

# Request Tracker - RT

YAPC::BR::2014

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- Software Engineer - Best Practical Solutions
- RT development and support

## Public Bug Tracker

[New ticket in](#)

Find a distribution by full name:  [Search](#)

Find distributions by maintainer:  [Search](#)

General search:  [Search](#)

This search looks for bug report IDs, distribution names, useames, and bug report descriptions among other fields.

This service is sponsored and maintained by [Best Practical Solutions](#) and runs on [Perl.org](#) infrastructure.

Please report any issues with [rt.cpan.org](#) to [rt-cpan-admin@bestpractical.com](mailto:rt-cpan-admin@bestpractical.com).



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»|« RT 4.0.18 Copyright 1996-2013 [Best Practical Solutions, LLC](#).



## Login

Welcome to perlbug, the bug tracker for [Perl 5](#). Please use [perlbug](#) to report bugs.

We also track bugs for [Rakudo Perl 6](#).  
[Niecza Perl 6](#) bugs are tracked on [GitHub](#).

To view or report bugs in [Parrot](#), please visit [GitHub](#).

To view or report bugs in [CPAN](#) modules, please go to [rt.cpan.org](#).

If you have any questions about [rt.perl.org](#), feel free to send mail to [perlbug-admin at perl.org](#) we'll do our best to get back to you.

If you need to look up an old bug report that predates RT, you can download our [perlbug to RT mapping](#).



We have switched to using [Bitcard](#) directly for authentication. [auth.perl.org](#) accounts are no longer required.

The first time you log in, Bitcard will ask you to associate an email address with [rt.perl.org](#). Please use the same address you were using before.

If you have any issues, please contact us at the address above.

We currently have a known issue where Bitcard accounts where the name contains non-ASCII characters (such as ö) will not be able to log in. The workaround is to change your full name in your bitcard account.

### Login

4.0.18

#### Have a *Bitcard* account?

[Log in with it](#) now or get a [Bitcard account](#).

#### Don't have an account but want to browse bugs?

Use the [public interface](#). Want to report a bug? Send it in via e-mail.

This service is sponsored and maintained by [Best Practical Solutions](#) and runs on [Perl.org](#) infrastructure.

For issues related to this RT instance (aka "perlbug"), please contact [perlbug-admin at perl.org](#)



