

RT 3.4 Installation and Configuration

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Overview

Overview

- RT is a ticketing system that enables a group of people to manage tasks, issues, and requests submitted by a community of users
- <http://www.bestpractical.com/rt/>

Features

- <http://www.bestpractical.com/rt/features.html>
- Submit, assign, prioritize, search, escalate and report on issues
- RT keeps track of each ticket's history and metadata

Typical Uses

- Project management
- Help desk
- NOC ticketing
- CRM
- Software development

Documentation

- <http://wiki.bestpractical.com/>

Architecture

- Object-oriented Perl
- Apache (Apache2) with mod_perl or mod_fastcgi
- HTML::Mason
- DBIx::SearchBuilder
- RDBMS

Installation

Download

- Latest release (June 15th 2006) is RT 3.6.0
- <http://www.bestpractical.com/rt/download.html>

Installation Guides

- <http://wiki.bestpractical.com/index.cgi?InstallationGuides>
- Fedora Core, RHEL, SUSE, Debian, Gentoo
- OpenBSD, FreeBSD
- Solaris
- Mac OS X

Pre-packaged RT

- Debian stable (sarge) - RT 3.4.1
- Debian testing (etch) - RT 3.4.4
- Ubuntu 6.06 LTS (dapper) - RT 3.4.4
- Gentoo - RT 3.4.5

Decisions

- Apache / Apache2
- mod_perl / mod_perl2 / mod_fastcgi
- PostgreSQL / MySQL / Oracle / ...

My Advice

- Stick to what you know
- Use a pre-packaged version if possible

This Demonstration

- Ubuntu 6.06 LTS (Dapper Drake)
- Apache2
- mod_fastcgi
- PostgreSQL 7.4

RT on Ubuntu

- Make sure 'universe' is enabled in `/etc/apt/sources.list`
- Run `apt-get update`

RT on Ubuntu

- As root:
 - `apt-get install libcgi-fast-perl apache2-mpm-prefork libapache2-mod-fcgid`
 - `apt-get install request-tracker3.4 rt3.4-apache2`
 - `apt-get install postgresql oidentd`

Configuration

RT_SiteConfig.pm

- Minimal configuration is in `/etc/request-tracker3.4/RT_SiteConfig.pm`
- See `/etc/request-tracker3.4/RT_Config.pm` for all options, but **do not edit this file**

RT_SiteConfig.pm

- This file must be readable by the web server user:
 - `chgrp www-data /etc/request-tracker3.4/RT_SiteConfig.pm`
 - `chmod g+r /etc/request-tracker3.4/RT_SiteConfig.pm`

Database Setup

- Check that `tcpip_socket = true` is configured in `/etc/postgresql/7.4/main/postgresql.conf`
- If you edited this file, remember to `invoke-rc.d postgresql-7.4 restart`

Database Setup

- As postgres:
 - `createuser --adduser --createdb --encrypted --pwprompt rtadmin`

Initialize Database

- As root:
 - `rt-setup-database --action=init`
`--dba=rtadmin`
`--prompt-for-dba-password`

Apache Configuration

- Add the following to `/etc/apache2/sites-available/default`

```
ScriptAlias /rt /usr/share/request-tracker3.4/  
libexec/mason_handler.fcgi  
<Location /rt/>  
    DirectoryIndex index.html  
</Location>
```


Apache Configuration

- Restart apache2:
 - `invoke-rc.d apache2 restart`
- You should now be able to login with
username `root`, password `password`

FastCGI Timeouts

- Some RT actions (particularly complex searches) may take longer than the default FastCGI timeout
 - `BusyTimeout` (default 300 seconds)
 - `IPCCommTimeout` (default 20 seconds)
- <http://fastcgi.coremail.cn/doc.htm>

Exim Configuration

- Add primary IP address to IP addresses to listen on for SMTP connections:
 - `dpkg-reconfigure exim4-config`

Exim Configuration

- Enable pipe transport for system aliases:
- Set `SYSTEM_ALIASES_PIPE_TRANSPORT = address_pipe` in `/etc/exim4/exim4.conf.template`
- Run `update-exim4.conf`

Exim Configuration

- Add aliases for RT queues to `/etc/aliases`
- `rt: |/usr/bin/rt-mailgate
--action=correspond --queue=General
--url=http://localhost/rt`
- `rt-comment: |/usr/bin/rt-mailgate
--action=comment --queue=General
--url=http://localhost/rt`

Advanced Exim Configuration

- Automatic per-queue configuration from RT database: <http://wiki.bestpractical.com/index.cgi?ConfigEximFromRTDB>
- If queue name matches email address, can configure a virtual domain to handle RT email without a database lookup

Using RT

Using RT

- RT User Manual:
 - <http://wiki.bestpractical.com/index.cgi?UserManual>
- Documentation from MIT:
 - <http://web.mit.edu/tooltime/notebook/reference/documentation.html>
 - Particularly *Basics of Using RT* (PDF) and items marked *for RT Administrators*

rt-crontool

- Escalate ticket priority as due date approaches: <http://wiki.bestpractical.com/index.cgi?ConfigureEscalation>
- Schedule timed notifications for tickets matching specified criteria: <http://wiki.bestpractical.com/index.cgi?TimedNotifications>

Scripts from the University of Kent

- <http://www.cs.kent.ac.uk/people/staff/tdb/rt3/>
 - [rt-remind](#)
 - [rt-escalate](#)
 - [rt-count](#)

RTx-Shredder

- Purge deleted tickets from the database:
- <http://search.cpan.org/dist/RTx-Shredder/>

Any Questions?