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Computing Services

IT Support Tracking with Request Tracker (RT)

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Overview

- What is RT?

- A bit of terminology

- Demonstration of the RT web interface

- Behind the scenes – configuration options

- Requirements and technical details

RT is …

- A Trouble Ticket system
  - Lets a group of people manage tasks and requests
  - Full-featured web, e-mail or command line interface
- Under development since 1996
- Written in object-oriented Perl
  - Open source and fully customizable

RT Terminology

- *Ticket* – request for action

- *Queue* – collection of tickets belonging together

- *Requestor* – person requesting an action

- *Creator* – person creating the ticket

- *Owner* – person responsible for ticket

RT Demonstration

- The life of an email-generated ticket

- Directly creating tickets

- Searching
  - Can update all tickets matching criteria at once
  - Can bookmark a search

RT Configuration - General

- Users created with password and privileges
  - Or auto-created with first email
- Groups defined for varying access rights
  - Pseudo-groups reflect certain roles
- Create queues for different purposes
- Rights can be assigned globally or per queue for both groups or users

RT Configuration - Queues

- Scrips control actions on different events

- Templates format correspondence

- Keywords can be added

- Queue watchers can be defined

- Rights assigned to individuals or groups

Technical Requirements

- Free download from www.bestpractical.com/rt/
  - Basic set-up requires ½ - 1 day
- *RT server* - Linux, FreeBSD, Solaris, Mac OS X
  - End user ports to Windows 2000 and XP available
- *SQL database* - MySQL 4 or PostgreSQL 7.3
  - Plans for commercial database support
- *Web server* - RT uses FastCGI protocol or Apache's mod_perl interpreter
- *Mail Transfer Agent*

More Technical Details

- Email interface
    - PGP signatures required for full functionality
- Command line interface
    - Requires a shell interface to the RT server
- Escalations
    - Need to run a cron script
- Changing RT
    - Perl and HTML
    - Online manual available
        - Version 2: fsck.com/rtfm/
        - Version 3: www.bestpractical.com/rt/docs.html