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1 Foreword by FAQ 'collector'

RT2 FAQ - v1.0 - 13 July 2001 - Karel P Kerezman

This FAQ has been lovingly collated from many weeks' worth of rt-users mailing list responses. Some verbage has been tampered with for the sake of aesthetics, other entries are pretty much intact. Any way you look at it, this is more Jesse's work than mine, though to be fair not all of the answers came from Jesse. My only part in this drama was agreeing to be the poor slob who put these all together...

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2 Installation

2.1 mod_perl and Apache

Q - I'm trying to use RedHat's DSO mod_perl and Apache. I get all kinds of errors, including segmentation faults in Apache child processes, and things just generally don't work. What can I do?

A - There are many possible solutions, but the one that seems to be the most reliable is not to run an Apache dynamic-module system, but instead to compile mod_perl into Apache and install that way. You'll lose the ability to run dynamic Apache modules like PHP, but RT2 will work. You are **HIGHLY** encouraged to download the mod_perl and Apache sources and to read the relevant install documentation contained therein. (Ed. Note: This is generally accepted to be the safest way to make RT2 work. There are probably other solutions that let you retain dynamic module capability in Apache so PHP will run, but generally speaking the whole Apache DSO/mod_perl situation is a gigantic headache, as any semi-casual Google search will attest. Your mileage may vary.)

2.2 Apache::DBI and 'testdeps'

Q - It looks like Apache::DBI is required for RT2, but it isn't one of the modules checked in 'make testdeps'.

A - Apache::DBI doesn't deal properly with CPAN installation checks. This is already noted in the README.

2.3 RT2 and mail/db/web compatibility

Q - I'm running a mail system JKL (or) I have database XYZ (or) I have webserver ABC. How do I make RT2 work?

A - Several of these scenarios are covered elsewhere in the online documentation. Make sure to read all of the installation documents available before you touch the install scripts!

2.4 CPAN forcing new Perl install

Q - I'm using CPAN to install modules, following the directions properly. But I now see that I'm being prompted/forced to install Perl 5.6.1. What do I do now?

A - The quick and dirty answer is to hit Control+C when it starts downloading Perl, and it should continue past that point without too much trouble. If you run into further similar CPAN issues, you might be better off getting out of CPAN entirely and installing the modules you need by hand. (Note: Check `~/cpan/` for the source directories, you might save yourself the trouble of downloading some modules a second time.)

2.5 Perl setuid

Q - When Perl was installed, it wasn't set to do setuid. How can I remedy this?

A - Do `'chmod u+s /usr/bin/suidperl'` (or wherever your `suidperl` happens to live)

2.5.1 Slackware distro fix

This from Steve Nolan on the mailing list:

"Just in case anyone else is trying to setup RT2 on a Slackware linux distro, I thought I'd share the little factoid that Slackware's bundled perl package doesn't do `suidperl`, even though the `suidperl` binary is included and, well, `setuid`. :-) If someone brighter than me knows if there's a runtime option to enable this, please share!

"In the meantime, removing the Slackware perl package and building a fresh install from source, and choosing 'Kernel can't do setuid scripts safely' and 'Let perl emulate setuid scripts' from the configuration script seemed to do the trick for me.

"As far as I can tell, this is the case for all semi-current Slackware versions (3.0 and up)... Hope this saves someone else some skull-beating."

2.6 Config.pm and @ symbols

Q - Error message: Possible unintended interpolation of @inflow in string at /opt/rt2/etc/config.pm line 142.

A - Sounds like you have an unescaped @ in your config.pm. In other words, email address user@machine.com needs to read user(backslash)(at)machine.com within config.pm. (Ed. Note: The doc-management system won't allow me to actually use the backslash character. I'm sure you understand what I mean, though. You're a smart person.)

2.7 Quirk with subdirectory install method

Q - I've got RT2 installed into an Apache system using the "subdirectory" method as opposed to "virtual host." There don't seem to be any glaring errors or problems, but when I type 'http://mymachine/rt2' I don't see RT. What's wrong?

A - For kicks, try 'http://mymachine/rt2/'. (Note trailing slash.) Did it work? Okay. The explanation for this comes to us courtesy of Martin Schapendonk:

"Well, I can say, it isn't a bug, it's a feature :-)

"Apache is very picky about trailing slashes in Alias directives.

"So if you use "Alias /rt2/ /path/to/rt2", you actually have to type that trailing slash, or you will get a 404 back. If you just do "Alias /rt2 /path/to/rt2" then the trailing slash isn't necessary."

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3 Administration

3.1 Default templates

Q - Are there any default templates with RT2?

A - The default templates are in Global / Templates.

3.2 Keywords

Q - Can anyone explain what the purpose of keywords is?

