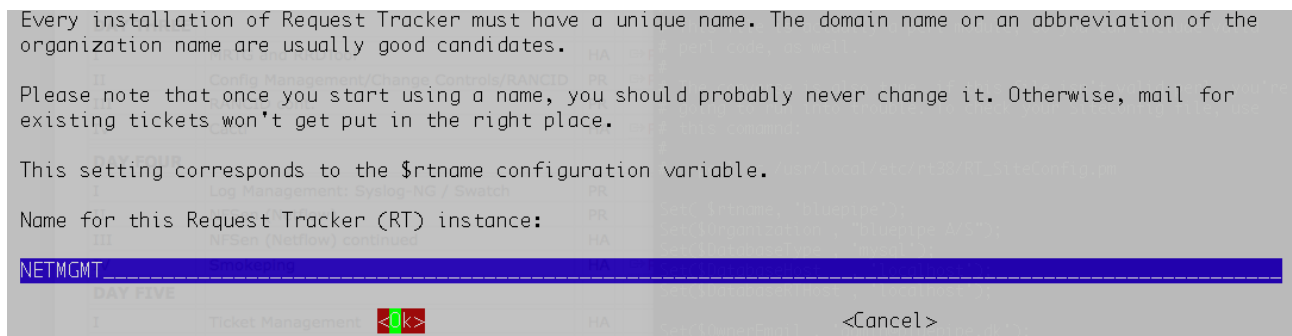


Network Management Workshop Request Tracker

1. Install RT packages

```
apt-get install mysql-server-5.0
apt-get install rt3.8-apache2
apt-get install rt3.8-clients
apt-get install rt3.8-db-mysql
apt-get install request-tracker3.8
```

When asked for the "Name" of the RT installation, call it "NETMGMT" (it could be anything, but we use this for now):



Every installation of Request Tracker must have a unique name. The domain name or an abbreviation of the organization name are usually good candidates.

Please note that once you start using a name, you should probably never change it. Otherwise, mail for existing tickets won't get put in the right place.

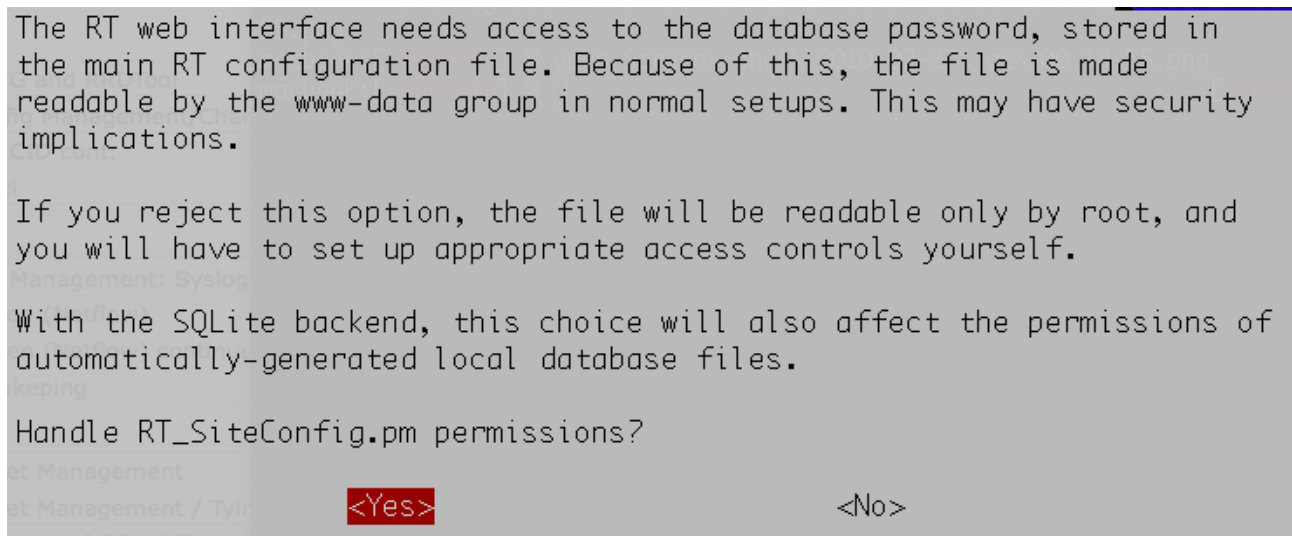
This setting corresponds to the \$rtname configuration variable.

