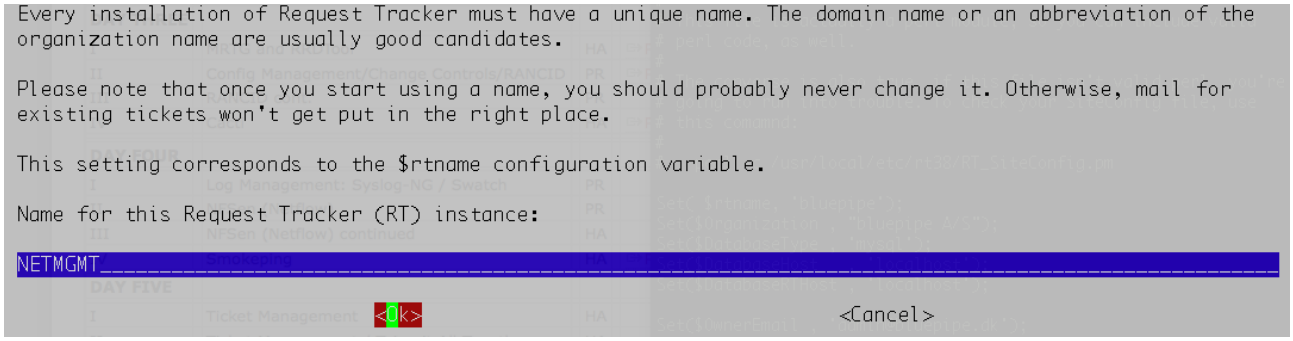
Network Management Workshop
Request Tracker

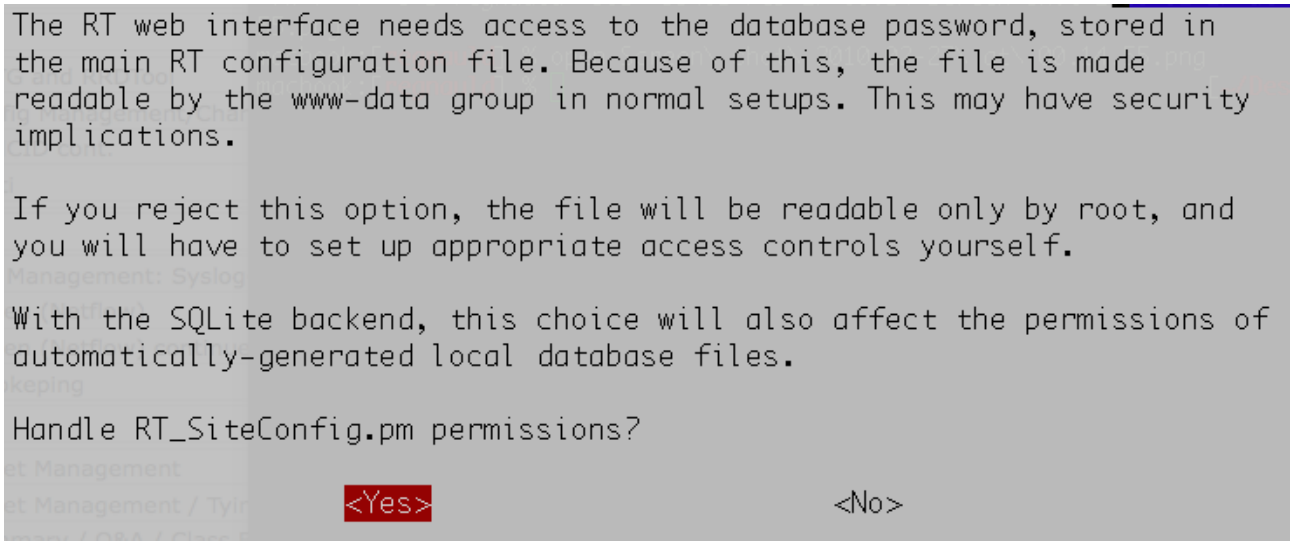
1. Install RT packages

```
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
```

