

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

Log in to your virtual machine as the sysadm user.

2.2 Exercise 1

Install the necessary packages for RT. You should have `mysql-server` already, but we do the install just in case. This won't cause problems.

Copy the "sudo apt-get install" line below, minus the "\$" and paste this in to your terminal session on your virtual machine.

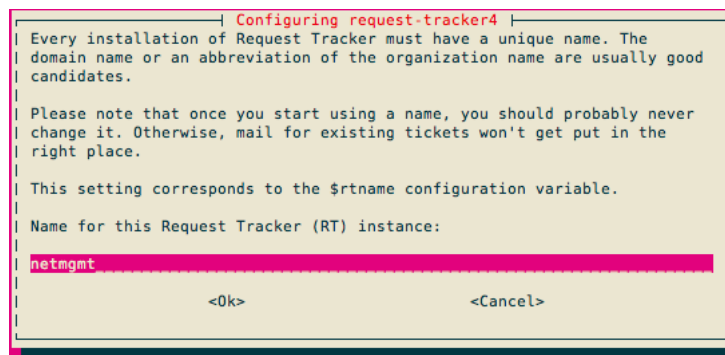
```
$ sudo apt-get install rt4-apache2 rt4-clients rt4-db-mysql request-tracker4 libapache2-mod-fastcgi libfcgi-perl mutt
```

Respond "Yes" when prompted if you wish to install the packages.

You will now be presented with several windows. Read the following instructions to see how to respond:

Name for this Request Tracker (RT) instance:

Remove what is shown and replace with "netmgmt", then select <Ok> and press ENTER to continue.



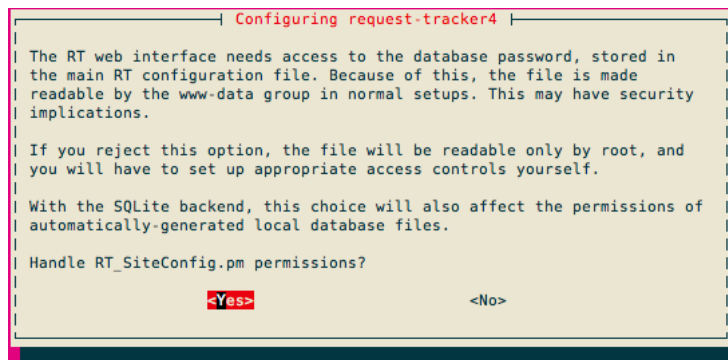
RT installation name

Handle RT_SiteConfig.pm permissions?

- Select <Yes> and press ENTER to continue.

Configure database for request-tracker4 with dbconfig-common?

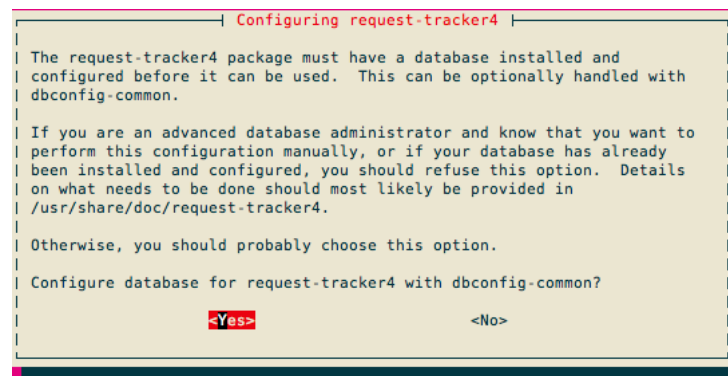
- Select <Yes> and press ENTER to continue.



DB configuration

Password of the database's administrative user:

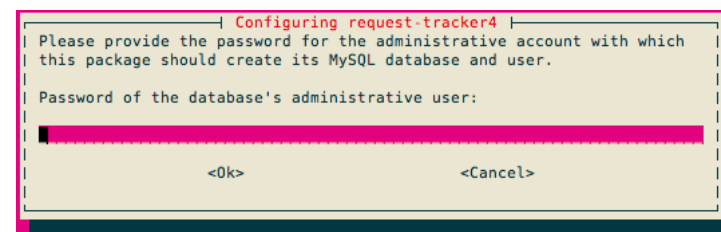
Enter the MySQL `root` or `admin` password. This was set earlier in the workshop (probably when you installed Cacti). If you do not remember what this is, or if it's not written at the front of the classroom, ask an instructor for help.



