

Helgrim.com

[Navigation](#)

[\[Index of articles\]](#)

[Home](#)

[About me](#)

[Contact](#)

Software

FreeBSD

[Fujitsu-Siemens C1020](#)

[6.2 Install](#)

[Sendmail](#)

[Stress testing](#)

[PostgreSQL](#)

[Altering database schemata](#)

[Documentation](#)

[DBMail](#)

[Request Tracker](#)

[Links](#)

[Miscellaneous](#)

Advertising



Content

[1 Concepts](#)

- [1.1 Scripts](#)
 - ◆ [1.1.1 Conditions](#)
 - ◆ [1.1.2 Actions](#)
 - ◆ [1.1.3 Templates](#)
- [1.2 Access Control \(ACLs\)](#)
- [1.3 Tickets](#)

[2 Extending and customizing RT](#)

- [2.1 Scrip Actions](#)
- [2.2 Scrip Conditions](#)
- [2.3 Plugging in your own user metadata](#)
- [2.4 Plugging in your own authentication system](#)

[3 Administrative Procedures](#)

- [3.1 Creating a user](#)
 - ◆ [3.1.1 using the CLI](#)
 - ◆ [3.1.2 using the web interface](#)
- [3.2 Creating a queue](#)
- [3.3 Granting users rights to access a queue](#)
- [3.4 Using scrips to notify users of changes to tickets in a queue](#)

[4 Tool Reference](#)

- [4.1 Email Gateway](#)
-

1 Concepts

Tickets

As a ticketing system, it should be no surprise that one of RT's most important objects is an outage report, task or some other thing that needs dealing with.

Links

IM Status



Tickets can be linked to each other.

MemberOf

RelatedTo

DependsOn

MergedInto

Queues

Queues are an administrative unit with their own ACLs, Scripts, Templates and Keywords.

Create a separate queue for each group of tickets that need different attributes or which have different priorities.

Users

User types

Privileged Users

Privileged users are users who can be granted rights and responsibilities. These users should be used sparingly.

Nonprivileged Users

These users can not be granted rights or responsibilities (except as members of pseudogroups) through the web interface. When they access the web interface, they are immediately shunted to RT's "Secure" interface.

When email is submitted to RT's email gateway from an unknown email address, RT will send an email to the user's email address.

Attributes

Name

Password

Gecos (Unix Username)

RT's commandline tool uses your unix username to authenticate you. Set this to the unix username you use to access the tools.

'Disabling' users

Groups

Pseudogroups

Regular groups

Watchers

Watcher Types

Requestors

Cc

Administrative Cc

Watcher Scopes

Queue

Ticket

Keywords

The Keywords tree

RT has a single 'tree' of keywords which can be attached to tickets by means of keywords

Keyword Selects

Keyword Selects allow a site to define sets of keywords which users can use to 'tag' tickets.

Configuration options for keywords include:

Scope

Scope: whether a keyword select applies to tickets in a single queue or to every ticket in the system.

Name

Name: The title of the Keyword Select displayed in the user interface.

Multiplicity

Single

Single: Whether a user can only pick one value for the keyword select or whether s/he can pick multiple values.

Depth

Depth: how deep RT will recurse through the keywords tree to find available keywords.

Root Keyword

Which keyword is to be the 'root' of the tree of available keywords?

1.1 Scripts

RT 2.0 includes a powerful system for implementing local business logic, called a 'subscription' system).

With RT 1.0, the requestors of a ticket were automatically emailed on any correspondence. Each site to control this and many other behaviors at the queue level. Through the actions should be taken on each transaction.

Scripts can be defined per-queue and system-wide. Each scrip is composed of a

For 2.0 there isn't an exposed user interface for defining new actions and conditions.

1.1.1 Conditions

Conditions are things like:

- ◇ OnCorrespond OnComment
- ◇ OnCreate
- ◇ OnStall
- ◇ OnResolve
- ◇ OnTransaction

1.1.2 Actions

Actions include things like:

- ◇ NotifyRequestorsAsCorrespondence
- ◇ NotifyCcsAsCorrespondence
- ◇ NotifyAdminCcsAsCorrespondence
- ◇ NotifyAllWatchersAsCorrespondence
- ◇ NotifyRequestorsAsComment
- ◇ NotifyCcsAsComment
- ◇ NotifyAdminCcsAsComment
- ◇ NotifyAllWatchersAsComment

Note: Notify scrips do not send mail to the user performing the action.

1.1.3 Templates

There are a bunch of predefined system-wide templates like:

- ◇ Autoreply
- ◇ Transaction
- ◇ Correspondence
- ◇ Comment

Additionally, RT allows local RT administrators to define new per-queue templates.

Templates can optionally have RFC822 headers which will be added if they contain 2 newlines separating the message body from the headers.

1.2 Access Control (ACLs)

rt2 includes a rich acl scheme which supports granting rights

rights can be granted to:

- a specific user who has the privileged flag set
- a specific locally defined group
- one of several 'pseudogroups':
 - everyone, requestor, cc, admincc, owner

Rights granted to an individual user are granted to that user

Rights granted to a locally defined group will be made available to all members of that group, so long as they remain members of the group

rights granted to the pseudo-group 'everyone' will be granted to all users

Rights granted to any of the following pseudo-groups will be granted to users based on the current ticket being dealt with:

- requestor, cc, admincc, owner.

3 Administrative Procedures

Creating a user

with the CLI

with the web interface

Creating a queue

Granting users rights to access a queue

- ◆ To allow any user to create a ticket in any queue, grant the right 'Create
- ◆ To allow any user to create a ticket in the queue 'general', grant the right
- ◆ To allow anyone to send in an email update to a ticket in the queue 'general', grant the right 'SendEmailUpdate' to the pseudogroup 'Everyone for the queue 'general'

Using scripts to notify users of changes to tickets

3.1 Creating a user

3.1.1 using the CLI

3.1.2 using the web interface

3.2 Creating a queue

3.3 Granting users rights to access a queue

- ◇ To allow any user to create a ticket in any queue, grant the right 'create_ticket' to the pseudogroup 'Everyone' for the queue 'general'
- ◇ To allow any user to create a ticket in the queue 'general', grant the right 'create_ticket' to the pseudogroup 'Everyone' for the queue 'general'
- ◇ To allow anyone to send in an email update to a ticket in the queue 'general', grant the right 'update_ticket' to the pseudogroup 'Everyone' for the queue 'general'

3.4 Using scrips to notify users of changes to tickets

[\[Table of Contents\]](#) [\[Top of section\]](#)

4 Tool Reference

Mail Gateway

Administrative Commandline =head3 Introduction =head3 Syntax =head3 Examples

4.1 Email Gateway

[\[Table of Contents\]](#) [\[Top of section\]](#)



© Feargal Reilly 2003-2010 | feargal@helgrim.com | [Hosting by FBI](#) | [Valid HTML 4.01](#) | [Valid CSS](#)