Name for this Request Tracker (RT) instance:

NETMGMT

<Ok> <Cancel>

When asked about the DB Password, enter the mysql superuser password (it should be "april0cot"):



The RT web interface needs access to the database password, stored in the main RT configuration file. Because of this, the file is made readable by the www-data group in normal setups. This may have security implications.

If you reject this option, the file will be readable only by root, and you will have to set up appropriate access controls yourself.

With the SQLite backend, this choice will also affect the permissions of automatically-generated local database files.

Handle RT_SiteConfig.pm permissions?

<Yes> <No>

Choose <Yes> to other questions.

The request-tracker3.8 package must have a database installed and configured before it can be used. This can be optionally handled with dbconfig-common.

If you are an advanced database administrator and know that you want to perform this configuration manually, or if your database has already been installed and configured, you should refuse this option. Details on what needs to be done should most likely be provided in /usr/share/doc/request-tracker3.8.

Otherwise, you should probably choose this option.

Configure database for request-tracker3.8 with dbconfig-common?

<Yes>

<No>

When asked to provide a password for RT DB, leave blank and just select <Ok>

Please provide a password for request-tracker3.8 to register with the database server. If left blank, a random password will be generated.

MySQL application password for request-tracker3.8:

<Ok>

<Cancel>

2. Enable RT in Apache

```
# cd /etc/apache2/conf.d
# ln -s /etc/request-tracker3.8/apache2-speedycgi.conf .
# /etc/init.d/apache2 reload
```

RT configuration

3. Go to the web interface

Open the link: <http://localhost/rt/>

Default Web login for RT is "root", password is "password"

4. Create a user

Click on **Configuration** (left menu), then **Users**

The image shows two screenshots of the RT for NETMGMT web interface. The left screenshot displays the 'RT at a glance' page, which includes a sidebar with a menu containing 'Home', 'Simple Search', 'Tickets', 'Tools', 'Configuration' (highlighted), 'Preferences', and 'Approval'. The main content area shows '10 highest priority tickets I own', '10 newest unowned tickets', and 'Bookmarked Tickets'. The right screenshot displays the 'RT Administration' page, which includes a sidebar with a menu containing 'Home', 'Simple Search', 'Tickets', 'Tools', 'Configuration' (highlighted), 'Preferences', and 'Approval'. The main content area shows 'Users' (highlighted), 'Groups', 'Queues', 'Custom Fields', and 'Global'.

Click on **Create** (top menu)

Fill in the fields, and make sure the checkbox "Let this user be granted rights" is checked.

The screenshot shows the 'Create a new user' form in the RT for NETMGMT interface. The left sidebar contains a menu with 'Home', 'Simple Search', 'Tickets', 'Tools', 'Configuration', 'Users', 'Groups', 'Queues', 'Custom Fields', 'Global', 'Tools', 'Preferences', and 'Approval'. The main content area has a blue header with 'Create a new user' and a 'Select' dropdown set to 'Create'. Below this is the 'Identity' section with fields for Username (regnauld), Email (regnauld@nsrc.org), Real Name (Phil Regnauld), Nickname, Unix login, Language (English), and Extra info. The 'Access control' section has two checked checkboxes: 'Let this user access RT' and 'Let this user be granted rights', followed by 'New Password' and 'Retype Password' fields.

Click on "Create" (bottom right), to save the user.

The screenshot shows the 'Modify the user regnauld' page in the RT for NETMGMT interface. The left sidebar is the same as the previous screenshot. The main content area has a blue header with 'Modify the user regnauld' and a breadcrumb trail: 'Basics · History · Memberships · RT at a glance'. Below this is a yellow 'Results' box containing the text: 'User created' and 'Password set'.

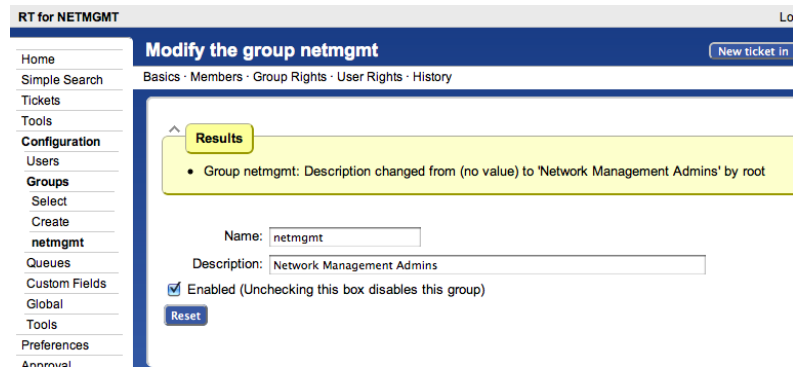
5. Create a group

Click on **Configuration** (left menu), then **Groups**

Click on **Create** (top menu)

