

Network Management & Monitoring

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1 Request Tracker (RT) Installation and Configuration

1.1 Notes:

- Commands preceded with “\$” imply that you should execute the command as a general user - not as root.
- Commands preceded with “#” imply that you should be working as the root user.
- Commands with more specific command lines (e.g. RTR-GW> or mysql>) imply that you are executing commands on remote equipment, or within another program.
- If a command line ends with “” this indicates that the command continues on the next line and you should treat this as a single line.

2 Exercises

2.1 Exercise 0

The Request Tracker software has already been installed on your server. You may refer to the RT Install Guide in your course Agenda for details on how to install Request Tracker on your own.

2.2 Exercise 1

This exercise should be done by each person in your group as you will create separate users on the RT instance your shared srv1 server.

Log in to RT as the root User on your shared srv1 server.

If you go to <http://srv1.campusY.ws.nsrc.org/rt/> you will see the RT login screen:

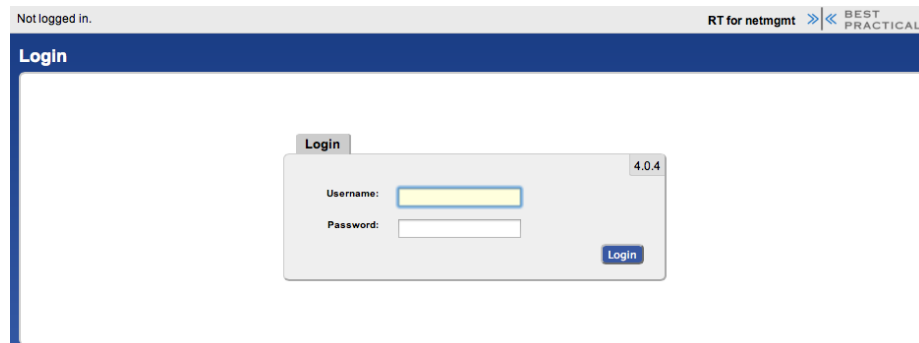


Figure 1: Login screen

Enter the following information to log in as **root** on RT:

Username: root

Password: []

2.3 Exercise 2

RT Configuration: Create your User

Now that you are logged in we will create a new user for the rest of these exercises. The user you will create is "sysadm-hostX, where "X" is the number of your host.

On the top of the screen choose **Admin** => **Users** => **Create** and then click on the **Create** item in the menu.

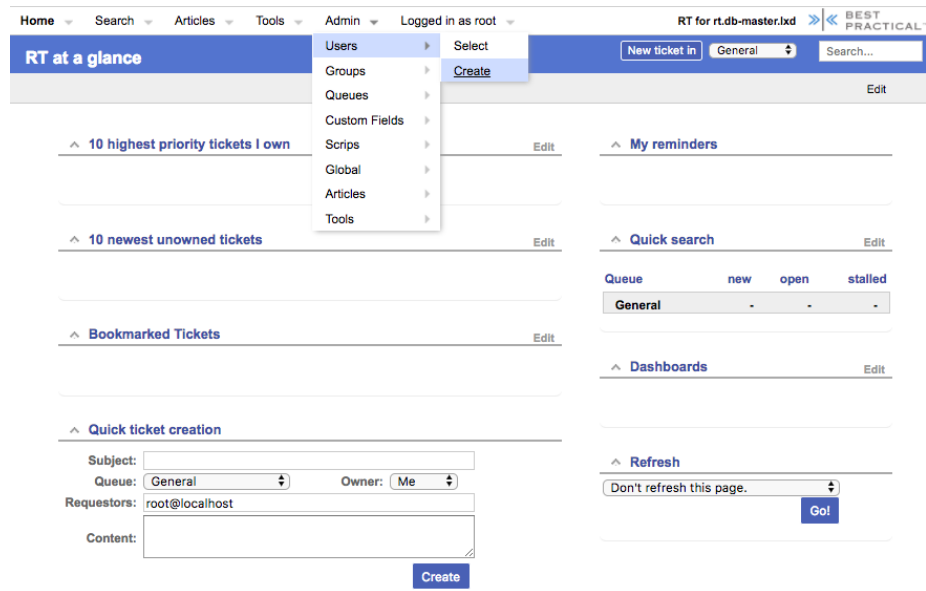


Figure 2: Create User

You will now be presented with the following dialogue. Fill in the fields, and make sure the checkbox **Let this user be granted rights** is checked. Set your email to `sysadm@hostX.CampusY.ws.nsrc.org` - Replace X with your host number and “Y” with your campus number.

Use the same password for `sysadm-hostX` as you are using in class. Be sure you check **Let this user be granted rights**. Once done, scroll down the page and click on the **Create** button (bottom right). You should see this:

2.4 Exercise 3

RT Configuration: Create a Group

- At the top, choose the menu item **Admin => Groups => Create**
- Fill in the name: `netmgmt`, and add a description, then click on **Create**
- You should see the following result:
- Click on Members (top menu)
- In the **Add user** field (right), type in the name of one of the users you have created in step 3. This is the `sysadm-hostX` user. Then click on **Modify Members** (bottom right):
- You should see this:

Create a new user

New ticket in

General

Search...