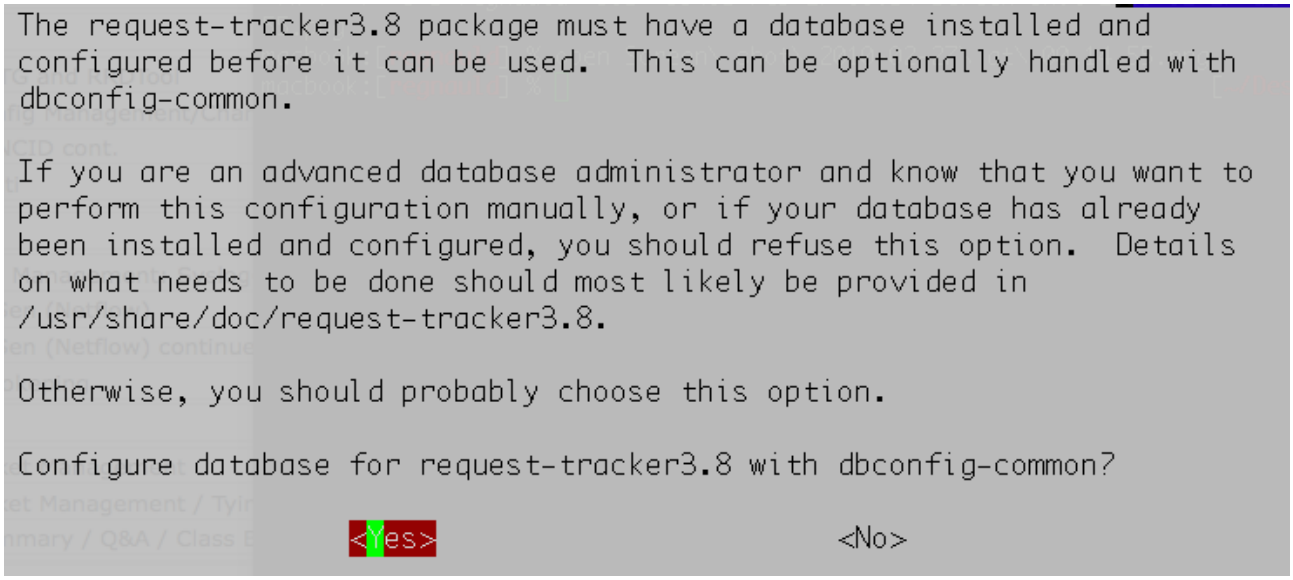
When asked for the "Name" of the RT installation, call it "NETMGMT" (it could be anything, but we use this for now):



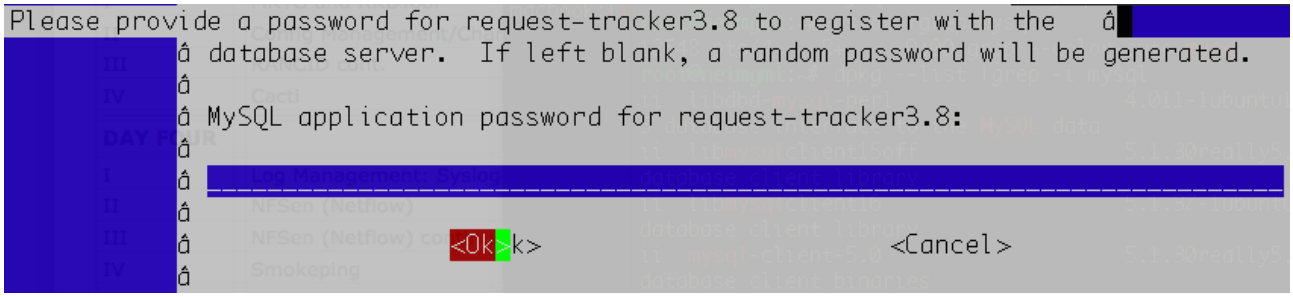
When asked about the DB Password, enter the mysql superuser password (it should be "apr10cot"):



Choose <Yes> to other questions.