DB admin password

MySQL application password for request-tracker4:

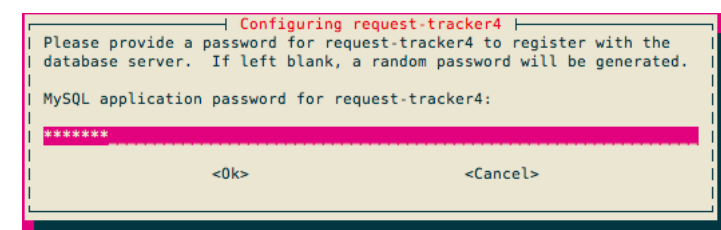
You may enter any password you wish. This will be used by Request Tracker to connect to MySQL. You generally do not need to remember this password. Pick something that cannot be guessed easily (i.e., don't use `rt`, `requesttracker`, `1234`, etc...).



DB application password

Password confirmation:

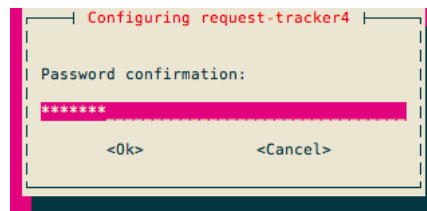
- Enter the same password that you created in the previous step.



DB application password

Initial root password for RT system:

- Use the same password as we used for the MySQL database administrative user.



Initial root password

Now you will see quite a bit of information go across your screen as the Request Tracker installation process completes - It's a big package.

2.3 Exercise 3

At this point you have installed Request Tracker version 4. In order to access RT via the Apache web server you need to make a few small changes.

First let's update the Request Tracker (RT) configuration to improve the "From:" field format that will be used when RT sends out emails to users. In addition we will restrict attachment sizes and we will add our RT server to a whitelist to avoid cross site forgery error messages for legitimate RT usage.

Request Tracker maintains configuration files in the directory:

`/etc/request-tracker4/RT_SiteConfig.d`

We will go to this directory, create a new configuration file called `90-local` and regenerate the RT `RT_SiteConfig.pm` file using the `update-rt-siteconfig` command:

```
$ cd /etc/request-tracker4/RT_SiteConfig.d
$ sudo editor 90-local
```

Add the following two lines to the file `90-local`:

```
Set($MaxAttachmentSize , 10000000);
Set(@ReferrerWhitelist, qw(x.x.x.x:80 SERVNAME:80));
```

In the `ReferrerWhitelist` entry `x.x.x.x` is the IP address of your PC and `SERVNAME` is the name of your PC. That is, if you are on `pc1.ws.nsrc.org` you would enter:

```
Set(@ReferrerWhitelist, qw(10.10.1.1:80 pc1.ws.nsrc.org:80));
```

Be sure to use the correct IP address and name for your PC, then save the file and execute the command:

```
$ sudo update-rt-siteconfig
```

Now we have one more change to the Apache web server configuration to make:

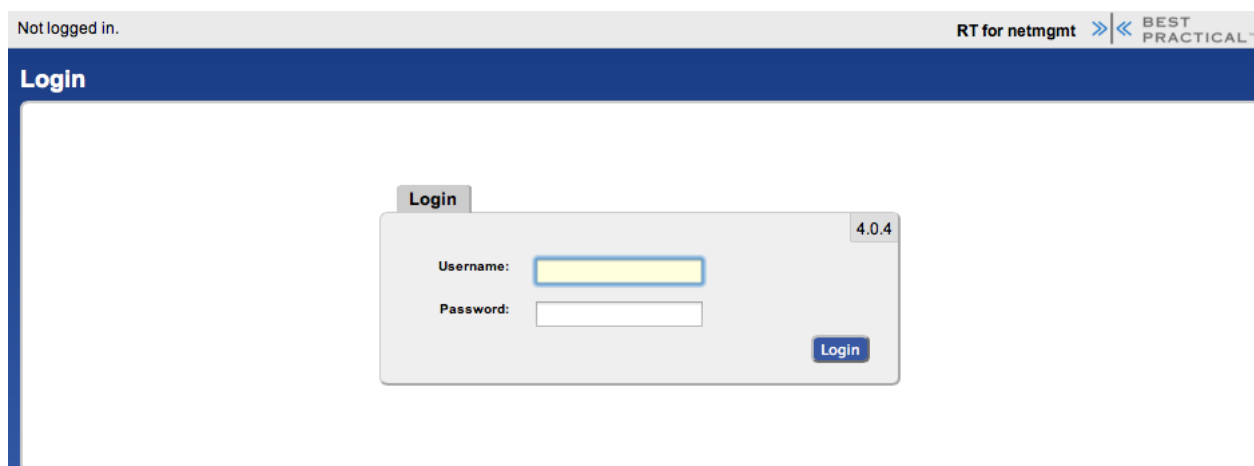
```
$ cd /etc/apache2/conf-available
$ sudo ln -s /etc/request-tracker4/apache2-modperl2.conf rt4.conf
$ sudo a2enconf rt4
$ sudo service apache2 restart
```