Fill in the name: "netmgmt", and add a description, then click on "Create"

The screenshot shows the 'Create a new group' form in the RT for NETMGMT interface. The left sidebar contains a menu with 'Home', 'Simple Search', 'Tickets', 'Tools', 'Configuration', 'Users', 'Groups', 'Queues', 'Custom Fields', 'Global', 'Tools', 'Preferences', and 'Approval'. The main content area has a blue header with 'Create a new group' and a 'Select' dropdown set to 'Create'. Below this is the 'Name' field (netmgmt) and the 'Description' field (Network Management Admins). There is a checked checkbox 'Enabled (Unchecking this box disables this group)' and a 'Reset' button.



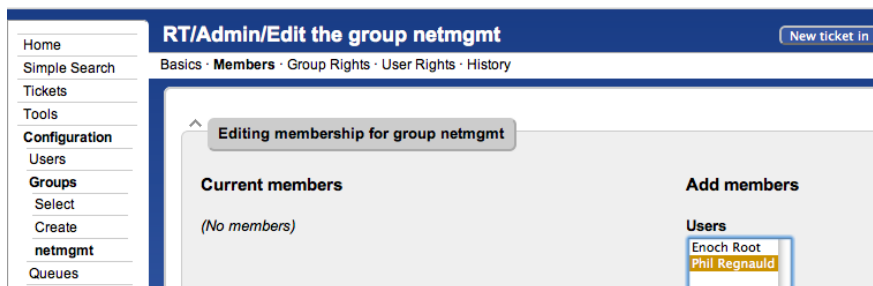
6. Add members to the group

Click on **Configuration** (left menu), then **Groups** (left menu)

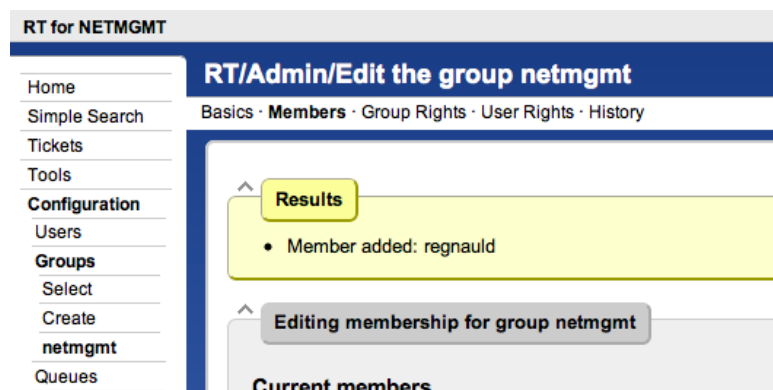
Click on **"netmgmt"** (the group you just created)

Click on **Members** (top menu)

In the "Add members" list (right), select the user you created in step 4.



Click on **"Modify Members"** (bottom right)



7. Let's create a new Queue

Click on **Configuration** (left menu), then **Queues**

Click on **Create** (top menu)

Fill in the fields, remember to replace X with the number of your PC.

The screenshot shows the 'Create a queue' form in the RT for NETMGMT interface. The left sidebar contains a menu with 'Configuration' selected, and 'Queues' is highlighted. The main form has the following fields: 'Queue Name' (net), 'Description' (Net problems), 'Subject Tag' (NET), 'Reply Address' (net@pcX.mgmt), 'Comment Address' (net-comment@pcX.mgmt), 'Priority starts at' (0), 'Over time, priority moves toward' (0), 'Requests should be due in' (empty), and a checkbox for 'Enabled' which is checked. The top right shows 'Logged in as root | Pre' and a 'New ticket in' button.

Click on **"Create"** (bottom right)

8. Let's give rights to the Group on the Queue

Click on **Configuration** (left menu), then **Queues**

Click on **"net"** (the queue that you just created)

Click on **"Group Rights"** (top menu)

In the "Everyone" Group, select:

"CreateTicket"
"ReplyToTicket"
"SeeQueue"

... under "New Rights".

