

RT basic lab

Request Tracker (RT) Installation and Configuration

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.

Exercises

Exercise 0

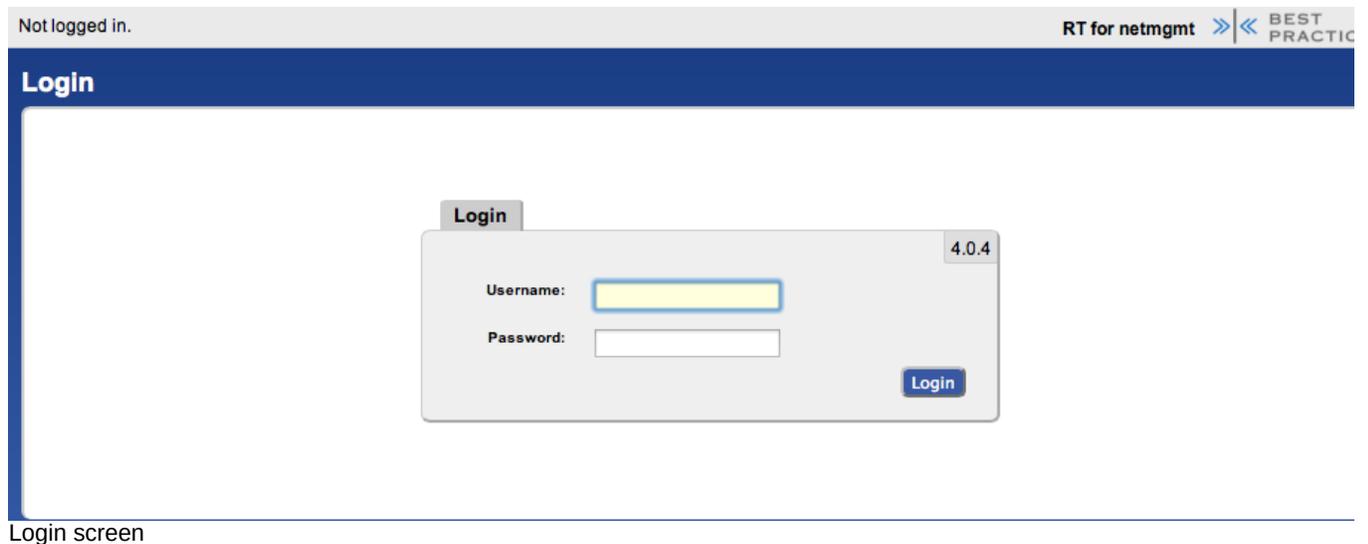
The Request Tracker software has already been installed on your server. You may refer to the RT Install Guide in your course Agenda for details on how to install Request Tracker on your own.

Exercise 1

This exercise should be done by each person in your group as you will create separate userids on the RT instance your shared srv1 server.

Log in to RT as the root User on your shared srv1 server.

If you go to <http://oob.srv1.campusY.ws.nsrc.org/rt/> (<http://oob.srv1.campusY.ws.nsrc.org/rt/>) you will see the RT login screen:



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

Username: root

Password: []

Exercise 2

RT Configuration: Create your User

Now that you are logged in we will create a new user for the rest of these exercises. The user you will create is "sysadm-hostX", where "X" is the number of your host.

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

The screenshot shows the RT web interface. At the top, there is a navigation bar with 'Home', 'Search', 'Articles', 'Tools', 'Admin', and 'Logged in as root'. The 'Admin' menu is open, showing 'Users', 'Groups', 'Queues', 'Custom Fields', 'Scripts', 'Global', 'Articles', and 'Tools'. The 'Users' menu is further open, showing 'Select' and 'Create' (highlighted). Below the navigation bar, there are several sections: 'RT at a glance', '10 highest priority tickets I own', '10 newest unowned tickets', 'Bookmarked Tickets', and 'Quick ticket creation'. The 'Quick ticket creation' section has fields for Subject, Queue (General), Owner (Me), Requestors (root@localhost), and Content. A 'Create' button is at the bottom right of this section. On the right side, there are sections for 'My reminders', 'Quick search', 'Dashboards', and 'Refresh'.

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@hostX.CampusY.ws.nsrc.org` - Replace X with your host number and "Y" with your campus number.

Create a new user
New ticket in General Search...

Select
Create

^ Identity

Username: (required)

Email:

Real Name:

Nickname:

Unix login:

Language:

Extra info:

^ Location

Organization:

Address1:

Address2:

City:

State:

Zip:

Country:

^ Access control

Let this user access RT

Let this user be granted rights (Privileged)

root's current password:

New password:

Retype Password:

^ Phone numbers

Home:

Work:

Mobile:

Pager:

^ Comments about this user

Create

User creation form

Use the same password for **sysadm-hostX** 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:

Modify the user sysadm-host1

Users
Basics
Memberships
History

User created
Password set

User created

Exercise 3

RT Configuration: Create a Group

- At the top, choose the menu item **Admin => Groups => Create**

Home Search Articles Tools Admin Logged in as root R

Modify the user sysadm-host1 New ticket

Users
Groups
Queues
Custom Fields
Scripts
Global
Articles
Tools

**User created
Password set**

Identity

Username: sysadm-host1 (required)
 Email: sysadm@host1.campu:
 Real Name: Ssystem Admin Host 1
 Nickname:

Location

Organization:
 Address1:
 Address2:
 City:

Create group

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

Create a new group New tick

Name: netmgmt
 Description: Network Management Administrators
 Enabled (Unchecking this box disables this group)
 Reset

Create group form

- You should see the following result:

Modify the group netmgmt New ticket in General

Groups Basics Members Memberships Group Rights Us

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

Name: netmgmt
 Description: Network Management Administrators
 Enabled (Unchecking this box disables this group)
 Reset

Group created

- Click on Members (top menu)

Modify the group netmgmt New ticket in General

Groups ▾ Basics Members Memberships Group Rights

Group netmgmt: Description changed from 'Network Management Administrator' to 'Network Manag
by root

Name:

Description:

Enabled (Unchecking this box disables this group)

Reset

Group members

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

Modify the group netmgmt New ticket in General

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

^ **Editing membership for group netmgmt**

<p>Current members</p> <p>(No members)</p> <p>(Check box to delete)</p> <p>Reset</p>	<p>Add members</p> <p>Add user: <input type="text" value="sysadm-hostX"/></p> <p>Add group: <input type="text"/></p> <p>Modify Members</p>
--	--

Add member

- You should see this:

Modify the group netmgmt

Groups ▾ Basics **Members**

Member added: sysadm-host1

Member added

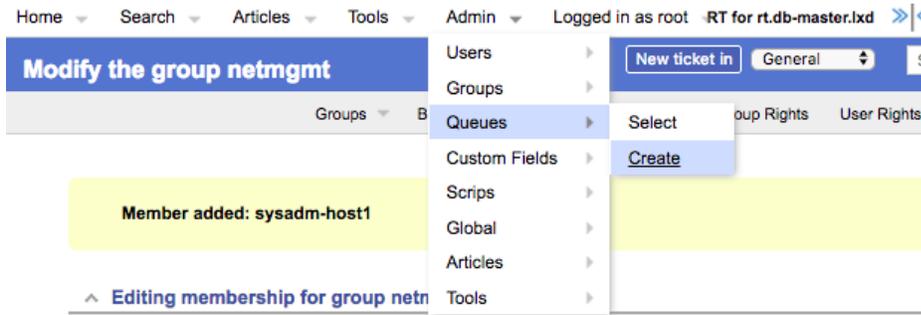
No repeat this for each member of your group until you have added all users.

Exercise 4

(Only one person should do this)

RT Configuration: Create a New Queue

- At the top, choose the menu item **Admin => Queues => Create**



Current members

- Users
- sysadm-host1 (Ssystem Admin Host 1)

Groups

Create queue

Add members

Add user:

Add group:

- Fill in the fields. Let's use the following values and then click on **Create**:

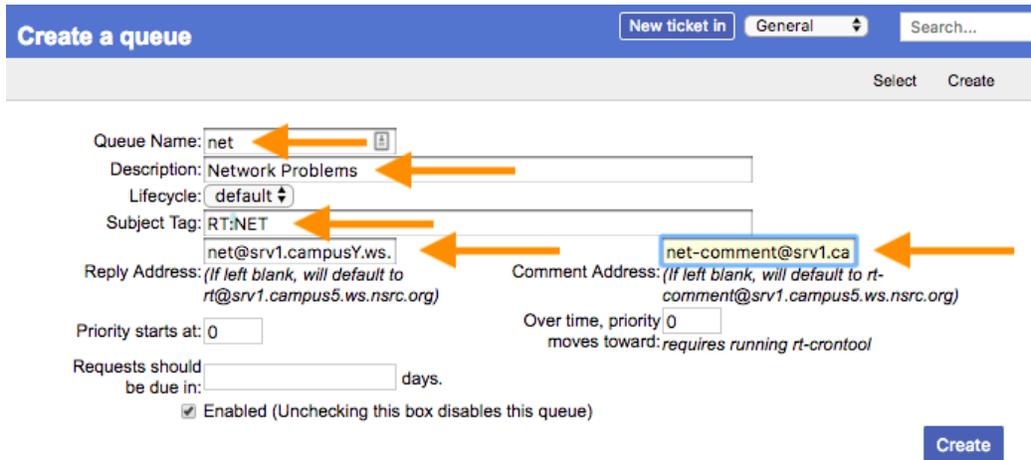
Queue Name: net

Description: Network Problems

Subject Tag: RT: NET

Reply Address: net@srv1.campusY.ws.nsrc.org

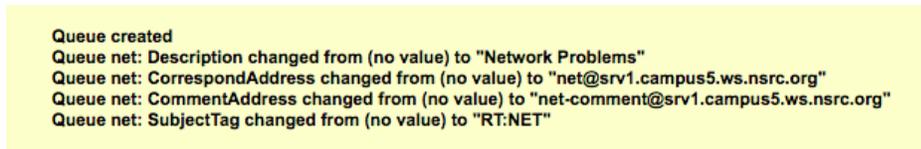
Comment Address: net-comment@srv1.campusY.ws.nsrc.org



Queue create form

Note: Remember to replace "Y" with your campus number.

You should see this:



Queue created

Exercise 5

(Only one person should do this)

RT Configuration: Give Rights to our Group on the Queue

From the top menu, select **Admin => Queues => Select**

You should see:

Enabled Queues

Name

Include disabled queues in listing.

Go!

Select a queue:

#	Name	Description	Address	Priority	Default	Dueln	Lifecycle	Subject	Tag	Status
1	General	The default queue	-/-	0-0	0		default			Enabled
3	net	Network Problems	net@srv1.campus5.ws.nsrc.org/net-comment@srv1.campus5.ws.nsrc.org	0-0	0		default	RT:NET		Enabled

Enabled Queues

- Click on **net** then choose **Group Rights** (top right)

Configuration for queue net New ticket in General

Queues **Basics** Watchers Templates Scripts Custom Fields **Group Rights** User Rig

Queue Name:

Description:

Lifecycle:

Subject Tag:

Group rights

The following page should look like this:

Modify group rights for queue net New ticket in General

Queues Basics Watchers Templates Scripts Custom Fields **Group Rights** User Rights History

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

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 New ticket in General Search...

Queues Basics Watchers Templates Scripts Custom Fields **Group Rights** User Rights History

SYSTEM
Everyone ←
 Privileged
 Unprivileged

ROLES
 AdminCc
 Cc
 Owner
 Requestor

USER GROUPS

ADD GROUP

Everyone

General rights Rights for Staff Rights for Administrators

<input type="checkbox"/>	Comment on tickets	CommentOnTicket
<input checked="" type="checkbox"/>	Create tickets	CreateTicket
<input checked="" type="checkbox"/>	Reply to tickets	ReplyToTicket
<input type="checkbox"/>	Sign up as a ticket Requestor or ticket or queue Cc	Watch
<input type="checkbox"/>	View custom field values	SeeCustomField
<input checked="" type="checkbox"/>	View queue	SeeQueue
<input checked="" type="checkbox"/>	View ticket summaries	ShowTicket

Save Changes

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

Add rights for this group: netmgmt

General rights Rights for Staff Rights for Administrators

<input type="checkbox"/>	Comment on tickets	CommentOnTicket
<input type="checkbox"/>	Create tickets	CreateTicket
<input type="checkbox"/>	Reply to tickets	ReplyToTicket
<input type="checkbox"/>	Sign up as a ticket Requestor or ticket or queue Cc	Watch
<input type="checkbox"/>	View custom field values	SeeCustomField
<input type="checkbox"/>	View queue	SeeQueue
<input type="checkbox"/>	View ticket summaries	ShowTicket

Save Changes

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

netmgmt

Add rights for this group: netmgmt

General rights | **Rights for Staff** | Rights for Administrators

- Delete tickets DeleteTicket
- Forward messages outside of RT ForwardMessage
- Modify custom field values ModifyCustomField
- Modify ticket owner on owned tickets ReassignTicket
- Modify tickets ModifyTicket
- Own tickets OwnTicket
- Sign up as a ticket or queue AdminCc WatchAsAdminCc
- Steal tickets StealTicket
- Take tickets TakeTicket
- View exact outgoing email messages and their recipients ShowOutgoingEmail
- View ticket private commentary ShowTicketComments

Save Changes

All rights selected

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



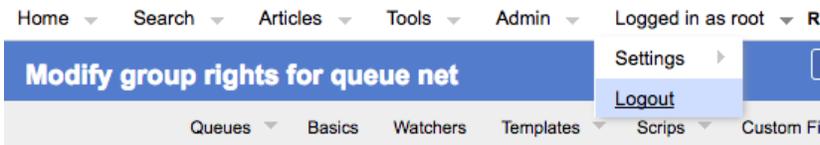
Rights granted

Exercise 6

(Everyone does this exercise)

RT Configuration: Log in as sysadm-hostX

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



Logging out

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

Login

Login 4.2.12-5
 Username:
 Password:

Logging in as sysadm

You should see the following:

[Home](#) ▾ [Search](#) ▾ [Tools](#) ▾ Logged in as sysadm-host1 ▾ RT for rt.db-master.lxd >><< BEST PRACTICAL™

RT at a glance net ▾

^ **10 highest priority tickets I own**

^ **10 newest unowned tickets**

^ **Bookmarked Tickets**

^ **Quick ticket creation**

Subject:
 Queue: net ▾ Owner: Me ▾
 Requestors: sysadm@host1.campus5.ws.nsrc.org
 Content:

^ **My reminders**

^ **Quick search**

Queue	new	open	stalled
net	-	-	-

^ **Dashboards**

^ **Refresh**

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.

Exercise 7

(Only one person does this exercise)

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.

First, we need to verify that the file /etc/mailname has the correct entry.

```
$ sudo editor /etc/mailname
```

Be sure that the only entry in this file is:

```
srv1.campusY.ws.nsrc.org
```

Where "Y" is your campus number. Once you have updated the file or verified it is correct save your changes (if any) and exit from the file.

Next we will 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
```

Exercise 8

RT Configuration: Create an Email and Tickets

(Only one person does this)

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@srv1.campusY.ws.nsrc.org
```

Remember to replace the "Y" in "campusY" with your campus number.

If you get an error about mail not being installed, then do:

```
$ sudo apt install mailutils
```

And run the "echo" command above again.

Now check that you have received email:

```
$ mutt
```

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

Select that email and press

The mail should say something similar to this:

```
Date: Fri, 24 Feb 2017 00:21:19 +0000  
From: Network Problems via RT <net@srv1.campusY.ws.nsrc.org>  
To: sysadm@srv1.campusY.ws.nsrc.org  
Subject: [RT: NET #2] 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 [RT: NET #2].

Please include the string [RT: NET #2] in the subject line of all future correspondence about this issue. To do so, you may reply to this message.

Thank you,
net@srv1.campusY.ws.nsrc.org

Problem with my router

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
```

Once you read the mail press the "q" key twice to exit from mutt.

Exercise 9

(Select one member of your group to do this. Everyone can see the ticket, but only one person should edit it at one time).

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

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

The screenshot shows the RT 'at a glance' dashboard. At the top, there is a blue header with 'RT at a glance', a 'New ticket in' button, a dropdown menu set to 'General', and a search bar. Below the header, there are four main sections:

- 10 highest priority tickets I own**: A list of tickets owned by the user.
- 10 newest unowned tickets**: A table of tickets not owned by the user. The first row is highlighted with an orange arrow:

#	Subject	Queue	Status	Created	
2	Router problem	net	new	2 minutes ago	Take
- My reminders**: A list of reminders.
- Quick search**: A table showing search results for the 'net' queue:

Queue	new	open	stalled
General	1	-	-
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

Thu Feb 22 17:49:17 2018 **<sysadm@srv1.campus5.ws.nsrc.org> - Ticket created** Reply Comment Forward

Subject: Router problem
 Date: Thu, 22 Feb 2018 17:49:16 +0000 (UTC)
 From: sysadm@srv1.campus5.ws.nsrc.org
 To: net@srv1.campus5.ws.nsrc.org

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

Thu Feb 22 17:49:17 2018 **The RT System itself - Outgoing email recorded** Show

Display ticket

Go ahead and type in a reply and then click on **Update Ticket** (bottom-right):

Message

One-time Cc:

One-time Bcc:

Subject: Router problem

Message: Search for Articles matching

Include Article:

Problem with my route

Hello! We think the problem should be fixed now.
 Have a wonderful day!

body

Attach: No file chosen

Replying to ticket

You should see this:

Correspondence added

Ticket metadata

The Basics

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

Reminders

New reminder:
 Subject:
 Owner: sysadm-host1 (Ssystem Admin Host 1)
 Due:

Reply sent

The ticket is still open. Let's resolve it using **Actions => Resolve:**

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

Display History Basics People Dates Links Jumbo Reminders Actions

Reply
 Comment
 Forward
 Stall
Resolve
 Reject
 Take

Correspondence added

^ Ticket metadata

The Basics

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

People

Owner: Nobody in particular
 Requestors: <sysadm@srv1.campus5.ws.nsrc.org>
 Cc:
 AdminCc:

Reminders

New reminder:
 Subject:
 Owner: sysadm-host1 (Ssystem Admin Host 1)
 Due:

Save

Dates

Created: Thu Feb 22 17:49:17 2018
 Starts: Not set
 Started: Thu Feb 22 17:52:28 2018

View history

Click on "Update Ticket" at the bottom of the screen to finish resolving the ticket.

^ Ticket and Transaction

Update Type: Comments (Not sent to requestors)

Status: resolved

Owner: Nobody in particular (Unchanged)

Worked: Minutes

^ Message

One-time Cc:

One-time Bcc:

Subject: Router problem

Message: Search for Articles matching

Include Article: **Go**

body

Attach: No file chosen **Add More Files**

Update Ticket

View history

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:

Thu Feb 22 17:52:28 2018	The RT System itself - Outgoing email recorded	Show
Thu Feb 22 17:52:28 2018	The RT System itself - Status changed from 'new' to 'open'	
Thu Feb 22 17:56:01 2018	sysadm-host1 (Ssystem Admin Host 1) - Status changed from 'open' to 'resolved'	
Thu Feb 22 17:56:01 2018	The RT System itself - Outgoing email recorded	Show

[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 **r** key for reply.
- At the bottom of the page you will see, To: System Admin via RT <net@srv1.campusY.ws.nsrc.org> - Press ENTER to continue
- Next you'll see a suggested <<Subject:>> 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 nano . Type in your response. We suggest to answer below the original message.
- Save and exit from the text editor (:wq in vi , ctrl-x and <ENTER> in nano).
- The next screen to appear looks complicated but simply press the **y** to send the message.
- That's it. You are done. You can press **q** twice to exit Mutt at this point if you wish.

If you go back to RT, select the Home you will see the ticket listed. Click on the ticket and scroll to the bottom of the history and you will see something like this:

#

Thu Feb 22 18:00:36 2018 <sysadm@srv1.campus5.ws.nsrc.org> - Correspondence added

To: "Ssystem Admin Host 1 via RT" <net@srv1.campus5.ws.nsrc.org>

From: sysadm@srv1.campus5.ws.nsrc.org

Subject: Re: [RT:NET #1] Resolved: Router problem

Date: Thu, 22 Feb 2018 18:00:35 +0000

[Reply](#) [Comment](#) [Forward](#)

It is still not working!

On Thu, Feb 22, 2018 at 05:56:01PM +0000, Ssystem Admin Host 1 via RT wrote:

- Show quoted text -

Download (untitled)

with headers

text/plain 246B

Thu Feb 22 18:00:36 2018

The RT System itself - Status changed from 'resolved' to 'open'

Ticket history showing reply

You now have a functioning RT instance with email integration!

Try having users from the other hosts in your campus send email to your RT ticket queue on the srv1 shared server.

- Make sure they have configured their mail software (`sudo apt install postfix` then accept the defaults and be sure to set /etc/mailname to the correct value.)
- Have the users ([host1-6].campusY.ws.nsrc.org) send a mail to you, for example (from a host other than srv1.campusY.ws.nsrc.org) do:

```
echo "Where is my cat ?" | mail -s "Missing cat" net@srv1.campusY.ws.nsrc.org
```

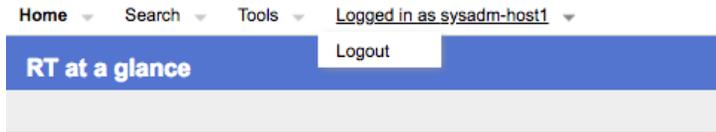
- This should automatically create tickets in the **net** queue on your server "srv1.campusY" - verify that you do receive the tickets by checking in RT on your shared srv1.campusY.ws.nsrc.org instance!

Adding Watchers to a Queue

(Only one person should do this)

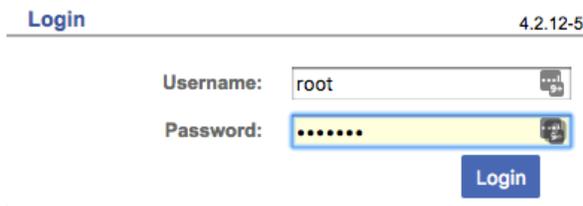
We are still missing an important feature: it's not practical to have to log into RT to check if tickets have arrived. It would be much more convenient if we received an email every time a problem request had been submitted, no?

- To do these exercises you need to log out as the sysadm-hostX user and log back in to Request Tracker as the root user.



Logout as sysadm

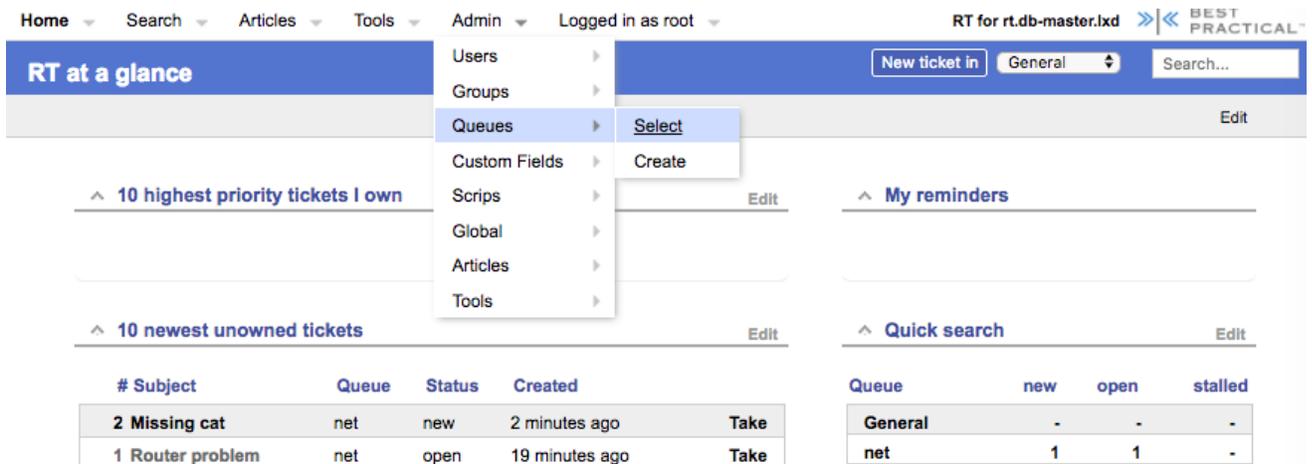
- Now log back in as root:



Log in as root

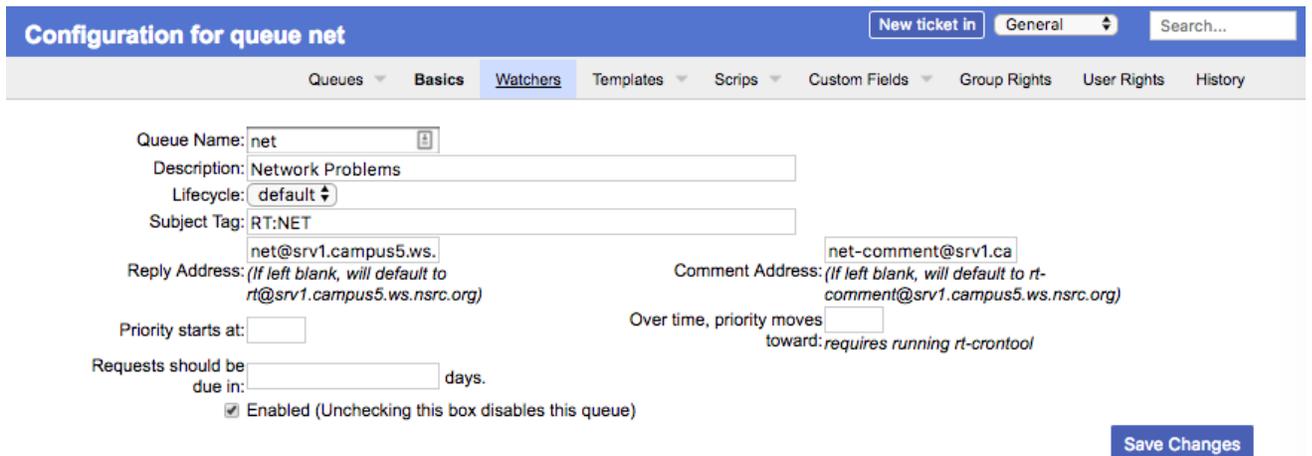
Now to receive an email every time a request is submitted we're going to modify the Queue settings for **net** :

- From the top menu, select **Admin => Queues => 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:



Queue watchers

You should now see this:

Modify queue watchers

Under **New watchers**, enter the group name **netmgmt** in the field: <Find groups whose [NAME] [matches] >, as such:

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:

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:

Added netmgmt to members of AdminCc for this queue.

Watchers modified

What does it mean ? Well, ask another user to send a mail to `net@srv1.campusY.ws.nsrc.org` to create a ticket, like before, but this time everyone who is a member of the net queue should receive a mail from RT with the ticket notification.

You can test this by issuing this command as the sysadm user on `srv1.campusY.ws.nsrc.org`:

```
$ echo "Yet more problems with my router" | mail -s "More Router Problems"
net@srv1.campusY.ws.nsrc.org
```

Remember to change "Y" to your campus number.

Now log in to the other machines in your group and see if each sysadm user has received an email with this subject and text.

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.

Exercise 12

(Anyone in the group can do this)

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.

You would need to close one of the tickets in your net queue before this search will provide you with any results. Right now you should have two open tickets. In your RT screen click on "Home" (upper-right of the screen) and you should see something like this:

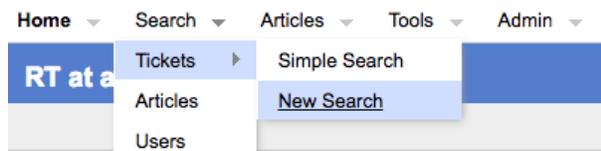
^ 10 newest unowned tickets Edit					^ Quick search Edit			
#	Subject	Queue	Status	Created	Queue	new	open	stalled
3	More Router Problems	net	new	6 minutes ago	General	1	-	-
2	Router problem	net	open	60 minutes ago	net	1	1	-

^ Bookmarked Tickets Edit		^ Dashboards Edit	
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Current Open Tickets

You should select one, or both, of these tickets and "resolve" them before continuing with this exercise (see previous exercises for resolving a ticket).

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



Search tickets

and you will see a screen like this:

The screenshot shows the 'Query Builder' interface with the following sections:

- Add Criteria:** A list of fields with dropdown menus for operators and values. Fields include id, Subject, Queue, Status, Owner, Requestor Em, Owner Group, Created, Time Worked, Priority, and Child. The Queue dropdown is currently set to 'net'.
- Current search:** An empty box for the current search results.
- Sorting:** Order by dropdowns for id, [none], [none], and [none], each with an Asc dropdown. Rows per page is set to 50.
- Display Columns:** Add Columns, Format (Link, Title, Size, Style), and Show Columns sections.
- Buttons:** 'Add these terms', 'Add these terms and Search', 'Update format and Search', 'Save', and 'Load'.

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):

This screenshot is similar to the previous one but includes annotations:

- 1:** Points to the 'Queue' dropdown menu in the 'Add Criteria' section, which is set to 'net'.
- 2:** Points to the 'Add these terms' and 'Add these terms and Search' buttons.
- 3:** Points to the 'Current search' box, which now contains the text 'Queue = 'net''.

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.

Sorting

Order by:

Rows per page:

Display Columns

Add Columns:	Format:	Show Columns:
id	Link: <input type="text" value="-"/>	<input type="text" value="id"/> <input type="text" value="Subject"/> <input type="text" value="Status"/> <input type="text" value="QueueName"/>
QueueName	Title: <input type="text"/>	
Subject	Size: <input type="text" value="-"/>	
Status	Style: <input type="text" value="-"/>	
ExtendedStatus	<input type="button" value="→"/>	
UpdateStatus	<input type="button" value="↑"/> <input type="button" value="↓"/> <input type="button" value="Delete"/>	

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 Search Articles Tools Admin Logged in as root RT for rt.db-master.lxd BEST PRACTICAL

Found 3 tickets

Edit Search Advanced Show Results Bulk Update Chart Feeds

#	Subject Requestor	Status Created	Queue Told	Owner Last Updated	Priority Time Left
1	Router problem <sysadm@srv1.campus5.ws.nsrc.org>	resolved 55 minutes ago	net 52 minutes ago	Nobody in particular 1 minute ago	0
2	Missing cat <root@host3.campus5.ws.nsrc.org>	resolved 38 minutes ago	net	Nobody in particular 1 minute ago	0
3	More Router Problems <root@srv1.campus5.ws.nsrc.org>	resolved 4 minutes ago	net	Nobody in particular 2 minutes ago	0

Search results