A - Imagine if you could define multiple area pulldowns per queue, optionally be able to select multiple values for some areas and could define areas that apply to all queues. That's Keywords. Elsewhere in these online documents is a better explanation of what they are and how best to work with them.

3.3 Letting users change their own passwords

Q - How can I grant password change permissions to my users? Presently, if a user wants to change their password, they have to ask me to do it.

A - Grant the user 'ModifySelf'. Then they should be able to change their password from "prefs" via the web ui.

3.4 Passwords for auto-created users

Q - I know users get autocreated when they send a request to the mailgate. Also I know their uid is equal to their email-address. Which password do autocreated users use to login at /SelfService/ ? I tried the obvious two (namely, 'password' and the uid created), but those don't work. Leaving the password field empty didn't work, either.

A - As of now, RT2 doesn't automatically assign passwords to users on account creation. Down the line, the plan is to assign random passwords and optionally email them to the user. For now, you need to manually set them.

3.5 User and group deletion

Q - It seems one cannot delete users or groups using the web interface. Is it possible using the cli or messing with the database?

A - With groups, the lack of a 'delete' button is an oversight which will be corrected. With users, it's a bit more complex. For referential integrity reasons, you can't delete users...you can however toggle the 'Disabled' flag, which is available in the web ui as "Let this user access RT". Flip that bit.

3.6 Email to watchers

Q - I cannot enable the sending to the watchers. The log says "No recipients found...". Where does RT2 look for them? My rt2-crew have the right to "watch" and they have mail-adresses in the user-definitions.

A - You need to enable scrips to send mail to ticket and queue watchers and then sign up the relevant users as watchers. The fact that they have the right to watch things doesn't mean that they are watching them.

3.7 Emailed reminders to ticket owners

Q - How do I make regularly emailed reminders to the owners of tickets?

A - With a combination of cron entries, scripting skill and the following command syntax:

```
'/opt/rt2/bin/rt --summary --limit-status=open --limit-owner=U
```

where Username is replaced by an individual ticket owner's username of course (Ed. Note: This would be a very, very good subject for someone to tackle as a full-fledged document, covering a better scripting system if at all possible. Our current system involves a separate script and cron job for each owner, but we have a small outfit so it's not too cumbersome.)

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4 UI

4.1 Viewing due dates

Q - How do I get a view of due-date in either of the main display pages, either the "home" page or the individual queue listing?

A - Take a look at etc/config.pm it has a hash which describes what the generic queue looks like. Add \$Ticket->DueAsString to that.

4.2 Auto-refreshing web view as in RT1

Q - What I used to do with RT1 involved having a due-date-sorted, auto-refreshing view for when I was in "administrator" mode and a last-action-sorted auto-refreshing view for when I was in "keep an eye out for user complaints" mode. What would be the best way to approximate that sort of behaviour in RT2?

A - Autorefreshing is tricky, it's just not there yet. I suspect that I'll (Jesse) be able to slipstream it into 2.0.x fairly early.

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5 End-users

5.1 Emailed reply not sent

Q - Why, when I try to reply to a ticket, even though the Scripts are set up to do so, do I not get an emailed reply?

A - Are you taking into account that RT should never mail the person performing the action? (It tries to be 'smart' about it.) RT2 has some intelligence built in.

Helgrim.com - Feargal Reilly

E-mails do not get sent out to the people taking the actions. When you reply to the ticket, RT2 will not send you the reply since you are the one performing the action. It will only fire for all other users affected by that scrip.

5.2 Comment not sent to requestor

Q - Why, when I try to send a comment to a requester, does it not get sent?

A - For the simple reason that comments are **never** sent to the requestor - comments are there to let you scream at everybody over how dumb the requestor is, without him getting a copy.

5.3 Unpriviledged requestor rights to comment

Q - Is it possible for an unpriviledged user to comment/reply on the tickets he's requestor for?

A - Grant either 'Everyone' or (preferably) 'Requestor' the right to 'CommentOnTicket' and 'ReplyToTicket'.

5.4 Change status via email

Q - How does one go about changing ticket status over e-mail? And are there any other options that can be changed over e-mail?

A - You might want to take a look at enhanced mailgate in [\[ftp://ftp.fsck.com/pub/rt/contrib/2.0/rt-addons/\]](ftp://ftp.fsck.com/pub/rt/contrib/2.0/rt-addons/)

5.5 Date formatting

Q - What date format do I use for setting dates (and times) on tickets?

A - RT2 uses a fairly sophisticated date-parser. Most absolute date formats should work. 6/21/2001 is what I (Jesse) tend to use. 'Tuesday' should work. 'In days' might. (Ed. Note: I personally use '13 July 2001 17:00', so you have some idea of what you can get away with here.)

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