

Demostración de RT: Request Tracker

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Contenido

- Introducción, ventajas
- Caso UO
- No instalaremos porque RT depende de decenas de módulos PERL y disponemos de poco tiempo

RT: Ventajas

- Código abierto y gratis
- MUY utilizado y probado
- Desarrollo muy activo
- Bastante flexible
- Interfaz web y correo electrónico

Necesidad en UO Network Services

- Mucho tráfico de e-mails requiriendo ayuda, servicios, etc
- Se archivaba en texto, sin clasificación
- Difícil de encontrar el estatus y toda la historia de un problema
- A veces los problemas quedan olvidados y sin resolver

Clasificación de los problemas:

Colas

- RT permite crear colas (queues) donde los problemas quedan clasificados según su tipo
 - Servicios: DNS, direcciones IP, Radius, etc
 - Routing: problemas de enrutadores
 - Conectividad
 - Seguridad: intrusiones, scans, etc
 - Sistemas (servidores Unix grandes, cuentas)
 - etc

Clasificación automática

- Se pueden escribir simples reglas de clasificación utilizando procmail
 - Buscar palabras clave en el campo “Asunto” de los e-mails
 - No es perfecto, pero ayuda
 - Es bueno tener un moderador que supervise y asigne tareas

Asignación de personal a cada cola

Modify people related to queue connectivity - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

https://nethelp.uoregon.edu/Admin/Queues/People.html?id=4

Firefox Help Firefox Support Plug-in FAQ

BEST PRACTICAL™

Preferences | Logout
Logged in as cvicente

RT for nethelp New ticket in addresses Search

Home
Tickets
RTIR
Configuration
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Queues
Select queue
New queue
connectivity
Basics
Watchers
Scripts
Templates
Custom Fields
Group Rights
User Rights
Global
Preferences
Approval

Modify people related to queue connectivity

Current watchers

Cc: ♦ none

Administrative Cc: (Check box to delete)

- ♦ cvicente
- ♦ dgathers
- ♦ donw
- ♦ dsmith
- ♦ dvosika
- ♦ jad
- ♦ jeffh
- ♦ jfe
- ♦ kemp
- ♦ malekim
- ♦ rdb
- ♦ stephenf

New watchers

Find people whose
User Id contains [] Go!

Find group whose
Name contains [] Go!

Add new watchers:

Users
No principals selected.

Groups
No principals selected.

Reset **If you've updated anything above, be sure to** Save Changes

Acciones (scrips)

The screenshot shows a Mozilla Firefox browser window with the address bar displaying `https://nethelp.uoregon.edu/Admin/Queues/Scrips.html?id=4`. The page header includes the logo for 'BEST PRACTICAL' and a navigation bar with 'RT for nethelp', a 'New ticket in' dropdown menu set to 'addresses', and a search field. A left sidebar contains a navigation menu with categories like 'Home', 'Tickets', 'RTIR', 'Configuration', 'Queues', 'connectivity', and 'Scripts'. The main content area is titled 'Modify scrips for queue connectivity' and lists 'Scripts which apply to all queues' with four entries: 'On Correspond Open Tickets with template Blank', 'On Correspond Notify Other Recipients with template Correspondence', 'On Comment Notify AdminCcs as Comment with template Admin Comment', and 'On Comment Notify Other Recipients as Comment with template Correspondence'. Below this, a section for 'Current Scrips:' includes a note '(Check box to delete)' and a list of four scrips, each with a checkbox and a description: 'Imported from RT 2.0' (On Correspond Notify Requestors, Ccs and AdminCcs with template Correspondence), 'Imported from RT 2.0' (On Create Notify Other Recipients with template Autoreply), 'Imported from RT 2.0' (On Create Autoreply To Requestors with template Autoreply), and '(no value)' (On Create Notify AdminCcs with template Transaction). At the bottom right, there is a 'Delete selected scrips' button and a 'Delete' button.

RT at a glance - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

https://nethelp.uoregon.edu/

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RT for nethelp New ticket in addresses Search

Home RT at a glance

Tickets

RTIR

Configuration

Preferences

Approval

10 highest priority tickets I own...			Quick search		
# Subject	Queue	Status	Queue	New	Open
			addresses	1	1
			Blocks	0	0
			connectivity	3	15
			disables	1066	197
			general	6	18
			Incident Reports	0	0
			Incidents	0	0
			Investigations	0	0
			noc	1	1
			outages	0	0
			routing	1	1
			security	1	2
			services	2	4
			systems	3	4
			To Disable	471	2
			wiring	0	4

10 highest priority tickets I requested...

# Subject	Queue	Status	Owner
-----------	-------	--------	-------

Don't refresh this page. Go!

https://nethelp.uoregon.edu/



RT for nethelp addresses

- Home
- Tickets
- Search
- New Search
- RTIR
- Configuration
- Preferences
- Approval