# Ticketing System

# Applications

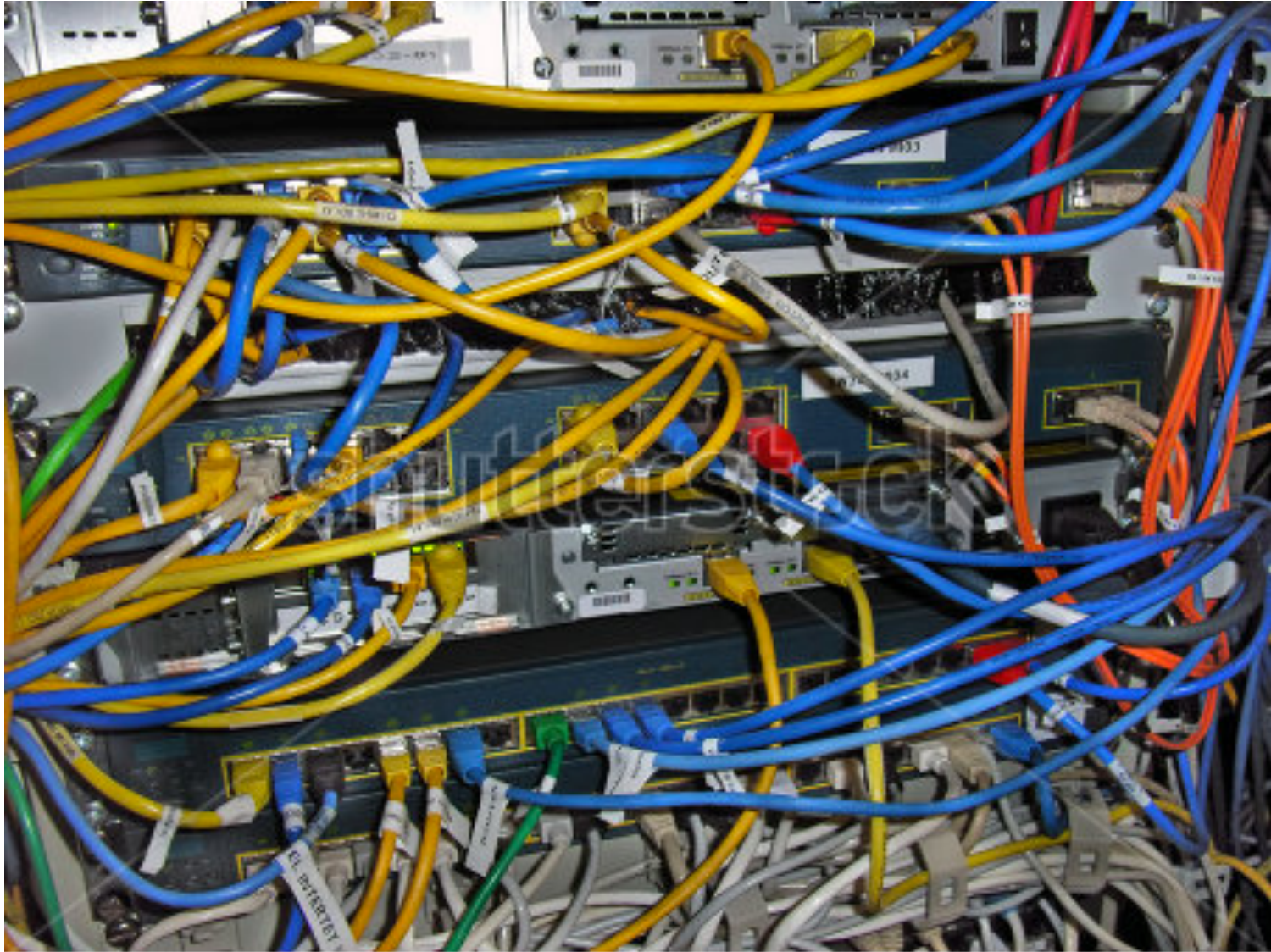




# HELP DESK

Not all users understand.

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www.shutterstock.com · 2377596

