RTT
The RIPE NCC Ticketing System

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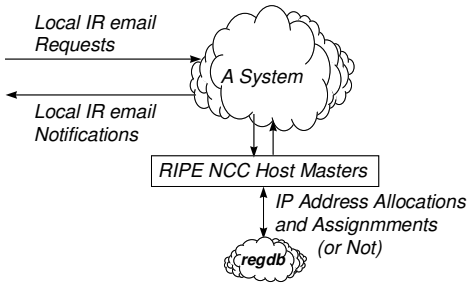
The RIPE NCC Ticketing System for the Handling and Tracking of Local- IR IP Address Space Allocation and Assignment Requests (RNTSHTLIIASAAR)

RTT

- Ticketing System Requirements
- Current System
- Future System
- Use of System by Local IRs

Overview



Other Ticketing Systems

- *Apriori*
- *AutoDesk*
- *Corporate Help Desk*
- *gnats*
- *NearNet*
- *NetKeeper*
- *Open UpTime*
- *pts/xpts*
- *qmh*
- *queue-mh*
- *remedy ARS*
- *req*
- *rust*
- *Top Of Mind*
- *Tracker*
- *Track-it*
- *...*

Specific Requirements

Operating systems : BSD/SunOS
mh mail based
Source provided / Well-supported

1. Incoming Messages go to HM-Dist who passes on to HMs
2. Fields in message headers change ticket status
3. Reg ID special - must be supplied with incoming messages
4. Efficient search by owner, Reg ID, status fields
5. Mails preserved for documentation
6. Tickets preserved for documentation
7. Statistics generated
8. Replies generated automatically, automated checking performed on receipt of message
9. Ticket status accessible by customers

Other Systems

System	1	2	3	4	5	6	7	8	9	Lang
GNATS	y	n	n	n	n	y	y	y	y	C
req	y	y	n	n	n	y	y	y	y	Perl+C
rust	y	n	n	y	n	y	y	y	y	Perl
qmh	n	n	n	y	y	n	y	n	n	Perl
queue-mh	n	n	n	n	y	n	n	n	n	csh

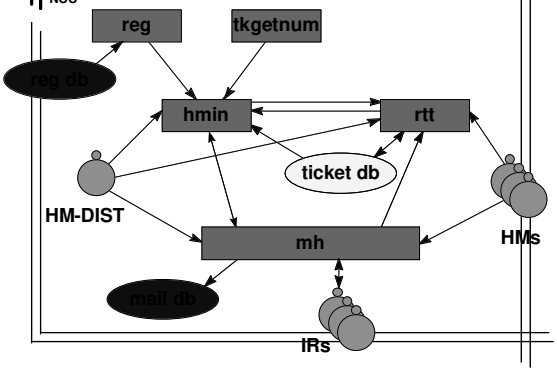
Other Reasons for using RTT

- .stt files written
- reg
- HMs trained on RTT
- 4000 tickets, 20000 messages in system
- Maintenance skills

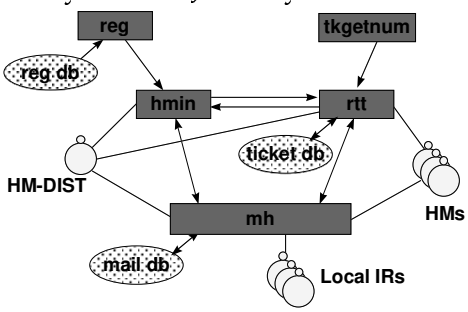
Authors

- Hatice Kuey : December 95 - March 96
  - Wrote system first described in RIPE-183
- Daniel Karrenberg : March 96-May 96
  - Fixed bugs
- **Maldwyn Morris** : August 96-date
  - Removed some bugs, added some features
  - Re-wrote back-end to use Database
  - To Do: User Interface

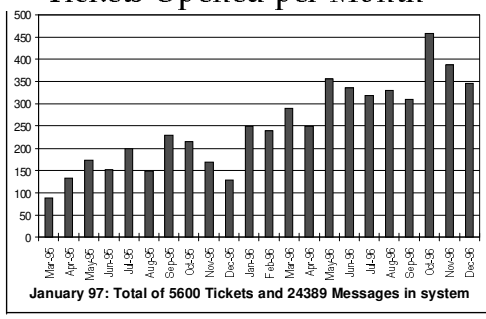
System at August 1996



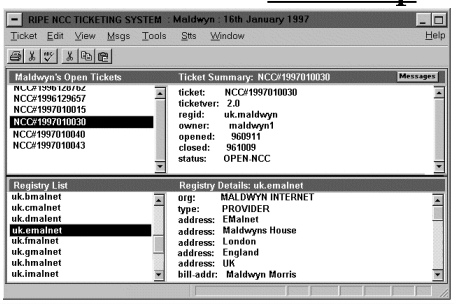
System at January 1997



Tickets Opened per Month



User Interface - **Mock Up**



Current System - Software "Requirements"

- BSD - 2.1
- mh - 6.8.3 : mail handling
- Perl - 5.003 : rtt is a perl script
- msql - 1.0.16 : ticket database
- msqlperl - 1.11: : msql API for perl
- stt - 1.6 : hmin is an stt script
- tkgetnum - 1.1 : makes ticket numbers

Current System - Hardware "Requirements"

- msqld : 1Mb RAM
- rtt : 2Mb RAM
- hmin : 400Kb RAM
- reg : 500Kb RAM
- tkgetnum : 180Kb RAM
- mh (inc) : 150Kb RAM

Useful System for Local IRs

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