Select Create

^ Identity

Username: sysadm-hostX (required)

Email: sysadm@hostX.campu

Real Name: Ssystem Admin Host X

Nickname:

Unix login:

Language: -

Extra info:

^ Location

Organization:

Address1:

Address2:

City:

State:

Zip:

Country:

^ Access control

☒ Let this user access RT

☒ Let this user be granted rights (Privileged)

root's current password:

New password:

Retype Password:

^ Phone numbers

Home:

Work:

Mobile:

Pager:

^ Comments about this user

Create

Figure 3: User creation form

Modify the user sysadm-host1

Users

Basics

Memberships

History

User created

Password set

Figure 4: User created

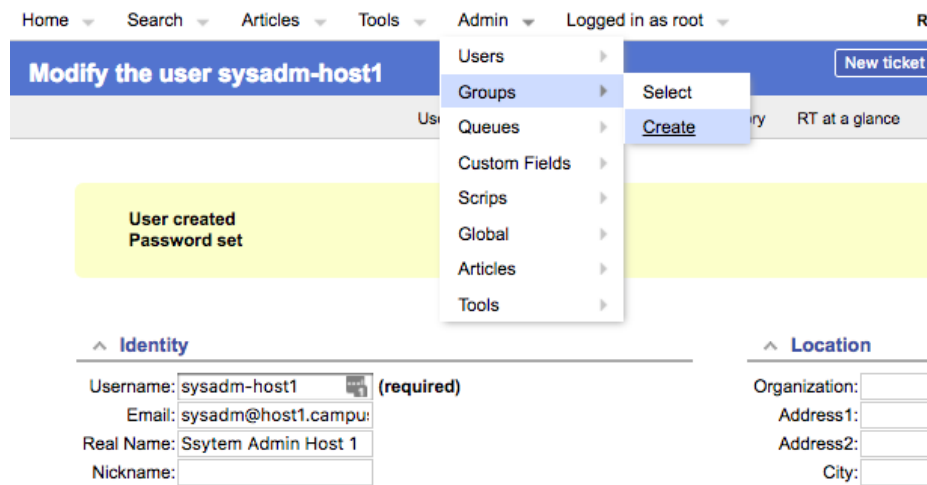


Figure 5: Create group

The screenshot shows the 'Create a new group' form. It has a blue header bar with the title 'Create a new group' and a 'New ticket' button. Below the header, there are two input fields: 'Name' with the value 'netmgmt' and 'Description' with the value 'Network Management Administrators'. Below these fields, there is a checkbox labeled 'Enabled (Unchecking this box disables this group)' which is checked. At the bottom left, there is a 'Reset' button.

Figure 6: Create group form

The screenshot shows the 'Modify the group netmgmt' form. It has a blue header bar with the title 'Modify the group netmgmt' and a 'New ticket in' button. Below the header, there are tabs: Groups, Basics, Members, Memberships, Group Rights, and Us. A yellow notification box states 'Group created Group netmgmt: Description changed from (no value) to 'Network Management Administrators' by root.' Below the notification, there are two input fields: 'Name' with the value 'netmgmt' and 'Description' with the value 'Network Management Administrators'. Below these fields, there is a checkbox labeled 'Enabled (Unchecking this box disables this group)' which is checked. At the bottom left, there is a 'Reset' button.

Figure 7: Group created

Modify the group netmgmt New ticket in General

Groups ▾ Basics **Members** Memberships Group Rights

Group netmgmt: Description changed from 'Network Management Administrator' to 'Network Management Administrators' by root

Name:

Description:

☒ Enabled (Unchecking this box disables this group)

Reset

Figure 8: Group members

Modify the group netmgmt New ticket in General ▾

Groups ▾ Basics **Members** Memberships Group Rights User Rights History

^ Editing membership for group netmgmt

<p>Current members</p> <p>(No members)</p>	<p>Add members</p> <p>Add user: <input type="text" value="sysadm-hostX"/></p> <p>Add group: <input type="text"/></p>
---	---

(Check box to delete)

Reset **Modify Members**

Figure 9: Add member

Modify the group netmgmt

Groups ▾ Basics **Members**

Member added: sysadm-host1

Figure 10: Member added

No repeat this for each member of your group until you have added all users.

2.5 Exercise 4

(Only one person should do this)