The last step could take up to 30 seconds, so be patient! RT should now be up and running!

2.4 Exercise 3

Log in to RT as the root User

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



Login screen

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

Username: `root`

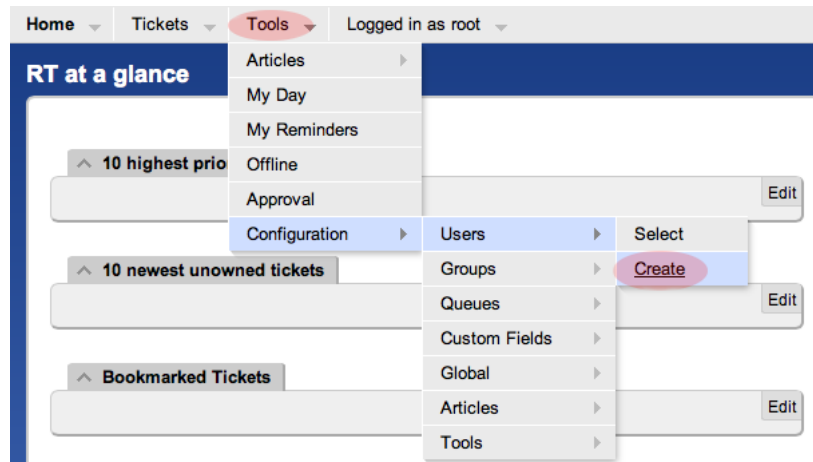
Password: [SELECTED AT INSTALL]

2.5 Exercise 4

RT Configuration: Create a User

Now that you are logged in we will create a new user for the rest of these exercises.

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



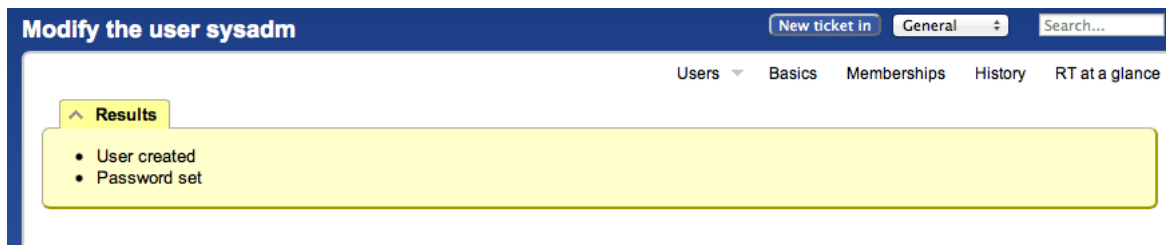
Create User

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@pcX.ws.nsrc.org` (X= your PC)

A screenshot of the 'Create a new user' form in the RT web interface. The form is divided into several sections: 'Identity' (Username: sysadm, Email: sysadm@pcX.ws.nsrc.org, Real Name: System Admin, Nickname, Unix login, Language, Extra info), 'Location' (Organization, Address1, Address2, City, State, Zip, Country), 'Phone numbers' (Home, Work, Mobile, Pager), 'Access control' (checkboxes for 'Let this user access RT' and 'Let this user be granted rights (Privileged)', root's current password, New password, Retype Password), and 'Comments about this user'. A red arrow points to the 'Let this user be granted rights (Privileged)' checkbox. The 'Create' button is highlighted with a red circle at the bottom right.