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



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

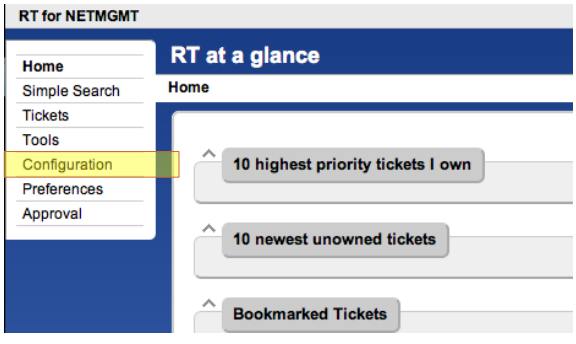
3. Go to the web interface

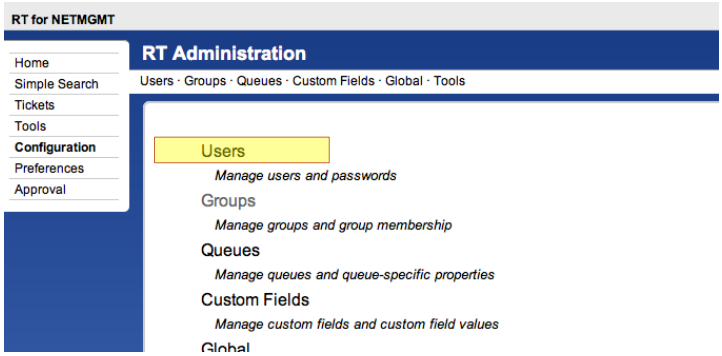
Open the link: http://localhost/rt/

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

4. Create a user

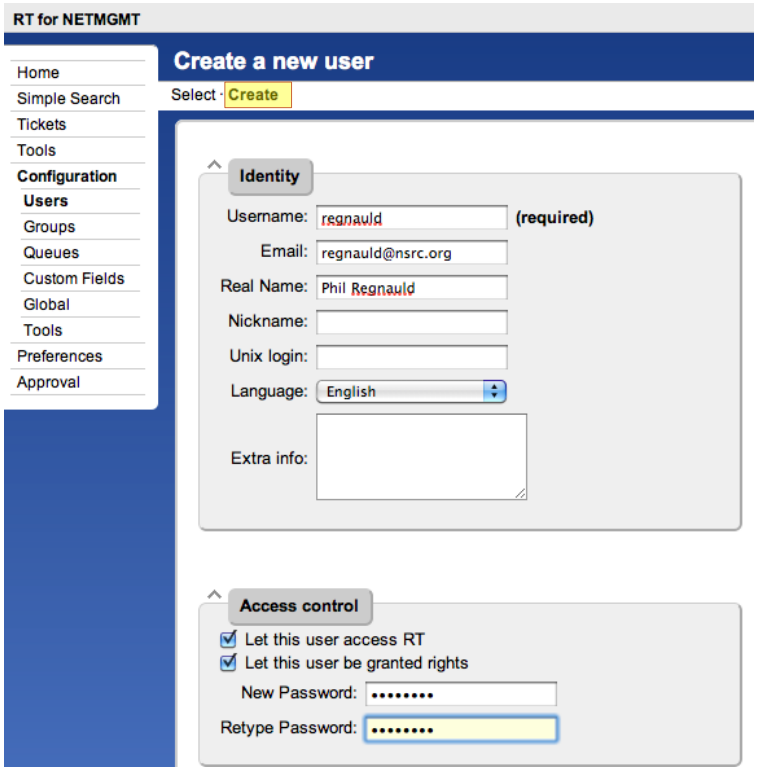
Click on **Configuration** (left menu), then **Users**



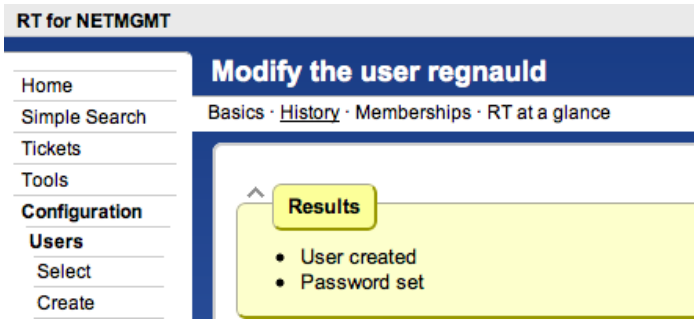


Click on **Create** (top menu)

