractical.com/pub/rt/release/rt.tar.gz>
 - Read README
 - ./configure
 - /opt/rt3
 - make testdeps
 - make fixdeps
 - make install (as root)
 - edit configuration
 - /opt/rt3/etc/RT_SiteConfig.pm
-
-

Edit Configuration

```
# THE BASICS:
```

```
Set($rtname, 'support.linuxia.de');  
Set($Organization, 'support.linuxia.de');
```

```
Set($CorrespondAddress ,  
'rt@support.linuxia.de');  
Set($CommentAddress ,  
'rt-comment@support.linuxia.de');
```

```
# THE WEBSERVER:
```

```
Set($WebPath , "/rt");  
Set($WebBaseURL , "http://support.linuxia.de");
```

Database Configuration and Setup

Configuration

```
Set ($DatabaseType, 'mysql');  
Set ($DatabaseHost, 'localhost');  
Set ($DatabaseName, 'support');  
Set ($DatabaseUser , 'support');  
Set ($DatabasePassword , 'mysecret');
```

Setup

```
make initialize-database
```

Edit Configuration: Database

```
Set ($DatabaseType, 'mysql');
```

```
Set ($DatabaseHost, 'localhost');
```

```
Set ($DatabaseUser , 'support');
```

```
Set ($DatabasePassword ,  
    'mysecret');
```



Webserver Configuration

```
<VirtualHost 85.10.244.99:80>
    ServerName support.linuxia.de
    DocumentRoot /opt/rt3/share/html
    AddDefaultCharset UTF-8

    PerlRequire "/opt/rt3/bin/webmux.pl"

    <Location /NoAuth/images>
        SetHandler default
    </Location>
    <Location />
        SetHandler perl-script
        PerlResponseHandler RT::Mason
    </Location>
</VirtualHost>
```

Installation: Finish

- Change password for RT root user
 - Default is password
- Create
 - Queues
 - Users
 - Groups
 - Rights
 - Mail aliases

Email Gateway: Aliases for Queues

```
tcpw@support.linuxia.de:  
/usr/bin/rt-mailgate --queue 'Twincity  
Perl Workshop' --action correspond --url  
http://support.linuxia.de/rt
```

```
tcpw-comment@support.linuxia.de:  
/usr/bin/rt-mailgate --queue 'Twincity  
Perl Workshop' --action comment --url  
http://support.linuxia.de/rt
```

Upgrading 3.6 => 3.8: Preparations

- Take RT offline
- Backup database
 - `mysqldump support > support.dmp`

Upgrading 3.6 => 3.8: MySQL

- Apply schema upgrade
 - perl etc/upgrade/schema.mysql-4.0-4.1.pl db user pass
> sql.queries
 - Check queries
 - mysql < sql.queries
- Consequences
 - Repeated logins
 - Corrupted attachments

Upgrading 3.6 => 3.8

Update files and binaries

```
make upgrade
```

Update database

```
/opt/rt3/sbin/rt-setup-database --dba  
root --prompt-for-dba-password --action  
upgrade
```

Clear mason cache

```
rm -fr /opt/rt3/var/mason_data/obj
```

Restart webserver

Cronjobs: Mail Digest

```
/etc/cron.daily/request-tracker3.8  
# Send daily RT emails.  
/usr/sbin/rt-email-digest -m daily
```

```
/etc/cron.weekly/request-tracker3.8  
# Send weekly RT emails  
/usr/sbin/rt-email-digest -m weekly
```

Cronjobs: Mail Dashboards

```
/etc/cron.hourly/request-tracker3.8  
# Send RT dashboard emails  
/usr/sbin/rt-email-dashboards
```

Interfaces

- Web
- Email
- REST
- CLI

CLI

New Queue:

```
$ rt create -t queue set name='Perl-Workshop'  
# Queue 4 created.
```

New Ticket:

```
$ rt create -t ticket set subject='Presentation  
Slides' \  
    set queue='Perl-Workshop'  
# Ticket 11 created.
```

CLI

Display ticket:

```
$ rt show ticket/11 -f
  id,subject,queue,requestors,owner
id: ticket/11
Subject: Presentation Slides
Queue: Perl-Workshop
Requestors: racke@linuxia.de
Owner: Nobody
```
