

Request Tracker 3.8 & 4.0

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Request Tracker

- Bugtracking System for Perl / CPAN
- Trouble Ticket System
 - Companies
 - Organizations
- Customers
 - Few instances dedicated to clients and organizations
 - One instance for other clients
- Best Practical

Request Tracker

- Introduction
 - Basics
 - Customizations
 - Interfaces
- REST
- Plugins
- RT 4

Basics

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

Customizations

- Custom Fields
- Scripts
- Extensions (Plugins)



Interfaces

- Web
 - View and manipulate tickets
 - Convenient but not lazy
 - Email
 - Create, correspond, comment on tickets
 - Manipulate tickets through plugins
 - Commandline
 - View and manipulate tickets
 - REST
 - View and manipulate tickets with Perl scripts
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Playground

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

Login: oslo/oslo6

Queue: Nordic Perl Workshop

Email: npw@support.linuxia.de

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
```

REST

- REST via HTTP
 - Access with RT username and password
 - No RT installation required
- RT::Client::REST

RT::REST::Client

- <http://search.cpan.org/dist/RT-Client-REST/>
- Module for the RT objects
 - RT::REST::Client::Queue (queue)
 - RT::REST::Client::Ticket (queue)

Plugins

- Extensions for RT
 - Interface formalized in 3.8
- Download: CPAN
- Installation
 - Standard module installation
 - RTHOME environment variable
- Configuration: RT_SiteConfig.pm
 - @Plugins
 - @MailPlugins

Plugins

- `Rtx::Calendar`
 - Calendar view for tickets
- `RT::Authen::ExternalAuth`
 - External lookup of authentication and information
- `RTx::EmailCompletion`
 - Auto completion on email fields
- `RT::Extension::CommandByMail`
 - Manipulate tickets by email
- `RT::Extension::ExtractCustomFieldValues`
 - Extract custom values from emails

Plugins: Installation and Configuration

```
$ export RTHOME=/opt/rt3  
$ perl Makefile.PL  
$ make  
$ make install
```

`/opt/rt3/etc/RT_SiteConfig.pm:`

```
Set (@MailPlugins, qw (Auth::MailFrom  
Filter::TakeAction) );
```

```
Set (@Plugins,  
(qw (RT::Extension::CommandByMail) ) );
```

Plugins: Portlet

```
Set ($HomepageComponents, [qw(QuickCreate  
Quicksearch MyCalendar MyAdminQueues  
MySupportQueues MyReminders RefreshHomepage  
Dashboards) ] );
```

RTx::Calendar



RTx::Email::Completion



RT::Authen::ExternalAuth



RT::Extension::CommandByMail



RT::Extension::ExtractCustomField Values



Request Tracker 4

- Complete overhaul of the codebase
- Jifty web application platform
- TicketSQL extended as tsql
 - New powerful query language
- Scripts replaced by Lorzy
 - Lisp-like mini language
- Date and Time rationalization
 - DateTime suite

Conclusion

- Use RT and report bugs
- Get slides
 - <http://www.linuxia.de/talks/yapc2009/>
- Contact me
 - racke@linuxia.de
 - IRC #rt