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



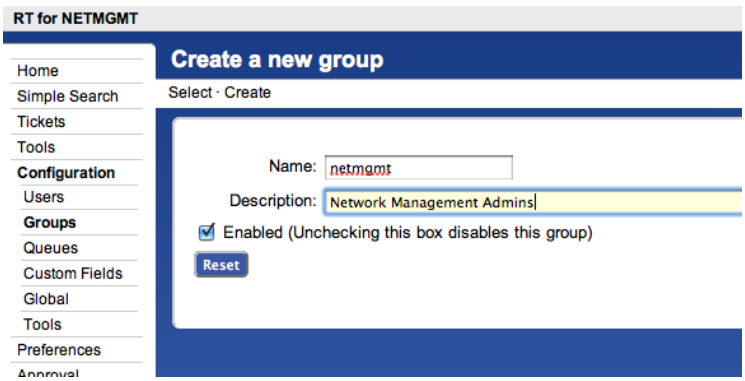
Click on **"Create"** (bottom right), to save the user.

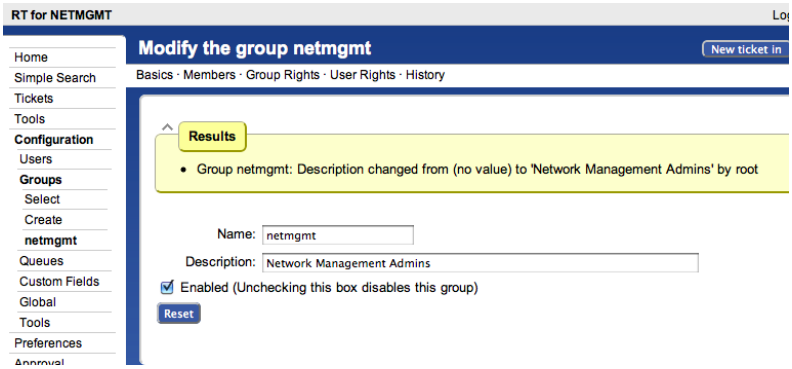


5. Create a group

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"**





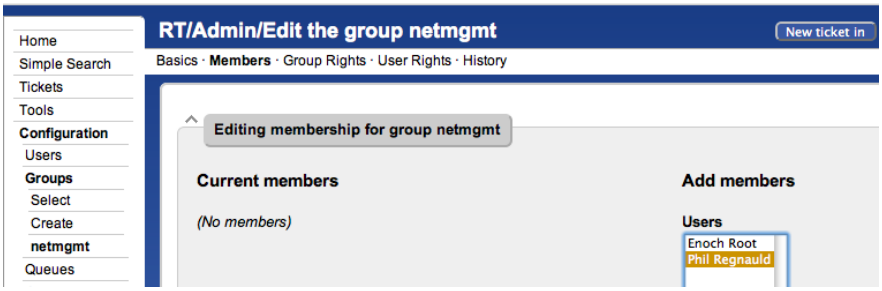
6. Add members to the group

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

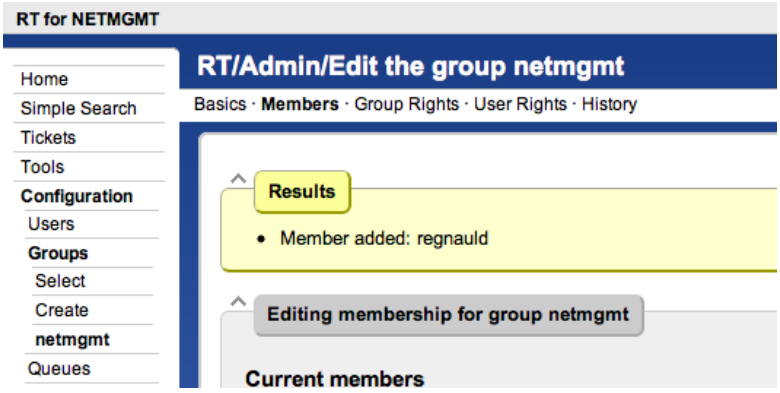
Click on **"netmgmt"** (the group you just created)