RT Configuration: Create a New Queue

- At the top, choose the menu item **Tools => Configuration => Queue => Create**

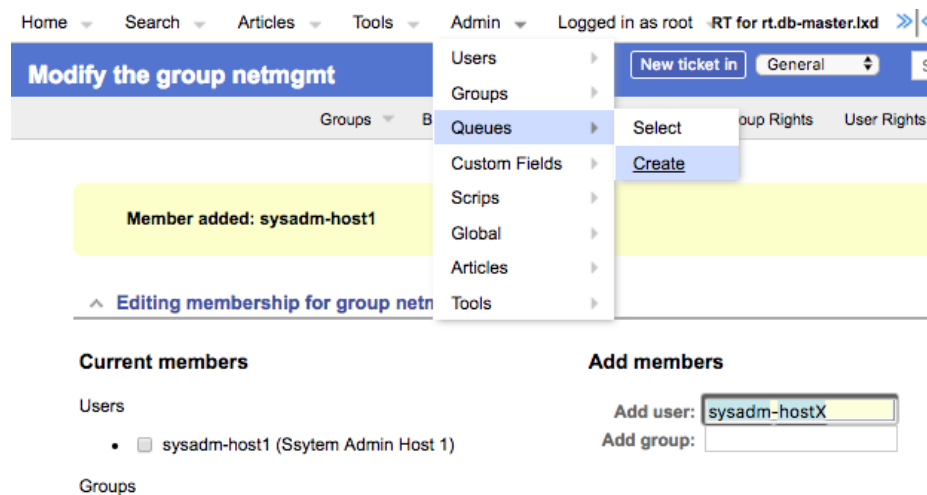


Figure 11: Create queue

- Fill in the fields. Let's use the following values and then click on **Create**:

Queue Name: net

Description: Network Problems

Subject Tag: RT: NET

Reply Address: net@srv1.campusY.ws.nsrc.org

Comment Address: net-comment@srv1.campusY.ws.nsrc.org

Note: Remember to replace “Y” with your campus number.

You should see this:

2.6 Exercise 5

(Only one person should do this)

Create a queue New ticket in General Search...

Select Create

Queue Name: ⓘ

Description:

Lifecycle:

Subject Tag:

Reply Address: (If left blank, will default to rt@srv1.campus5.ws.nsrc.org)

Comment Address: (If left blank, will default to rt-comment@srv1.campus5.ws.nsrc.org)

Priority starts at: Over time, priority 0 moves toward: requires running rt-crontool

Requests should be due in: days.

☒ Enabled (Unchecking this box disables this queue)

Create

Figure 12: Queue create form

Queue created
Queue net: Description changed from (no value) to "Network Problems"
Queue net: CorrespondAddress changed from (no value) to "net@srv1.campus5.ws.nsrc.org"
Queue net: CommentAddress changed from (no value) to "net-comment@srv1.campus5.ws.nsrc.org"
Queue net: SubjectTag changed from (no value) to "RT:NET"

Figure 13: Queue created

RT Configuration: Give Rights to our Group on the Queue

From the top menu, select **Admin** => **Queues** => **Select**

You should see:

- Click on **net** then choose **Group Rights** (top right)

The following page should look like this:

Note the three categories: **General rights**, **Rights for Staff**, **Rights for Administrators**

Here, we want to give **Everyone** (including people who are not yet known to RT) some privileges, but only the minimum required. These are found under **General Rights**, and are the following:

- **Create tickets (CreateTicket)**
- **Reply to tickets (ReplyToTicket)**
- **View queue (SeeQueue)**
- **View ticket summaries (ShowTicket)**

So start by selecting these 4 privileges by checking the 4 boxes in your browser.

Notice that **Everyone** on the left is already highlighted.

Enabled Queues

Name matches

☐ Include disabled queues in listing.

[Go!](#)

Select a queue:

#	Name	Description	Address	Priority	Default	Due in	Lifecycle	Subject Tag	Status
1	General	The default queue	-/-	0-0	0		default		Enabled
3	net	Network Problems	net@srv1.campus5.ws.nsrc.org/net-comment@srv1.campus5.ws.nsrc.org	0-0	0		default	RT:NET	Enabled

Figure 14: Enabled Queues

Configuration for queue net [New ticket in](#) [General](#)

[Queues](#) [Basics](#) [Watchers](#) [Templates](#) [Scripts](#) [Custom Fields](#) [Group Rights](#) [User Rights](#)

Queue Name:

Description:

Lifecycle: [default](#)

Subject Tag:

Figure 15: Group rights

Modify group rights for queue net [New ticket in](#) [General](#)

[Queues](#) [Basics](#) [Watchers](#) [Templates](#) [Scripts](#) [Custom Fields](#) [Group Rights](#) [User Rights](#) [History](#)

SYSTEM

Everyone

Privileged

Unprivileged

ROLES

AdminCc

Cc

Owner

Requestor

USER GROUPS

ADD GROUP

Everyone

General rights [Rights for Staff](#) [Rights for Administrators](#)

- ☐ Comment on tickets [CommentOnTicket](#)
- ☐ Create tickets [CreateTicket](#)
- ☐ Reply to tickets [ReplyToTicket](#)
- ☐ Sign up as a ticket Requestor or ticket or queue Cc [Watch](#)
- ☐ View custom field values [SeeCustomField](#)
- ☐ View queue [SeeQueue](#)
- ☐ View ticket summaries [ShowTicket](#)

Figure 16: Group rights overview

Figure 17: Modify group rights

Now, click **Save Changes** (bottom right) to make sure the changes are applied.

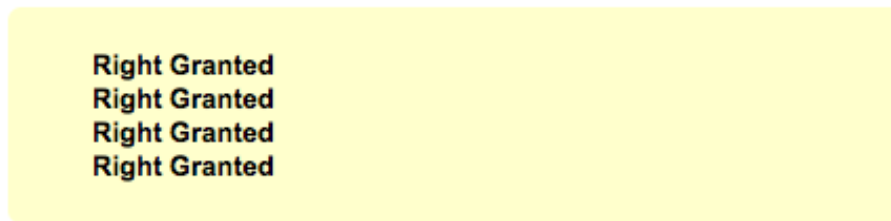


Figure 18: Saved rights

Staying on the same page, we're going to now give the **netmgmt** Group all rights...