User creation form

Use the same password for `sysadm` 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:

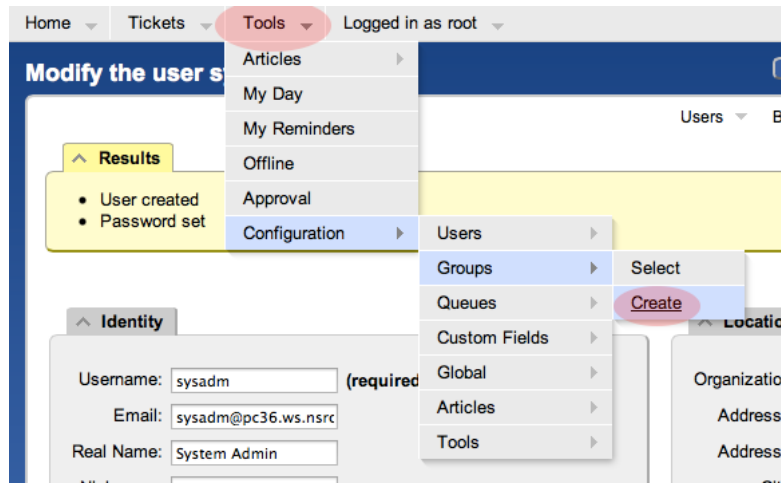


User created

2.6 Exercise 5

RT Configuration: Create a Group

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



Create group

- Fill in the name: `netmgmt`, and add a description, then click on **Create**

Create a new group

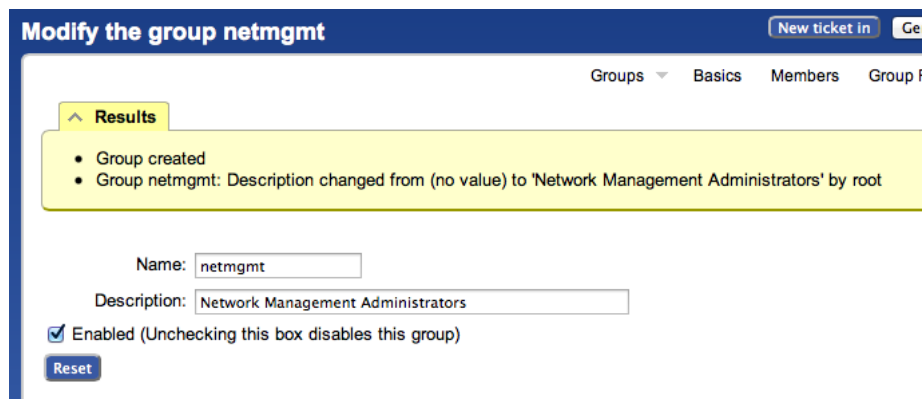
Name:

Description:

☒ Enabled (Unchecking this box disables this group)

Create group form

- You should see the following result:



Group created

- Click on **Members** (top menu)

Modify the group netmgmt New ticket in General

Groups ▾ Basics **Members** Group Rights

^ **Results**

- Group created
- Group netmgmt: Description changed from (no value) to 'Network Management Administrators' by root

Name:

Description:

☒ Enabled (Unchecking this box disables this group)

Group members

- In the **Add members** field (right), type in the name of the user you created in step 3. This is the **sysadm** user. Then click on **Modify Members** (bottom right):

Modify the group netmgmt New ticket in General Search...

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

^ **Editing membership for group netmgmt**

Current members

(No members)

Add members

Add user:

Add group:

(Check box to delete)

Add member

- You should see this:

^ **Results**

- Member added: sysadm

Member added

2.7 Exercise 6

RT Configuration: Create a New Queue

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

Home ▾ Tickets ▾ Tools ▾ Logged in as root ▾

Modify the group New tick

Groups ▾ Basics **Members**

^ **Results**

- Member added:

^ **Editing membership for group netmgmt**

Current members

Users

- ☐ System Admin

Groups

Articles ▾

My Day

My Reminders

Offline

Approval

Configuration ▾

Users ▾

Groups ▾

Queues ▾ **Select**

Custom Fields ▾ **Create**

Global ▾

Articles ▾

Tools ▾

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@pcX.ws.nsrc.org

Comment Address: net-comment@pcX.ws.nsrc.org

Create a queue

New ticket in

General

Search...

Select

Create

Queue Name: net

Description: Network Problems

Lifecycle: default

Subject Tag: Request Tracker: NET

Reply Address: net@pcX.ws.nsrc.org

Comment Address: net-comment@pcX.ws

Priority starts at: 0

Over time, priority moves toward: 0

Requests should be due in: days.

