

# Issue Tracking & IT Documentation

## **Best Practice with Redmine**

Benjamin Baer (I-MATH)

# Table of Contents

- A) What is Redmine
- B) Project Management
- C) Issue Tracking
- D) Groupware
- E) Usecases
- F) Best Practice
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# What is Redmine?














- Project Management
- Issue Tracking
- Repository Integration
- Wiki
- Forum
- Open Source
  - Plugins
  - Mobile Apps

# Project Management

HOME MY PAGE PROJECTS ADMINISTRATION HELP Logged in as bbaer My account Sign out

Search:

IT

- Overview 
- Activity 
- Issues 
- New issue 
- Gantt 
- Calendar 
- News 
- Documents 
- Wiki 
- Forums 
- Files 
- Repository 
- Settings 

## Overview + New subproject

• Subprojects: Daily, Ideen, ttt\_crose, ZGSM

### Issue tracking

- Bug: 24 open / 179
- Feature: 31 open / 110
- Support: 34 open / 319
- Change: 1 open / 22

[View all issues](#) | [Calendar](#) | [Gantt](#)

### Members

Manager: Benjamin Baer, Carsten Rose, Rafael Ostertag

### Latest news

**All Gitlab instances updated to 7.13**  
*All Gitlab instances have been updated to 7.13*  
Added by Rafael Ostertag 18 days ago

**Safari Compatibility**  
*Resolved a problem with saving your credentials for Localinfo and other Typo3 Instances on Safari / IOS Devices.*  
Added by Benjamin Baer about 1 month ago

**All User in Redmine**  
*All User were imported to redmine and can generate Issues and Answer to one per email.*  
Added by Benjamin Baer about 1 month ago

**Webserver moved to new bare metal**  
*All webserver OS instances (4) has been moved to a new bare metal.*  
Added by Carsten Rose about 2 months ago

**[Finished] Mailserver down at 6.6.15, the whole day.**  
*The problems occured after starting the backup Saturday morning and disappeared 24h later, after starting the next backup.*  
Added by Carsten Rose about 2 months ago

[View all news](#)

### Spent time

🕒 0.00 hour

[Log time](#) | [Details](#) | [Report](#)

Powered by Redmine © 2006-2015 Jean-Philippe Lang | Theme by Pixel Cookers

# Project Management











- Modules (Issue, Wiki, Repo, ...) can be assigned per project.
- Projects may contain sub projects.
- Assign users or groups to projects.
- User can have different roles per project.
- User can be allowed to create own projects.

# Assign Modules per Project

Search:

IT ▼

**IT**

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- Wiki 
- Forums 
- Files 
- Repository 
- Settings** 

## Settings

[Information](#) **Modules** [Members](#) [Versions](#) [Issue categories](#) [Wiki](#) [Repository](#) ◀

Select modules to enable for this project:

- Issue tracking
- Time tracking
- News
- Documents
- Files
- Wiki
- Repository
- Forums
- Calendar
- Gantt

[Check all](#) | [Uncheck all](#)

[Save](#)

# Project Permission

## Permissions

### Project

- Create project
- Edit project
- Close / reopen the project
- Select project modules
- Manage members
- Manage versions
- Create subprojects

### Forums

- Manage forums
- Post messages
- Edit messages
- Edit own messages
- Delete messages
- Delete own messages

### Calendar

- View calendar

### Documents

- Add documents
- Edit documents
- Delete documents
- View documents

### Files

- Manage files
- View files

### Gantt

- View gantt chart

### Issue tracking

- Manage issue categories
- View Issues
- Add issues
- Edit issues
- Copy issues
- Manage issue relations
- Manage subtasks
- Set issues public or private
- Set own issues public or private
- Add notes
- Edit notes
- Edit own notes
- View private notes
- Set notes as private
- Delete issues
- Manage public queries
- Save queries
- View watchers list
- Add watchers
- Delete watchers
- View checklist
- Done checklist items
- Edit checklist items

### News

- Manage news
- Comment news

### Repository

- Manage repository
- Browse repository
- View changesets
- Commit access
- Manage related issues

### Time tracking

- Log spent time
- View spent time
- Edit time logs
- Edit own time logs
- Manage project activities

### Wiki

- Manage wiki
- Rename wiki pages
- Delete wiki pages
- View wiki
- Export wiki pages
- View wiki history
- Edit wiki pages
- Delete attachments
- Protect wiki pages