Click on **Members** (top menu)

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



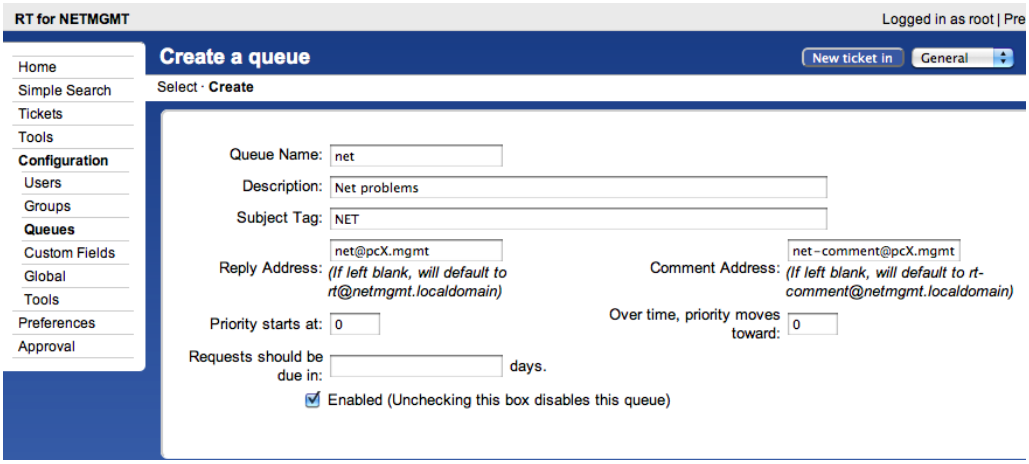
Click on **"Modify Members"** (bottom right)



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.



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"

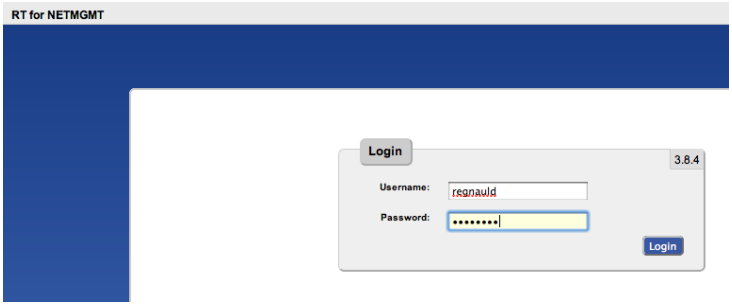
... under "New Rights".

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)



[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!

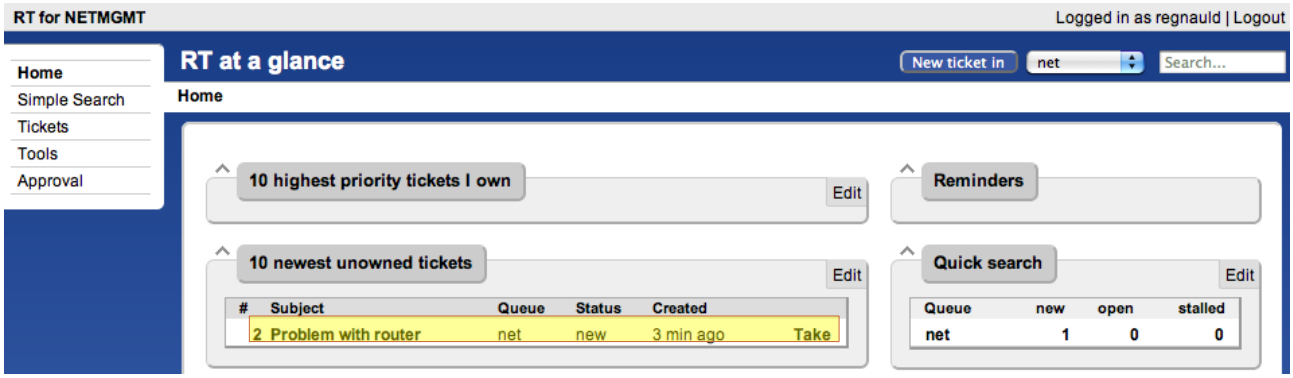
```
% echo "Problem with my router" | mail -s "Router problem" net@pcX.mgmt
```