Sign by default

Encrypt by default

Enabled (Unchecking this box disables this queue)

GnuPG private key(s) for rt@pc36.ws.nsrc.org

GnuPG private key(s) for rt-comment@pc36.ws.nsrc.org

Create

Queue create form

Note: Remember to replace pcX with the correct number of your machine

You should see this:

Results

- Queue created
- Queue net: Description changed from (no value) to "Network Problems"
- Queue net: CorrespondAddress changed from (no value) to "net@pc36.ws.nsrc.org"
- Queue net: CommentAddress changed from (no value) to "net-comment@pc36.ws.nsrc.org"
- Queue net: SubjectTag changed from (no value) to "Request Tracker: NET"

Queue created

2.8 Exercise 7

RT Configuration: Give Rights to our Group on the Queue

From the top menu, select Tools => Configuration => Queue => Select

You should see:

Enabled Queues

Select a queue:

#	Name	Description	Address	Priority	DefaultDueln	
1	General	The default queue	-/-	0-0	0	Enabled
3	net	Network Problems	net@pc36.ws.nsrc.org/net-comment@pc36.ws.nsrc.org	0-0	0	Enabled

Enabled Queues

- Select net (click on it) then choose Group Rights (top right)

Configuration for queue net

New ticket in

General

Search...

Queues

Basics

Watchers

Templates

Scripts

Ticket Custom Fields

Transaction Custom Fields

Group Rights

User Rights

Queue Name:

net

Description:

Network Problems

Lifecycle:

default

Subject Tag:

Request Tracker: NET

Reply Address:

net@pc36.ws.nsrc.org

(If left blank, will default to rt@pc36.ws.nsrc.org)

Comment Address:

net-comment@pc36.v

(If left blank, will default to rt-comment@pc36.ws.nsrc.org)

Priority starts at:

Over time, priority moves toward:

requires running rt-crontool

Requests should be due in:

days.

☐ Sign by default

☐ Encrypt by default

☒ Enabled (Unchecking this box disables this queue)

Group rights

The following page should look like this:

Modify group rights for queue net

New ticket in

General

Search...

Queues

Basics

Watchers

Templates

Scripts

Ticket Custom Fields

Transaction Custom Fields

Group Rights

User Rights

SYSTEM

Everyone

Privileged

Unprivileged

ROLES

AdminCc

Cc

Owner

Requestor

USER GROUPS

ADD GROUP

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

Group rights overview

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.

Modify group rights for queue net

Queues

Basics

Watchers

Templates

Scripts

Ticket Custom Fields

Transa

SYSTEM

Everyone

Privileged

Unprivileged

ROLES

AdminCc

Cc

Owner

Requestor

USER GROUPS

ADD GROUP

General rights

Rights for Staff

Rights for Administrators

☐ Comment on tickets

☒ Create tickets

☒ Reply to tickets

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

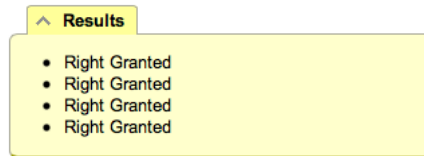
☐ View custom field values

☒ View queue

☒ View ticket summaries

Modify group rights

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



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:

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

☐ Create tickets

☐ Reply to tickets

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

☐ View custom field values

☐ View queue

☐ View ticket summaries

Add rights to group

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

SYSTEM

Everyone

Privileged

Unprivileged

ROLES

AdminCc

Cc

Owner

Requestor

USER GROUPS

ADD GROUP

netgmt

Add rights for this group: netgmt

General rights

Rights for Staff

Rights for Administrators

☒ Delete tickets

☒ Forward messages outside of RT

☒ Modify custom field values

☒ Modify tickets

☒ Own tickets

☒ Sign up as a ticket or queue AdminCc

☒ Steal tickets

☒ Take tickets

☒ View exact outgoing email messages and their recipients

☒ View ticket private commentary

All rights selected

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

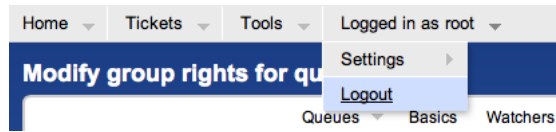
This is after having selected items. Remember to press **Modify Group Rights** after selecting the new rights. Once you press the **Modify Group Rights** button you will see a bunch of this:



2.9 Exercise 8

RT Configuration: Log in as sysadm

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



Logging out

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

The screenshot shows the RT Login form. The 'Username' field contains 'sysadm' and the 'Password' field is masked with dots. A 'Login' button is visible at the bottom right of the form. The version number '4.0.4' is displayed in the top right corner of the form.