To do this, first type in the name of the group in the **ADD GROUP** field in the lower left:

Now check **ALL** the boxes in **General Rights**, **Rights for Staff**, **Rights for Administrators**.

Once this is done, press the **Save Changes** button on the bottom right of the page. You should see:

2.7 Exercise 6

(Everyone does this exercise)

SYSTEM

Everyone

Privileged

Unprivileged

ROLES

AdminCc

Cc

Owner

Requestor

USER GROUPS

ADD GROUP

netmgmt

Add rights for this group: netmgmt

General rights

Rights for Staff

Rights for Administrators

☐ Comment on tickets

CommentOnTicket

☐ Create tickets

CreateTicket

☐ Reply to tickets

ReplyToTicket

☐ Sign up as a ticket Requestor or ticket or queue Cc

Watch

☐ View custom field values

SeeCustomField

☐ View queue

SeeQueue

☐ View ticket summaries

ShowTicket

Save Changes

Figure 19: Add rights to group

SYSTEM

Everyone

Privileged

Unprivileged

ROLES

AdminCc

Cc

Owner

Requestor

USER GROUPS

ADD GROUP

netmgmt

Add rights for this group: netmgmt

General rights

Rights for Staff

Rights for Administrators

☒ Delete tickets

DeleteTicket

☒ Forward messages outside of RT

ForwardMessage

☒ Modify custom field values

ModifyCustomField

☒ Modify ticket owner on owned tickets

ReassignTicket

☒ Modify tickets

ModifyTicket

☒ Own tickets

OwnTicket

☒ Sign up as a ticket or queue AdminCc

WatchAsAdminCc

☒ Steal tickets

StealTicket

☒ Take tickets

TakeTicket

☒ View exact outgoing email messages and their recipients

ShowOutgoingEmail

☒ View ticket private commentary

ShowTicketComments

Save Changes

Figure 20: All rights selected



Figure 21: Rights granted

RT Configuration: Log in as sysadm-hostX

Log out of RT (top menu, select the item **Logged in as root => Logout**)

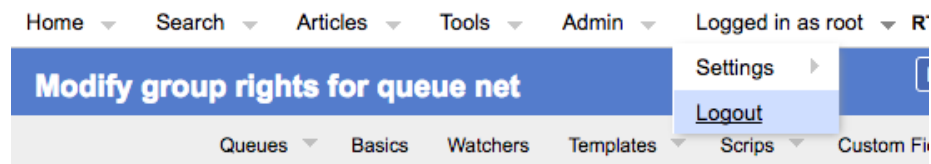


Figure 22: Logging out

Now log back in as the **sysadm-hostX** user you have created:

You should see the following:

At this point RT has been properly configured for initial operation. Now we must configure email properly to talk with our new **net** queue in RT.

2.8 Exercise 7

(Only one person does this exercise)

RT Configuration: Email

Login

Login

4.2.12-5

Username:

sysadm-hostX

Password:

.....

Login

Figure 23: Logging in as sysadm

Home

Search

Tools

Logged in as sysadm-host1

RT for rt.db-master.lxd

BEST PRACTICAL

RT at a glance

New ticket in

net

Search...

Edit

10 highest priority tickets I own

Edit

10 newest unowned tickets

Edit

Bookmarked Tickets

Edit

Quick ticket creation

Subject:

Queue: net

Owner: Me

Requestors: sysadm@host1.campus5.ws.nsrc.org

Content:

Create

My reminders

Quick search

Edit

Queue

new

open

stalled

net

-

-

-

Dashboards

Edit

Refresh

Don't refresh this page.

Go!

Figure 24: Main page view for sysadm

RT will work with the MTA (Mail Transfer Agent) of your choice. In our case we are using Postfix configured to run as an MTA for an <<**Internet Site**>> - that is, to deliver email locally and remotely using SMTP.

First, we need to verify that the file `/etc/mailname` has the correct entry.

```
$ sudo editor /etc/mailname
```

Be sure that the only entry in this file is:

```
srv1.campusY.ws.nsrc.org
```

Where “Y” is your campus number. Once you have updated the file or verified it is correct save your changes (if any) and exit from the file.

Next we will edit the file `/etc/aliases`

```
$ sudo editor /etc/aliases
```

Add the following two lines at the end of the file (copy and paste!):

```
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. Some editors might cause the above-lines to become multiple lines. Be sure that you only have two new lines in your `/etc/aliases` file after copying and pasting in the text above.

Now run the command:

```
$ sudo newaliases
```

2.9 Exercise 8

RT Configuration: Create an Email and Tickets

(Only one person does this)

Let’s create an email and send it to the RT **net** queue. Do this as the **sysadm** user (not as **root**):

If you are currently **root**:

```
# su - sysadm
```

```
$ echo "Problem with my router" | mail -s "Router problem" net@srv1.campusY.ws.nsrc.org
```

Remember to replace the “Y” in “campusY” with your campus number.

If you get an error about mail not being installed, then do:

```
$ sudo apt install mailutils
```

And run the “echo” command above again.

Now check that you have received email:

```
$ mutt
```

You should see an email from Request Tracker acknowledging that your ticket has been created.

Select that email and press

The mail should say something similar to this:

```
Date: Fri, 24 Feb 2017 00:21:19 +0000
From: Network Problems via RT <net@srv1.campusY.ws.nsrc.org>
To: sysadm@srv1.campusY.ws.nsrc.org
Subject: [RT: NET #2] AutoReply: Router problem
```

Greetings,

This message has been automatically generated in response to the creation of a trouble ticket regarding Router problem, a summary of which appears below.

There is no need to reply to this message right now. Your ticket has been assigned an ID of [RT: NET #2].

Please include the string [RT: NET #2] in the subject line of all future correspondence about this issue. To do so, you may reply to this message.

Thank you,
net@srv1.campusY.ws.nsrc.org

Problem with my router

If, for some reason, you do not see mail try taking these steps, and then send the mail again:

```
$ sudo touch /var/mail/sysadm
$ sudo chown sysadm:mail /var/mail/sysadm
```

Once you read the mail press the “q” key twice to exit from mutt.

2.10 Exercise 9

(Select one member of your group to do this. Everyone can see the ticket, but only one person should edit it at one time).

RT Configuration: View, Reply, Resolve, Reopen Tickets in Request Tracker

Go back to your web browser where you are logged in to RT as the sysadm-hostX user and click on the **Home** menu item (top left).

You should then be presented with an updated view with the current ticket:

RT at a glance

New ticket in General Search...

Edit

^ 10 highest priority tickets I own Edit

^ 10 newest unowned tickets Edit

#	Subject	Queue	Status	Created	
2	Router problem	net	new	2 minutes ago	Take

^ My reminders

^ Quick search Edit

Queue	new	open	stalled
General	1	-	-
net	1	-	-

Figure 25: Main page - ticket overview

Now, click on the ticket subject.

You will see many pieces of information about the ticket. Scroll to the bottom of the page.

Here you can **Reply** to the ticket:

^ History Show all quoted text — Show full headers

Thu Feb 22 17:49:17 2018 <sysadm@srv1.campus5.ws.nsrc.org> - Ticket created Reply Comment Forward

Subject: Router problem
Date: Thu, 22 Feb 2018 17:49:16 +0000 (UTC)
From: sysadm@srv1.campus5.ws.nsrc.org
To: net@srv1.campus5.ws.nsrc.org

Problem with my router Download (untitled) with headers text/plain 23B

Thu Feb 22 17:49:17 2018 The RT System itself - Outgoing email recorded Show

Figure 26: Display ticket

Go ahead and type in a reply and then click on **Update Ticket** (bottom-right):

You should see this:

The ticket is still open. Let's resolve it:

^ Message

One-time Cc:

One-time Bcc:

Subject: Router problem

Message: Search for Articles matching

Include Article:

On 11/10/2019 08:19:52, sysadm@sysadm-host1 wrote:

Problem with my route

Hello! We think the problem should be fixed now.

Have a wonderful day!

body

Attach: No file chosen

Figure 27: Replying to ticket

Correspondence added

^ Ticket metadata

^ The Basics

Id: 1
Status: open
Priority: 0/
Queue: net

^ Reminders

New reminder:
Subject:
Owner: sysadm-host1 (System Admin Host 1)
Due:

Figure 28: Reply sent

Figure 29: View history

Click on “Update Ticket” at the bottom of the screen to finish resolving the ticket.

The ticket is currently Resolved but you can reopen the ticket via the RT web interface at any time, or if the original ticket creator (**sysadm** in this case) replies to the resolution email RT sent, then the ticket will be reopened.

View the history at the bottom of the page to see that the ticket is currently resolved:

If you went back to your terminal session as the sysadm user and typed:

```
$ mutt
```


and responded to the email generated from Request Tracker, then your ticket status will change. You can see this by reloading the RT web page for the ticket and viewing the history at the bottom of the page:

Using Mutt to Reply to an Email

- After typing **mutt**, select the message you want to respond to using the arrow keys
- Press the **r** key for **reply**.
- At the bottom of the page you will see, **To: System Admin via RT <net@srv1.campusY.ws.nsrc.org>** - Press **ENTER** to continue
- Next you’ll see a suggested **<<Subject:>>** line. Press **ENTER** to choose what is shown.
- When you see, **Include message in reply? ([yes]/no):** press **ENTER** to include the message.
- Now you will be placed in an editor - possibly **nano**. Type in your response. We suggest to answer below the original message.

^ Ticket and Transaction

Update Type: Comments (Not sent to requestors)

Status: resolved 

Owner: Nobody in particular (Unchanged)

Worked: Minutes

^ Message

One-time Cc:

One-time Bcc:

Subject: Router problem

Message: Search for Articles matching

Include Article:

body

Attach: No file chosen




Figure 30: View history





	Thu Feb 22 17:52:28 2018	The RT System itself - Outgoing email recorded	<input type="button" value="Show"/>
	Thu Feb 22 17:52:28 2018	The RT System itself - Status changed from 'new' to 'open'	
	Thu Feb 22 17:56:01 2018	sysadm-host1 (Ssytem Admin Host 1) - Status changed from 'open' to 'resolved'	
	Thu Feb 22 17:56:01 2018	The RT System itself - Outgoing email recorded	<input type="button" value="Show"/>

Figure 31: View history

- Save and exit from the text editor (:wq in vi, ctrl-x and <ENTER> in nano).
- The next screen to appear looks complicated but simply press the y to send the message.
- That's it. You are done. You can press q twice to exit Mutt at this point if you wish.

If you go back to RT, select the Home you will see the ticket listed. Click on the ticket and scroll to the bottom of the history and you will see something like this:

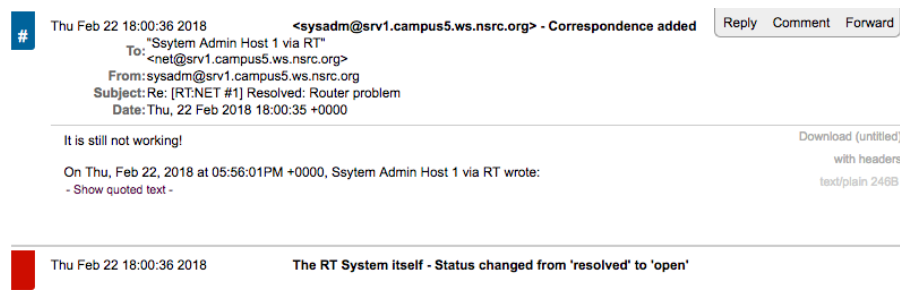


Figure 32: Ticket history showing reply

You now have a functioning RT instance with email integration!

Try having users from the other hosts in your campus send email to your RT ticket queue on the srv1 shared server.

- Make sure they have configured their mail software (`sudo apt-get install postfix` then accept the defaults and be sure to set /etc/mailname to the correct value.)
- Have the users ([host1-6].campusY.ws.nsrc.org) send a mail to you, for example (from a host other than srv1.campusY.ws.nsrc.org) do:

```
echo "Where is my cat ?" | mail -s "Missing cat" net@srv1.campusY.ws.nsrc.org
```

- This should automatically create tickets in the **net** queue on your server "srv1.campusY" - verify that you do receive the tickets by checking in RT on your shared srv1.campusY.ws.nsrc.org instance!

2.11 Adding Watchers to a Queue

(Only one person should do this)

We are still missing an important feature: it's not practical to have to log into RT to check if tickets have arrived. It would be much more convenient if we received an email every time a problem request had been submitted, no?

- To do these exercises you need to log out as the sysadm-hostX user and log back in to Request Tracker as the root user.

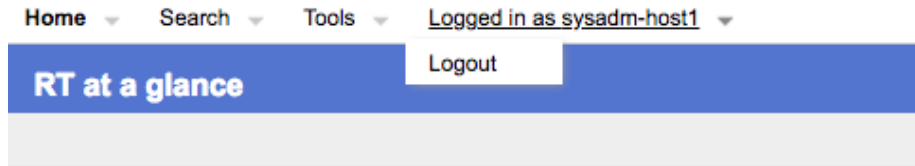


Figure 33: Logout as sysadm

- Now log back in as root:

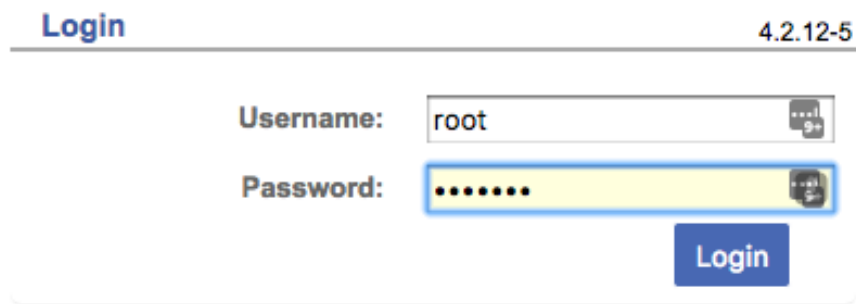


Figure 34: Log in as root

Now to receive an email every time a request is submitted we're going to modify the Queue settings for **net**:

- From the top menu, select **Admin** => **Queues** => **Select**

From the **Queue** page, select the **net** queue by clicking on its name, and you select the **Watchers** menu option at the top:

You should now see this:

Under **New watchers**, enter the group name **netmgmt** in the field: , as such:

And click on **Go!**

RT will search for all groups matching **netmgmt**. Of course there is only one right now, which we created earlier. RT finds it and displays the following:

Notice how we select **AdminCc** from the pull down menu **Groups** next to **netmgmt**. Do this and click on **Save Changes** at the bottom right.

The result should look like this:

What does it mean ? Well, ask another user to send a mail to net@srv1.campusY.ws.nsrc.org to create a ticket, like before, but this

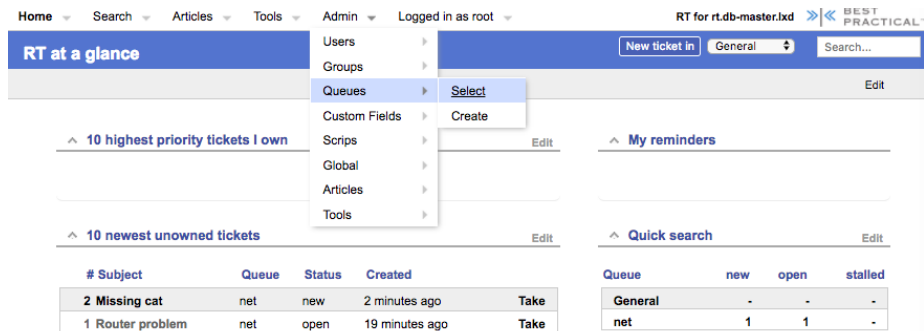


Figure 35: Select queue

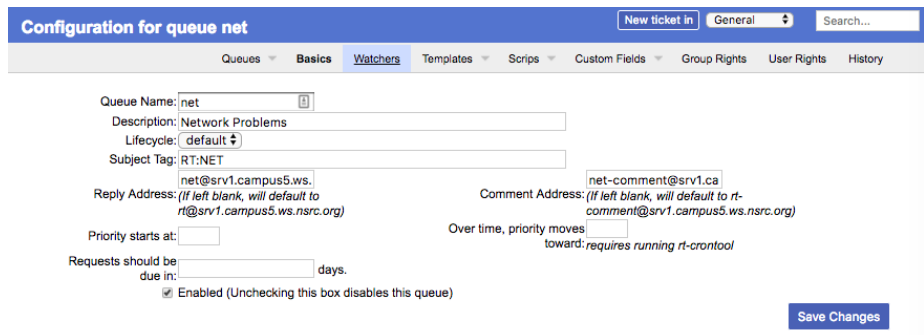


Figure 36: Queue watchers

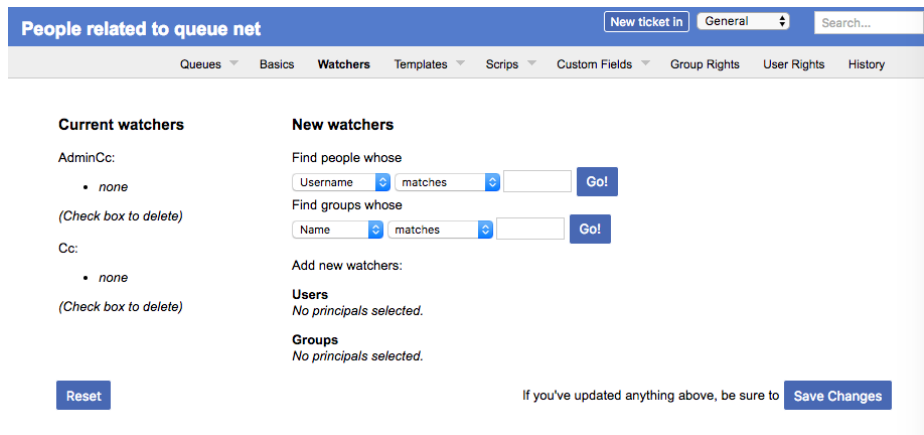


Figure 37: Modify queue watchers

New watchers

Find people whose

Username matches

Find groups whose

Name matches netmgmt

Add new watchers:

Users

No principals selected.

Groups

No principals selected.

Figure 38: New watchers

New watchers

Find people whose

Username matches

Find groups whose

Name matches

Add new watchers:

Users

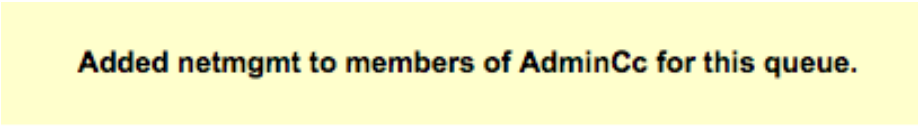
No principals selected.

Groups

- ✓ - netmgmt (Network Management Administrators)
 - AdminCc
 - Cc

If you've updated anything above, be sure to

Figure 39: Matched groups



Added netmgmt to members of AdminCc for this queue.

Figure 40: Watchers modified

time everyone who is a member of the net queue should receive a mail from RT with the ticket notification.

You can test this by issuing this command as the sysadm user on srv1.campusY.ws.nsrc.org:

```
$ echo "Yet more problems with my router" | mail -s "More Router Problems" net@srv1.campusY
```

Remember to change “Y” to your campus number.

Now log in to the other machines in your group and see if each sysadm user has received an email with this subject and text.

A bit later we will extend the use of RT by integrating it with other Network Monitoring software using the rt-mailgate facility that we have already configured in the `/etc/aliases` file.

2.12 Exercise 12

(Anyone in the group can do this)

Finding a ticket once it’s closed.

After a ticket has been resolved or closed may notice that it disappears from your Queue. Actually finding a closed ticket requires a few steps.

You would need to close one of the tickets in your net queue before this search will provide you with any results. Right now you should have two open tickets. In your RT screen click on “Home” (upper-right of the screen) and you should see something like this:

You should select one, or both, of these tickets and “resolve” them before continuing with this exercise (see previous exercises for resolving a ticket).

Now, click on **Tickets => New Search** on the top menu in RT:

and you will see a screen like this:

If you are going to search for items in a queue and there are already items in the `<<Current search>>` box, then you should delete the items from the `<<Current search>>` box first. Next in the `<<Add Criteria>>` box in the `<<Queue>>` choice select the `<<net>>` queue from the drop-down menu (see below):

^ 10 newest unowned tickets

Edit

#	Subject	Queue	Status	Created	
3	More Router Problems	net	new	6 minutes ago	Take
2	Router problem	net	open	60 minutes ago	Take

^ Bookmarked Tickets

Edit

^ Quick search

Edit

Queue	new	open	stalled
General	1	-	-
net	1	1	-

^ Dashboards

Edit

Figure 41: Current Open Tickets

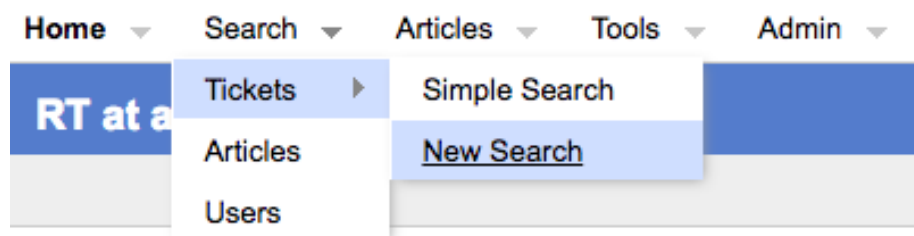


Figure 42: Search tickets

Click on <<**Add these terms**>> or <<**Add these terms and Search**>> - If you just do <<**Add these terms**>> then go to the bottom of the page and click on <<**Update format and Search**>> - RT will keep the search terms until you delete them at a later time.

And the results of your search will look something like this and you will be able to view tickets that have been closed, resolved, etc. Clearly there will be more tickets in the results over time:

Query Builder New ticket in General Search...

Edit Search Advanced

^ Add Criteria

id	less than	
Subject	matches	
Queue	is	-
Status	is	-
Owner	is	-
Requestor Em	matches	
Owner Group	is	
Created	before	
Time Worked	less than	(Minutes)
Priority	less than	
Child	is	

Aggregator ☒ AND ☐ OR

Add these terms

Add these terms and Search

^ Current search

↑ ↓ ← → And/Or Delete

^ Saved searches

Privacy: My saved searches

Description: Save

Load saved search: - Load

^ Sorting

Order by: id Asc

(none) Asc

(none) Asc

(none) Asc

Rows per page: 50

^ Display Columns

Add Columns:

id

QueueName

Subject

Status

ExtendedStatus

UpdateStatus

Format:

Link: -

Title:

Size: -

Style: -

Show Columns:

id

Subject

Status

QueueName

→ ↑ ↓ Delete

Update format and Search

Figure 43: Ticket search form

Query Builder New ticket in General Search...

Edit Search Advanced Show Results Bulk Update Chart Feeds

^ Add Criteria

id	less than	
Subject	matches	
Queue	is	net
Status	is	-
Owner	is	-
Requestor Em	matches	
Owner Group	is	
Created	before	
Time Worked	less than	(Minutes)
Priority	less than	
Child	is	

Aggregator ☒ AND ☐ OR

^ Current search:

Queue = 'net'

↑ ↓ ← → And/Or Delete

^ Saved searches

Privacy: My saved searches

Description: Save

Load saved search: - Load

2 Add these terms

Add these terms and Search

Figure 44: Adding search terms

^ **Sorting**

Order by:

id

Asc

[none]

Asc

[none]

Asc

[none]

Asc

Rows per page:

50

^ **Display Columns**

Add Columns:

id

QueueName

Subject

Status

ExtendedStatus

UpdateStatus

Format:

Link:

-

Title:

Size:

-

Style:

-

Show Columns:

id

Subject

Status

QueueName

→

↑

↓

Delete

Update format and Search

Figure 45: Execute search

Home
Search
Articles
Tools
Admin
Logged in as root
RT for rt.db-master.txd
BEST PRACTICAL™

Found 3 tickets

New ticket in
General
Search...

Edit Search
Advanced
Show Results
Bulk Update
Chart
Feeds

#	Subject Requestor	Status Created	Queue Told	Owner Last Updated	Priority Time Left
1	Router problem <sysadm@srv1.campus5.ws.nsrc.org>	resolved 55 minutes ago	net 52 minutes ago	Nobody in particular 1 minute ago	0
2	Missing cat <root@host3.campus5.ws.nsrc.org>	resolved 38 minutes ago	net	Nobody in particular 1 minute ago	0
3	More Router Problems <root@srv1.campus5.ws.nsrc.org>	resolved 4 minutes ago	net	Nobody in particular 2 minutes ago	0

Don't refresh this page.

Change

Figure 46: Search results