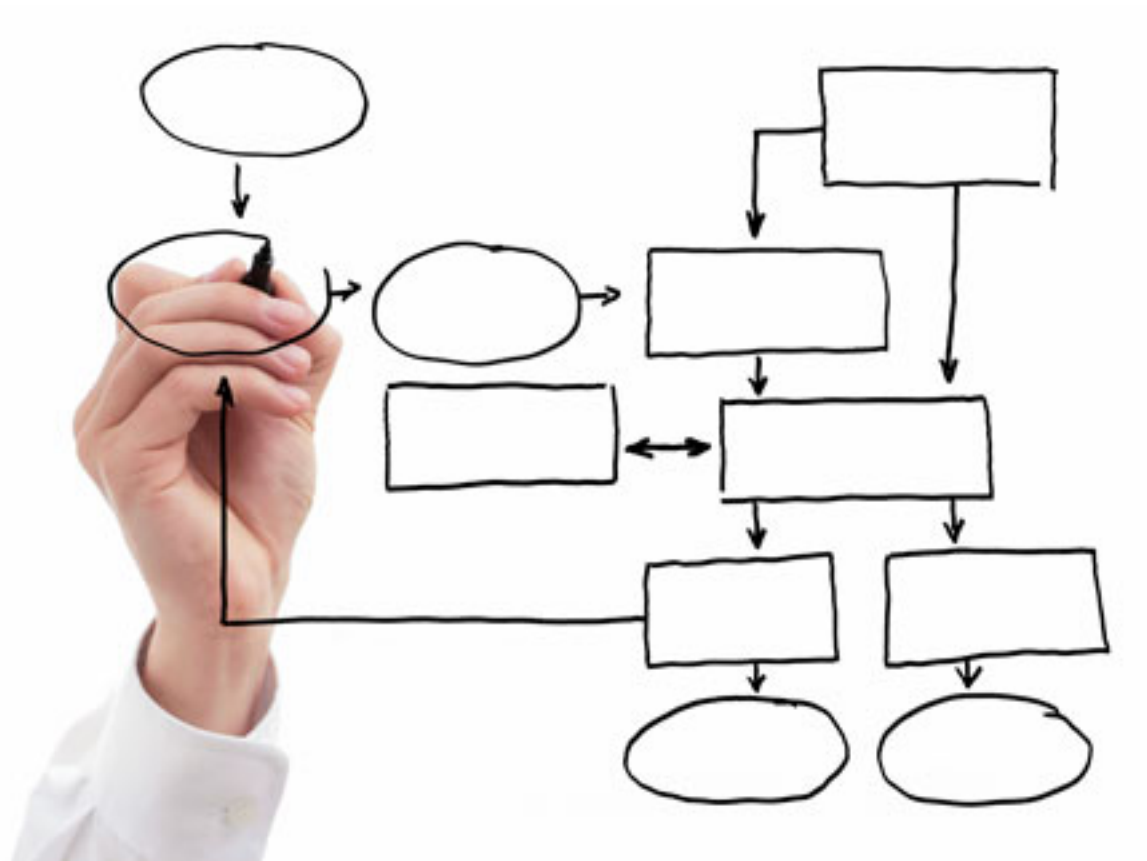








**KEEP  
CALM  
YOU HAVE  
A PROJECT  
MANAGER**











**Assembleia  
Legislativa**

Estado do Rio Grande do Sul

**SEFAZ** ES

SECRETARIA DE ESTADO DA FAZENDA



**SaferNet**  
B r a s i l

**RNP**

REDE NACIONAL DE  
ENSINO E PESQUISA

powered by Perl

# open source and free software

# PSGI/Plack support

# Multiplatform

Web UI, REST API,  
CLI, email

# MySQL, PostgreSQL, Oracle, SQLite

HTTP Basic Auth,  
LDAP,  
Kerberos, SecurID,  
Shibboleth, SQL, etc



**G**nce  
upon  
a  
time...

- **0.9 - 1996**
- 1.0 - 1999
- 2.0 - 2001
- 3.0 - 2003
- 3.2 - 2004

- 3.4 - 2005
- 3.6 - 2006
- 3.8 - 2008
- 4.0 - 2011
- 4.2 - 2013

- 0.9 - 1996
- 1.0 - 1999
- 2.0 - 2001
- **3.0 - 2003**
- **3.2 - 2004**

- **3.4 - 2005**
- **3.6 - 2006**
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- 3.2 - 2004

- 3.4 - 2005
- 3.6 - 2006
- 3.8 - 2008
- **4.0 - 2011**
- **4.2 - 2013**

# Basic RT concepts

# Tickets

- The basic noun in the system
- Group together metadata and change history
- Associate a number of users, in varying roles, to the ticket

# Queues

- The basic organizational unit for RT
- A ticket is always in exactly one queue
- Generally one email address is associated with each queue
- The most common abstraction for access control

# History

- RT records all metadata changes and email notifications in “transactions”
- History is **immutable**
- Applies to both tickets and other objects



# Demo

# Resources

# Documentation

- <http://docs.bestpractical.com>
- extracted from docs/ lib/ with each release

# Some light reading

- `perldoc RT::Ticket`
- `perldoc etc/RT_Config.pm`
- RT Essentials (old, still relevant)

# Community

- Blog — <http://blog.bestpractical.com>
- Wiki — code examples, etc
  - <http://wiki.bestpractical.com>
- Mailing lists — discussion questions
  - <http://bestpractical.com/rt/lists.html>
  - rt-users, rt-announce
- IRC — short questions
  - #rt on irc.perl.org

# Reporting bugs

- Always discuss on rt-users first
- <http://issues.bestpractical.com/>
- [rt-bugs@bestpractical.com](mailto:rt-bugs@bestpractical.com)



- @wreis (IRC, github, etc)
- wallace@reis.me
- <http://download.bestpractical.com/talks/YAPC-BR-2014/>
- sales@bestpractical.com