Logging in as sysadm

You should see the following:

The screenshot shows the main page of the RT interface for the 'sysadm' user. The top navigation bar includes 'Home', 'Tickets', 'Tools', and 'Logged in as sysadm'. The main content area is titled 'RT at a glance' and contains several sections:

- 10 highest priority tickets I own**: A list of tickets with an 'Edit' button.
- 10 newest unowned tickets**: A list of tickets with an 'Edit' button.
- Bookmarked Tickets**: A list of tickets with an 'Edit' button.
- Quick ticket creation**: A form with fields for Subject, Queue (set to 'net'), Owner (set to 'Me'), Requestors (set to 'sysadm@pc36.ws.nsrc.org'), and Content. A 'Create' button is at the bottom.
- My reminders**: A section with an 'Edit' button.
- Quick search**: A table showing search results for the 'net' queue. The table has columns for Queue, new, open, and stalled. The 'net' queue shows 0 new, 0 open, and 0 stalled tickets.
- Dashboards**: A section with an 'Edit' button.
- Refresh**: A section with a 'Don't refresh this page.' dropdown and a 'Go!' button.

Main page view for sysadm

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.

2.10 Exercise 9

RT Configuration: Email

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.

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
```

2.11 Exercise 10

RT Configuration: Create an Email and Tickets

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@pcX.ws.nsrc.org
```

Remember to replace `pcX` with the correct name of your server.

Now check that you have received email:

```
$ mutt
```

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

The mail should say something similar to this:

```
Date: Fri, 9 Nov 2012 00:29:27 +0000
From: Network Problems via RT <net@pcX.ws.nsrc.org>
To: sysadm@pcX.ws.nsrc.org
Subject: [Request Tracker: NET #1] 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 [Request Tracker: NET #1].

Please include the string:

    [Request Tracker: NET #1]

in the subject line of all future correspondence about this issue. To do so,
you may reply to this message.

Thank you,

                                net@pcX.ws.nsrc.org
```