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

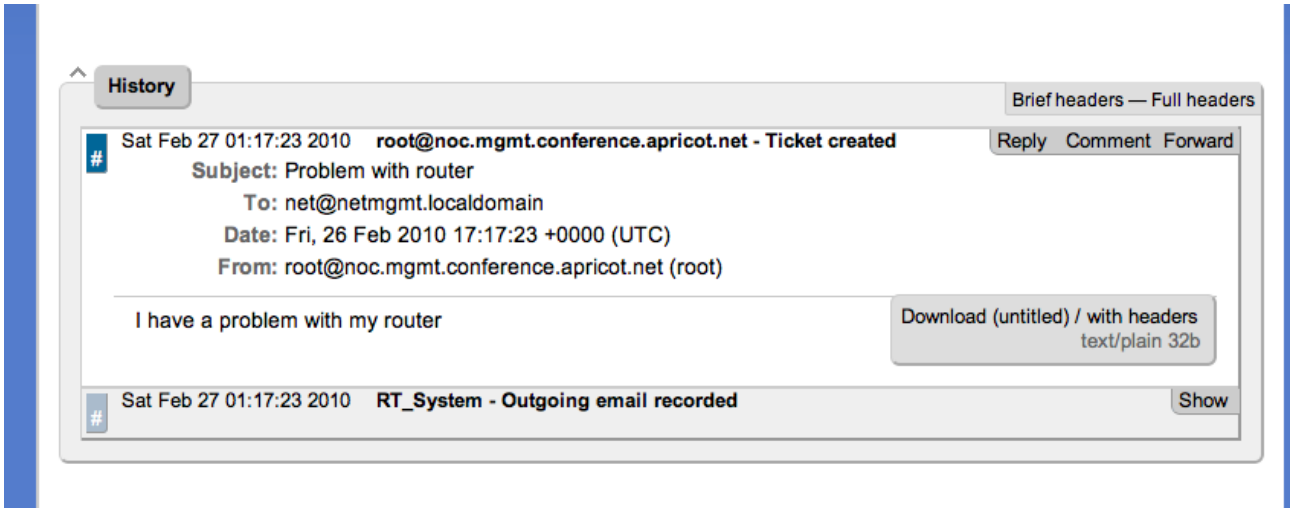
```
% mutt -f /var/mail/mgmt
```

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.

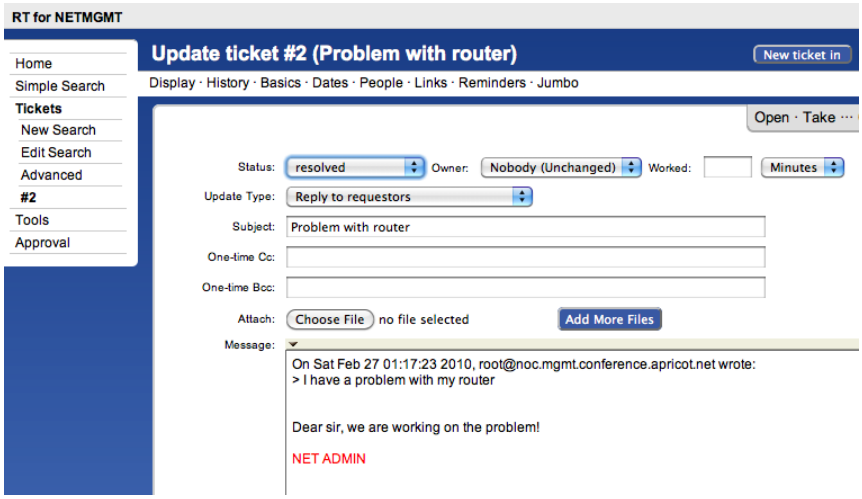


Scroll to the bottom (on the ticket)



14. Reply to the ticket.

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



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: