

REQUEST TRACKER

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Introduction

RT is an enterprise-grade ticketing system which enables a group of people to intelligently and efficiently manage tasks, issues, and requests submitted by a community of users.

RT manages key **tasks** such as the identification, prioritization, assignment, resolution and notification required by enterprise-critical applications including project management, help desk, ticketing and software development.



Why to use RT?

To avoid the **black hole** phenomena for the problems reported

- Where did my request go?
- Did anybody read my request?
- What is the status of my request?
- Whom can I contact about my request?
- Why has my request not been resolved?
- Who has my request now?



Problem Reporting

Problem Reporting mechanisms :

- 1) Through E-mail.
- 2) Through Web interface.



E-MAIL INTERFACE :

grid-help@cdacb.ernet.in



WEB INTERFACE :

- 1) Create RT Account
- 2) Submission of Ticket
- 3) Select appropriate **queues**



To create Account mail to:

- 1) “support @ cdacb.ernet.in”
- 2) “support @ garudaindia.in”

Login Address

[https:// gridsupport.garudaindia.in](https://gridsupport.garudaindia.in)



Access to RT





Garudaindia Support Centre at GMMC

Not logged

Login

3.6.0

Username:

Password:

Login

If you do not already have a support username and password, please e-mail support@cdacb.ernet.in to request one.



Garudaindia Support Centre at GMMC

Logged in as divya.iti@lycos.com | [Logout](#)

[Goto ticket](#)

[Open tickets](#) · [Closed tickets](#) · [New ticket](#)

RT Self Service

My open tickets

Subject	Status	Owner
4931: Link4	open	divya
5058: test ticket1	new	divya
5064: test ticket5	stalled	divya
5067: test ticket 7	new	divya



Garudaindia Support Centre at GMMC

Goto ticket

Open tickets · Closed tickets · New ticket

RT Self Service / Closed tickets

My closed tickets

Subject	Status	Owner
5059: test ticket2	resolved	divya
5065: test ticket 6	rejected	divya

Time to display: 0.130266

»|« RT 3.6.0 Copyright 1996-2005 [C DAC SENG Team.](#)

Queue/category for new ticket

- **CMPI- C-DAC Message Passing Interface Group**
- **GDeployment- MOAB, RM, GT, CA**
- **Gridhra- CDAC Debugger**
- **GridIDE- Grid Integrated Development Environment**
- **Gridmon- Paryavekshanam tool**
- **PFS- Parallel File System Team**
- **Portal- Garuda Grid Portal**
- **Sigma- Garuda Installation Kit**
- **Nirvana- Nirvana Storage Resource Broker**
- **Other- General Query about other problems**

Functions of RT

1. **History of reported problem.**
2. **Priority assignment.**
3. **Queue assignment.**
4. **Search facility.**

Option for attaching the screenshots and files:

RT Self Service / Create a ticket

Queue: **Other** (General Query about other problems)

Requestors:

Cc:

Subject:

Priority
Select one value

- (no value)
- Critical
- High
- Normal
- Low

Attach file:

Describe the issue below:

Follow-up activities after Ticket creation:

- **Confirmation and ticket no. through e-mail.**
- **e-mail Communication from experts, attending to your ticket.**
- **If required, send your reply by using reply button, without changing the subject, and the ticket # Tag**
- **If you have to change the subject, keep the same ticket # Tag of the problem (GMMC###).**



Do's and Don't of RT

Do's of RT:

- When RT replies with ticket number, if required reply to it adding all Cc addresses.

Don't of RT:

- Do not send “Thank you” note to RT when problem is solved.
- Do not Cc while reporting the problem.

Conclusion

Use **Request Tracker** to report any type of problem.
Problem tracking will be easier.

Any Questions?

THANK YOU