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
```

2.12 Exercise 11

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` user and click on the **Home** menu item (top left).

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

Home Tickets Tools Logged in as sysadm RT for netgmt BEST PRACTICAL

RT at a glance

New ticket in net Search...

10 highest priority tickets I own Edit

My reminders

10 newest unowned tickets Edit

#	Subject	Queue	Status	Created	
1	Router problem	net	new	110 min ago	Take

Quick search Edit

Queue	new	open	stalled
net	1	-	-

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

Fri Nov 09 00:29:26 2012 **System Admin - Ticket created** Reply Comment Forward

Subject: Router problem
Date: Fri, 09 Nov 2012 00:29:25 +0000
To: net@pc36.ws.nsrc.org
From: sysadm@pc36.ws.nsrc.org (Ubuntu)

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

Fri Nov 09 00:29:27 2012 **The RT System itself - Outgoing email recorded** Show

Display ticket

Go ahead and type in a reply, set the **Status** of the ticket to **Resolved** (upper-right drop-down menu), and then click on **Update Ticket** (bottom-right):

Update ticket #1 (Router problem)

New ticket in net Search...

Display History Basics People Dates Links Jumbo Reminders Actions ☆

Message

One-time Cc:
One-time Bcc:

Sign ☐ using Queue's key Encrypt ☐

Subject: Router problem

Message: Search for Articles matching

Include Article: Go

On Fri Nov 09 00:29:26 2012, sysadm wrote:
> Problem with my router

Hello! We think the problem should be fixed now.

body strong

Attach: Choose File no file selected Add More Files

Update Ticket

Ticket and Transaction

Update Type:

Status: resolved

Owner: Unchanged

Worked: Minutes

Replying to ticket

You should see this:

#1: Router problem New ticket in net Search...

Display History Basics People Dates Links Jumbo Reminders Actions ☆

Results

- Message recorded
- Ticket 1: Status changed from 'new' to 'resolved'

Ticket metadata

The Basics

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

Reminders

New reminder:
Subject:
Owner: System Admin
Due:
Save

People

Reply sent

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:

History Show all quoted text — Show full headers

Fri Nov 09 00:29:26 2012 **System Admin - Ticket created** Reply Comment Forward

Subject: Router problem
Date: Fri, 09 Nov 2012 00:29:25 +0000
To: net@pc36.ws.nsrc.org
From: sysadm@pc36.ws.nsrc.org (Ubuntu)

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

Fri Nov 09 00:29:27 2012 **The RT System itself - Outgoing email recorded** Show

Fri Nov 09 02:25:26 2012 **System Admin - Correspondence added** Reply Comment Forward

On Fri Nov 09 00:29:26 2012, sysadm wrote:
- Show quoted text - Download (untitled) / with headers
text/html 162b

Hello! We think the problem should be fixed now.

Fri Nov 09 02:25:26 2012 **System Admin - Status changed from 'new' to 'resolved'**

View history

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 **<*>** key for **<*>reply**.
- At the bottom of the page you will see, To: System Admin via RT <net@localhost> - Press ENTER to continue
- Next you'll see a suggested <> 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 **vi**. Type in your response. We suggest to answer below the original message.
- Save and exit from the text editor (:wq in **vi**).
- The next screen to appear looks complicated but simply press the **y** key to send the message.
- That's it. You are done. You can press **q** to exit Mutt at this point if you wish.

#

Fri Nov 09 02:25:26 2012
System Admin - Correspondence added

Reply
Comment
Forward

On Fri Nov 09 00:29:26 2012, sysadm wrote:
- Show quoted text -

Download (untitled) / with headers
text/html 162b

Hello! We think the problem should be fixed now.

#

Fri Nov 09 02:25:26 2012
System Admin - Status changed from 'new' to 'resolved'

#

Fri Nov 09 02:31:58 2012
System Admin - Correspondence added

Reply
Comment
Forward

Subject: Re: [Request Tracker: NET #1] AutoReply: Router problem
Date: Fri, 9 Nov 2012 02:31:57 +0000
To: Network Problems via RT <net@pc36.ws.nsrc.org>
From: Ubuntu <sysadm@pc36.ws.nsrc.org>

Download (untitled) / with headers
text/plain 804b

Are you sure my problem is fixed ?

On Fri, Nov 09, 2012 at 12:29:27AM +0000, Network Problems via RT wrote:
- Show quoted text -

#

Fri Nov 09 02:31:59 2012
The RT System itself - Status changed from 'resolved' to 'open'

Ticket history showing reply

You now have a functioning RT instance with email integration!

You can experiment a bit. Now, this is not a very realistic setup, since you are communication with yourself! But in fact, other users in the classroom can send you email:

- Make sure they have configured their mail software (`sudo apt-get install postfix` then accept the defaults)
- Have the users send a mail to you, for example:

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

- This should automatically create tickets in the `net` queue on your pc "pcX" - verify that you do receive the tickets!

2.13 Adding Watchers to a Queue

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 user and log back in to Request Tracker as the root user.

Home
Tickets
Tools
Logged in as sysadm
Logout

RT at a glance

^ 10 highest priority tickets I own

Edit

^ 10 newest unowned tickets

Edit

#	Subject	Queue	Status	Created	
2	Missing cat	net	new	9 min ago	Take
1	Router problem	net	open	12 min ago	Take

Logout as sysadm

- Now log back in as root:

Login

4.0.4

Username:

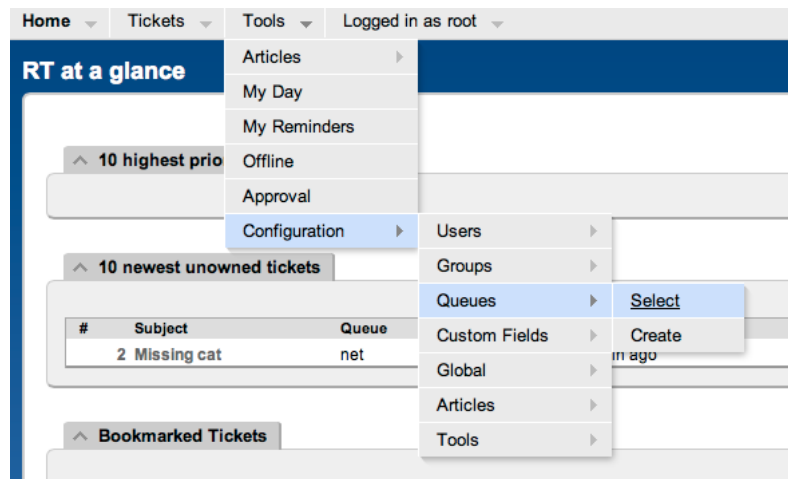
Password:

Login

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 **Tools** => **Configuration** => **Queue** => **Select**



Select queue

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

The screenshot shows the 'Configuration for queue net' page with the 'Watchers' tab selected. The form contains the following fields and options:

- Queue Name: net
- Description: Network Problems
- Lifecycle: default
- Subject Tag: Request Tracker: NET
- Reply Address: net@pc36.ws.nsrc.org (If left blank, will default to rt@pc36.ws.nsrc.org)
- Priority starts at: (empty field) Over time, priority m
- Requests should be due in: (empty field) days.
- ☐ Sign by default
- ☒ Enabled (Unchecking this box disables this queue)

Queue watchers

You should now see this:

The screenshot shows the 'People related to queue net' page with the 'Watchers' tab selected. The page is divided into two main sections: 'Current watchers' and 'New watchers'.

Current watchers:

- Cc: none (Check box to delete)
- AdminCc: none (Check box to delete)

New watchers:

Find people whose Username matches (empty field) Go!

Find groups whose Name matches (empty field) Go!

Add new watchers:

Users
No principals selected.

Groups
No principals selected.

At the bottom right, there is a 'Save Changes' button.

Modify queue watchers

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

New watchers

Find people whose

Username matches **Go!**

Find groups whose

Name matches **Go!**

Add new watchers:

Users

No principals selected.

Groups

No principals selected.

New watchers

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:

New watchers

Find people whose

Username matches **Go!**

Find groups whose

Name matches **Go!**

Add new watchers:

Users

No principals selected.

Groups

- ☒ - netmgmt (Network Management Administrators)
Cc
AdminCc

Matched groups

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:

Results

- Added netmgmt to members of AdminCc for this queue.

Watchers modified

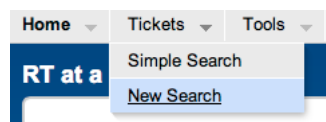
What does it mean ? Well, ask another user to send you a mail, like before, but this time you should receive a mail from RT with the ticket notification - run `mutt as sysadm`.

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.

2.14 Exercise 12

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



Search tickets

and you will see a screen like this:

Home Tickets Tools Logged in as root RT for netmgmt BEST PRACTICAL

Query Builder

New ticket in General Search...

Edit Search Advanced

^ Add Criteria

id	less than	
Subject	matches	
Queue	is	-
Status	is	-
Owner	is	-
Requestor E	matches	
Created	before	
Time Worke	less than	Minut
Priority	less than	
HasMember	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

Update format and Search

Ticket search form

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):

Home Tickets Tools Logged in as root RT for netmgmt BEST PRACTICAL

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 E	matches	
Created	before	
Time Worke	less than	Minut
Priority	less than	
HasMember	is	

Aggregator ☒ AND ☐ OR

Add these terms

Add these terms and Search

^ Current search

Queue = 'net'

3

↑ ↓ ← → And/Or Delete

^ Saved searches

Privacy: My saved searches

Description: Save

Load saved search: Load

Adding search terms

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.

Display Columns

Add Columns:

id
QueueName
Subject
Status
ExtendedStatus
UpdateStatus

Format:

Link:

Title:

Size:

Style:

Show Columns:

id
Subject
Status
QueueName

Execute search

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:

Home Tickets Tools Logged in as root

Found 3 tickets

New ticket in

					Edit Search	Advanced	Show Result
#	Subject Requestors	Status Created	Queue Told	Owner Last Updated			
1	Router problem sysadm@pc36.ws.nsrc.org	resolved 3 hours ago	net	Nobody 49 min ago			
2	Missing cat nsrc@noc.ws.nsrc.org	new 45 min ago	net	Nobody 45 min ago			
3	Missing cat nsrc@noc.ws.nsrc.org	new 10 min ago	net	Nobody 10 min ago			

Don't refresh this page.

Change

Search results