Found 18 tickets

#	Subject Requestor(s)	Status Created	Queue Last Contact	Owner Last Updated	Priority Left
7859	Wireless Authentication skicrave@malibubootowners.com	new 17 hours	connectivity -	Nobody 17 hours	1 0
1086	wireless tlovenst@gladstone.uoregon.edu	open 1 years	connectivity -	malekim 10 months	1 0
2278	195-West-12th-switch1	open 10 months	connectivity -	kemp 9 months	1 0
3317	Bad Ethernet Jacks in Law Library dbishop@law.uoregon.edu	open 8 months	connectivity 8 months	dsmith 8 months	1 0
4164	Redundant networks ... jad@ns.uoregon.edu	open 6 months	connectivity -	malekim 4 weeks	1 0
5476	Circuit/Network build out for Quarantine Network jad@ns.uoregon.edu	open 5 months	connectivity -	malekim 2 months	1 0
6104	ethernet drop mistake dsmellow@oregon.uoregon.edu	open 3 months	connectivity 3 months	dgathers 2 months	1 0
6219	Fwd: microhelp: Network Wireless Sign-In microhelp@uoregon.edu	open 3 months	connectivity -	kemp 2 months	1 0
7033	Implementing Firewall for Graduate School dsmith@ns.uoregon.edu	open 2 months	connectivity 2 months	malekim 6 weeks	3 0
7346	Upgrading switches to support IGMPv3 jad@ns.uoregon.edu, joelja@darkwing.uoregon.edu	open 6 weeks	connectivity 9 days	malekim 9 days	1 0
7524	ethernet not working, CSB 219 jppj@darkwing.uoregon.edu	open 6 weeks	connectivity 6 weeks	Nobody 6 weeks	1 0
7642	Jack disabled?? johnf@uoregon.edu	open 5 weeks	connectivity 5 weeks	Nobody 5 weeks	1 0
7722	question about 111 HUE jacks bwade@uoregon.edu	open 3 weeks	connectivity 3 weeks	Nobody 3 weeks	1 0
7747	B26 K1a wireless coverage michaelh@cs.uoregon.edu	open 3 weeks	connectivity 2 weeks	Nobody 2 weeks	1 0
7806	Question on Wireless Internet yaaargh75@hotmail.com	open 13 days	connectivity 13 days	Nobody 13 days	1 0
7842	Jack Troubles eleisy@jvj.uoregon.edu	open 5 days	connectivity 5 days	Nobody 5 days	1 0

First page

(1 - 50 shown)

Update all these tickets at once

Current search criteria Refine search

Queue = connectivity

Tickets
 Search
 << First
 < Prev
 Next >
 Last >>
 New Search

#3317
[Display](#)
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RTIR
 Configuration
 Preferences
 Approval

The Basics

Id: 3317
Status: open
Worked: 0 min
Priority: 1/5
Queue: connectivity

Dates

Created: Fri Nov 21 12:49:38 2003
Starts: Not set
Started: Not set
Last Contact: Fri Nov 21 14:04:29 2003
Due: Sun Nov 23 12:49:38 2003
Closed: Not set
Updated: Fri Nov 21 14:53:50 2003 by dbishop@law.uoregon.edu

People

Owner: dsmith
Requestors: dbishop@law.uoregon.edu
Cc:
AdminCc:

Relationships

Depends on:
Depended on by:
Parents:
Children:
Refers to:
Referred to by:

More about dbishop@law.uoregon.edu

Comments about this user:
Autocreated on ticket submission
 This user's 10 highest priority tickets:
 ♦ 3176: New MacOSX VPN Client? (open)
 ♦ 3317: Bad Ethernet Jacks in Law Library (open)

History Display mode:[Brief headers] [Full headers]

Fri Nov 21 12:49:38 2003 dbishop@law.uoregon.edu - Ticket created [Reply] [Comment]

Download (untitled) 557b

Subject: Bad Ethernet Jacks in Law Library
Date: Fri, 21 Nov 2003 12:49:03 -0800
To: nethelp@network-services.uoregon.edu (network-services.uoregon.edu)
From: Dennis Bishop <dbishop@law.uoregon.edu (law.uoregon.edu)>

Hi!

I've received reports from our students that there are numerous broken ethernet jacks in the Law Library. Do you guys want me to provide you with an inventory of broken jacks or can you just do a sweep through the library and fixed all the hosed jacks or ?

Any help is much appreciated.

Dennis
 --
 Dennis Bishop

#3317: Bad Ethernet Jacks in Law Library - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

https://nethelp.uoregon.edu/Ticket/Display.html?id=3317

Firefox Help Firefox Support Plug-in FAQ

Fri Nov 21 13:37:55 2003 **RT_System - Status changed from new to open**

Fri Nov 21 13:37:55 2003 **dsmith - Correspondence added** [Reply] [Comment]

Download (untitled) 167b

Subject: Re: [nethelp #3317] Bad Ethernet Jacks in Law Library
Date: Fri, 21 Nov 2003 13:37:55 -0800
To: connectivity@nethelp.uoregon.edu ([nethelp.uoregon.edu](mailto:connectivity@nethelp.uoregon.edu))
From: dsmith@network-services.uoregon.edu (network-services.uoregon.edu)

We probably need to get an inventory of the bad jacks. I'm also wondering if some of them might have been turned off due to virus-infected machines.

Thanks,

-Dale

Fri Nov 21 13:38:26 2003 **dsmith - Taken**

Fri Nov 21 13:41:19 2003 **dbishop@law.uoregon.edu - Correspondence added** [Reply] [Comment]

Download (untitled) 662b

Subject: Re: [nethelp #3317] Bad Ethernet Jacks in Law Library
Date: Fri, 21 Nov 2003 13:40:42 -0800
To: connectivity@nethelp.uoregon.edu ([nethelp.uoregon.edu](mailto:connectivity@nethelp.uoregon.edu))
From: Dennis Bishop <dbishop@law.uoregon.edu (law.uoregon.edu)>

Thanks, Dale.

Please let me know if there's anything I can do to expedite this.

Best,

Dennis

===

>We probably need to get an inventory of the bad jacks. I'm also
>wondering if some of them might have been turned off due to
>virus-infected machines.
>
>Thanks,
>
> -Dale

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Referencias

- Sitio de *Best Practical*

`http://bestpractical.com/rt`