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1 Introduction

This document is intended to cover the day to day usage of RT. It is recommended that

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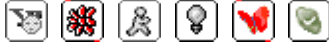
2 The Commandline Interface

2.1 Introduction

RT provides a command line tool to create and manipulate tickets.

2.2 Usage

IM Status



```
% rt [<limit-options>] [[<display-options>] | [<modify-options>]]
```

```
% rt [--help|--h|--usage|--version]
```

Limit-options define the criteria for selecting which tickets to display or apply for a criteria.

Basic limits

--id=[*first*][-][*last*] - Specifies a single ticket *first*, or a range of tickets from *first* including *last*, or omit *last* to specify all tickets from *first*. May not be specified

--limit-queue=<queue> - Specifies a queue.

--limit-status=[!](new|open|stalled|resolved|dead) -

--limit-owner=[!]<userid> -

--limit-priority=[starts][-][ends] -

--limit-final-priority=[starts][-][ends] - Starts is less than ends

--limit-requestor=[!](<userid>|<email>) -

--limit-subject=[!]<text> -

--limit-body=[!]<text> -

Link Limits

--limit-member-of=<ticketid> -

--limit-has-member=<ticketid> -

--limit-refers-to=<ticketid> -

--limit-referred-to-by=<ticketid> -

--limit-depends-on=<ticketid> -

--limit-depended-on-by=<ticketid> -

Date Limits

--limit-created=[starts][-][ends] -

--limit-due=[starts][-][ends] -

--limit-starts=[starts][-][ends] -

--limit-started=[starts][-][ends] -

--limit-resolved=[starts][-][ends] -

--limit-last-updated=[starts][-][ends] - Starts and ends are dates. starts can not b

Display options define how to display selected information.

--limit-first=first row returned

--limit-rows=row count

--history | --show - Show a history of the ticket(s) found

--summary [format-string] - Show a listing-style summary of the tickets found. default

Modify options are used to change ticket attributes.

--create - Create a new ticket. Any attributes that you can modify on an existing ticket are also valid when modifying an existing ticket. If you are creating a new ticket, you should drop the ticketid attribute.
--status=(new|open|stalled|resolved|dead) - Sets status
--subject=<subject> - Sets subject to <subject>
--owner=<userid> - Set owner to <userid>
--queue=<queueid> - Set queue to <queueid>
--priority=<int> -
--final-priority=<int> -
--requestors=[+|-]<userid>|<email address> - Add or remove this user as a ticket requestor.
--cc=[+|-]<userid>|<email address> - Add or remove this user as a ticket Cc.
--admincc=[+|-]<userid>|<email address> - Add or remove this user as a ticket admin.
--keywords=[+|-]<keyword_select>/<keyword> - Add or remove a keyword.
--due=<date> -
--starts=<date> -
--started=<date> -
--contacted=<date> -
--time-left=<int> -
--time-taken=<int> -
--depends-on=[+|-]<ticketid> -
--member-of=[+|-]<ticketid> -
--refers-to=[+|-]<ticketid> -

correspond-options

--comment - Add a comment to the selected ticket(s).
--reply/respond - Add correspondence to the selected ticket(s).
--source <file> - Use <file> as the content for this correspondence/comment.
--noedit - Don't invoke \$EDITOR to edit the content of this update. \$EDITOR is used by default.

misc-options

--verbose - Be more verbose
--debug - Turn on debugging
--version - Display version and copyright information
--help/usage - Display help.

2.3 Syntax

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3 The Web Interface

The web interface is the preferred method for reviewing, acting upon, and updating tickets as a system administrator. You must have cookies enabled in your web browser to logon.

3.1 The start page

When you login, you will be presented with a screen which is similar to this:

RT/example.com: Start page Signed in as guest
[Preferences](#) [Logout](#)

[\[Home\]](#) [\[Search\]](#) [\[Configuration\]](#)

25 highest priority tickets I own...					Find new/open tickets		
#	Subject	Queue	Status		Queue	New	Open
528	Cannot collect email	Tech Support	open	[Update]	Accounts	7	0
506	Website not working	Tech Support	open	[Update]	NOC	9	5
					Support	19	8

25 most important tickets I requested...				
#	Subject	Queue	Status	Owner
567	acting sluggish?	NOC	new	Nobody

On top, you see the navigation bar, which always remains the same. Below is the

3.2 The Navigation Bar

Along the very top bar, the organisation name is displayed. This is the same name as the one displayed, along with links to edit your preferences, and to logout. Below, are the

- ◆ Home: Returns you to the start page.
- ◆ Search: Allows you to search for specific tickets, using a wide range of filters.
- ◆ Configuration: For administrators use, user permissions, templates, and queues.
- ◆ New Ticket: Select the queue you wish to create a new ticket in.
- ◆ Goto ticket: Enter a ticket number here to view that ticket.

3.3 The workspace

This is where information about queues and tickets are displayed. By default, the top 25 along with a summary of the queues to which you have access.

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4 Using RT Effectively

RT is very powerful, but with power comes complexity. Here are some hints and tips to help with implementations.

4.1 Using Priority

This is an example of a reasonable use of RT's priority system to manage a group of people.

There are some tickets that will never get done. This is not a reflection on the people who are doing the little things. As long as tasks are given the right priority, the right things will get done.

We can identify five levels of priority for tasks:

- ◆ Low - Minor annoyance, there is a workaround.
- ◆ Medium - Some annoyance, there is a workaround.
- ◆ High - Lots of annoyance, there is a workaround.
- ◆ Critical - Something is partly broken or someone can't do part of their job.
- ◆ Fatal - Something is very broken or someone can't do any of their job.

RT allows you to assign a priority from 0-99 to a ticket. We decide to assign the priority according to company policy. 1-10 for Low tickets, 11-20 for Medium tickets and so on to 49 for Fatal tickets.

We decide that from our team, there will always be one person 'one-call', leaving the rest of the team free to work on other tickets.

The on-call person is responsible for taking incoming tickets and giving them a priority. This must be done within a set time. I've used 8 business hours to good effect.

The on-call person is also required to take a crack at all Critical and Fatal tickets. They are the only available person.

The on-call person is *not* responsible for any Low/Medium/High tickets that come in. They can provide a workaround and thus they can wait.

Everyone else is responsible for working their tickets in priority order and grabbing tickets as they come in.

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