In the **"netmgmt"** Group, select **ALL** rights under "New Rights" (use the shift key to select multiple), **except** '(no value)'

[this is illustrated on the next page]

Click **"Modify Group Rights"** (bottom right)

9. Log out of RT and log in as your new user (created in step 4)

The screenshot shows the login page of the RT for NETMGMT interface. The left sidebar is blue. The main area has a 'Login' button and a version number '3.8.4'. Below the login button are fields for 'Username' (regnauld) and 'Password' (masked with dots), and a 'Login' button.

[Group Rights on the "net" Queue]



10. Let's setup email

Edit the file /etc/aliases

Add:

```
net-comment: "|/usr/bin/rt-mailgate --queue net --action comment --url http://localhost/rt/"
net:         "|/usr/bin/rt-mailgate --queue net --action correspond --url http://localhost/rt/"
```

Save the file and exit, then run:

```
# newaliases
```

Edit the file /etc/postfix/main.cf

Add:

```
mydestination = $myhostname, localhost.$mydomain, localhost, pcX.mgmt
```

Save the file and exit, then run:

```
# postfix reload
```

11. Let's send some mail!

Run this as the "mgmt" user!

```
% echo "Problem with my router" | mail -s "Router problem" net@pcX.mgmt
```

12. Check that you (mgmt) have received an email

```
% mutt -f /var/mail/mgmt
```

13. Go to the RT Web interface, and verify that a ticket has been created

Click on the ticket in the main view, and examine the page.

RT for NETMGMT

Logged in as regnauld | Logout

RT at a glance

Home

Simple Search

Tickets

Tools

Approval

10 highest priority tickets I own

Edit

10 newest unowned tickets

Edit

#	Subject	Queue	Status	Created	
2	Problem with router	net	new	3 min ago	Take

Reminders

Quick search

Edit

Queue	new	open	stalled
net	1	0	0

Scroll to the bottom (on the ticket)

History

Brief headers — Full headers

Sat Feb 27 01:17:23 2010 root@noc.mgmt.conference.apricot.net - Ticket created

Subject: Problem with router

To: net@netmgmt.localdomain

Date: Fri, 26 Feb 2010 17:17:23 +0000 (UTC)

From: root@noc.mgmt.conference.apricot.net (root)

I have a problem with my router

Download (untitled) / with headers text/plain 32b

Sat Feb 27 01:17:23 2010 RT_System - Outgoing email recorded

Show

14. Reply to the ticket.

Type in a reply, then set "Status" (top) to "Resolved", then click on "Update Ticket" (bottom right)

RT for NETMGMT

Update ticket #2 (Problem with router)

New ticket in

Display · History · Basics · Dates · People · Links · Reminders · Jumbo

Open · Take ...

Status: resolved Owner: Nobody (Unchanged) Worked: Minutes

Update Type: Reply to requestors

Subject: Problem with router

One-time Cc:

One-time Bcc:

Attach: Choose File no file selected Add More Files

Message:

On Sat Feb 27 01:17:23 2010, root@noc.mgmt.conference.apricot.net wrote:
> I have a problem with my router

Dear sir, we are working on the problem!

NET ADMIN

Scroll to the bottom, you will see the transactions.

Note: The ticket is now closed, but you can still reopen it:

- by the Web interface
- by replying to the email

In this case, the ticket will be reopened, and new communication will be recorded.

For example:

NET ADMIN

#

Sat Feb 27 01:24:48 2010

RT_System - Outgoing email recorded

Show

#

Sat Feb 27 01:24:48 2010

RT_System - Status changed from 'new' to 'open'

#

Sat Feb 27 01:24:48 2010

regnauld - Status changed from 'open' to 'resolved'

#

Sat Feb 27 01:24:48 2010

RT_System - Outgoing email recorded

Show

#

Sat Feb 27 01:35:48 2010

root@noc.mgmt.conference.apricot.net - Correspondence added

Reply

Comment

Forward

Subject: Re: [NET #2] Resolved: Problem with router
Date: Sat, 27 Feb 2010 01:35:47 +0800
To: Phil Regnauld via RT <net@netmgmt.localdomain>
From: root <root@noc.mgmt.conference.apricot.net>

On Sat, Feb 27, 2010 at 01:24:48AM +0800, Phil Regnauld via RT wrote:
> According to our records, your request has been resolved. If you have any
> further questions or concerns, please respond to this message.

Hey, it still doesn't work!

Download (untitled) / with headers

text/plain 241b

#

Sat Feb 27 01:35:48 2010

RT_System - Status changed from 'resolved' to 'open'