

Request Tracker 3.8

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Request Tracker 3.8

- New features
- Installation, Upgrading, Configuration
- Plugins, Interfaces



RT 3.8 Features

- Dashboards
 - Ticket Bookmarks
 - Richtext email
 - Email signatures and encryption
 - Charts of Ticket Relationships
 - Email digests
 - Session expiration
 - 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
- <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

File Edit View History Bookmarks Tools Help

http://support.linuxia.de/rt/Ticket/Update.html?Action=Respond&id=1159

Most Visited Hatrick Exim Cheatsheet Grace Rare Tea ICDEVGROU YAPC::Europe 2008 ITP: request-tracker...

Disable Cookies CSS Forms Images Information Miscellaneous Outline Resize Tools View Source Options

le Edi... Editing C... GPG in... Request ... Hatrick #348: RT... Lehman... Overview... Upd... Exim Ch... Wegatra... #238: Fu... RT 3.8.1 ... #32959...

RT for support.linuxia.de Logged in as vienna | Logout

Home
Simple Search
Tickets
New Search
Edit Search
Advanced
Show Results
Bulk Update
#1159
Tools
Approval

Update ticket #1159 (Request Tracker 3.8) New ticket in Twincity Perl | Search

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

Steal · Comment · Reply · Resolve · ☆

Status: open (Unchanged) Owner: bratislava (Unchanged) Worked: Minutes

Update Type: Reply to requestors

Subject: Request Tracker 3.8

One-time Cc:

One-time Bcc:

Attach: Browse... Add More Files

Message:

Request Tracker is written in Perl, a cool and colorful language.

Update Ticket

»|« BEST PRACTICAL™
»|« RT 3.8.1 Copyright 1996-2008 Best Practical Solutions, LLC.

Find: vienn Previous Next Highlight all Match case

Transferring data from support.linuxia.de... FoxTrick

Email Signatures and Encryption

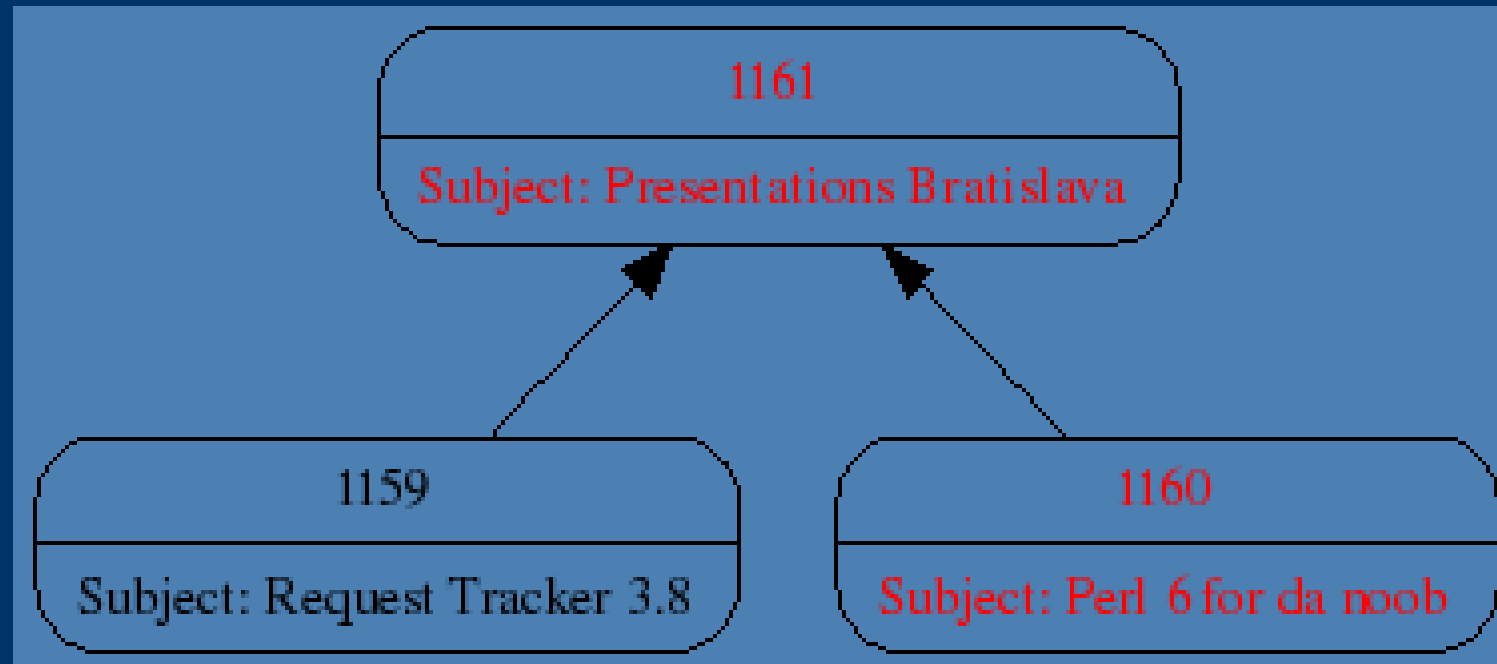
- verify PGP signatures on incoming messages
- decrypt encrypted messages
- sign and encrypt outgoing mail



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



Mail Delivery / Digests

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

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
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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
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Installation

- Download and unpack tarball
 - <http://download.bestpractical.com/pub/rt/release/rt.tar.gz>
 - Read README
 - ./configure
 - /opt/rt
 - make testdeps
 - make fixdeps
 - make install
 - make initialize-database
-
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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

Email Gateway: Queues

`tcpw@support.linuxia.de:`

```
/usr/bin/rt-mailgate --queue 'Twincity Perl Workshop'  
--action comment --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
```

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