# Gantt

## Gantt

Filters

Status

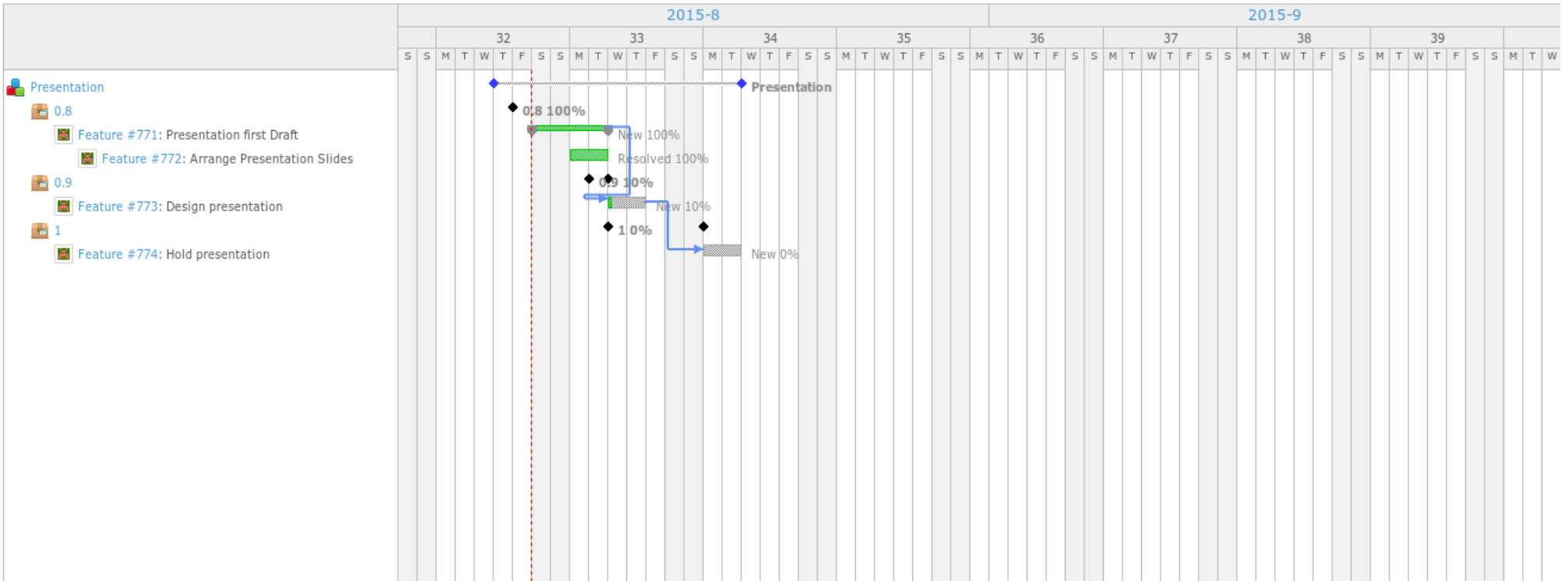
open

Add filter

Options

6 months from August 2015  Apply  Clear  Save

Zoom in  Zoom out



« Previous

Next »

Also available in: [PDF](#) | [PNG](#)



# Calendar

## Calendar

Filters

Status

open

Add filter

Month **August** Year **2015**  Apply  Clear

« July | September »

|    | Sunday   | Monday | Tuesday   | Wednesday   | Thursday                                   | Friday   | Saturday                                       |
|----|--|--------|---|---|--|----------|--|
| 31 | 26   | 27     | 28  | 29  | 30   | 31       | 1  |
| 32 | 2  | 3      | 4   | 5   | 6<br>0.8                                   | 7<br>0.8 | 8<br>Feature #771:<br>Presentation first Draft |
| 33 | 9<br>0.9<br>Feature #772: Arrange<br>Presentation Slides | 10     | 11<br>Feature #771:<br>Presentation first Draft<br>Feature #772: Arrange<br>Presentation Slides | 12<br>Feature #773: Design<br>presentation<br>0.9 | 13<br>Feature #773: Design<br>presentation | 14       | 15   |
| 34 | 16<br>Feature #774: Hold<br>presentation<br>1            | 17     | 18<br>Feature #774: Hold<br>presentation  | 19  | 20   | 21       | 22   |
| 35 | 23   | 24     | 25  | 26  | 27   | 28       | 29   |
| 36 | 30   | 31     | 1   | 2   | 3  | 4        | 5  |

# Roadmap

## Roadmap

[+ New version](#)

 **0.8**

**1 day late** (06.08.2015)

Version of presentation



4 issues (2 closed — 2 open)

### Presentation 0.8

Creating Use Meeting Presentation draft

- First Draft done
- Reviewed with Carsten

### Content

Contains a Basic Overview of Features Redmine offers.

- Show some Screenshots
- Show off basic Workflows
- Create a new Project

Related issues

[Feature #771](#): Presentation first Draft

[Feature #772](#): Arrange Presentation Slides

[Feature #775](#): Create a Project

 **0.9**

**Due in 3 days** (10.08.2015)

Presentation prepared



1 issue (0 closed — 1 open)

# Repository Integration (svn/git/..)

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### sys\_svn

Statistics | Revision:

| NAME                                  | SIZE | REVISION | AGE            | AUTHOR          | COMMENT  |
|---------------------------------------|------|----------|----------------|-----------------|--|
| ▣ <a href="#">ansible</a>             |      | 2232     | 15 days        | Rafael Ostertag | Added host selberg.                                |
| ▣ <a href="#">cfengine</a>            |      | 2247     | 8 days         | Benjamin Baer   | Replaced qpdf.desktop with atril.desktop as new... |
| ▣ <a href="#">dbq2_form</a>           |      | 1840     | 10 months      | Carsten Rose    | Add tag "Id" - third try                           |
| ▣ <a href="#">dns</a>                 |      | 2227     | about 1 month  | Carsten Rose    | added sldap, sldap1, sldap2 as CNAME               |
| ▣ <a href="#">icinga</a>              |      | 2234     | 15 days        | Rafael Ostertag | * Introduced some new hostgroups * factored out... |
| ▣ <a href="#">jumpstart</a>           |      | 1509     | over 1 year    | Rafael Ostertag | Adjusted the use the newest lightning.             |
| ▣ <a href="#">klausur_am_computer</a> |      | 2142     | 3 months       | Carsten Rose    | Added to SVN                                       |
| ▣ <a href="#">latex</a>               |      | 2239     | 10 days        | Rafael Ostertag | Added vspace to Punktetotal box in exam.sty.       |
| ▣ <a href="#">openldap</a>            |      | 1497     | over 1 year    | Rafael Ostertag | Added equality on nisDomain.                       |
| ▣ <a href="#">pxe_lx</a>              |      | 1960     | 6 months       | Rafael Ostertag | Due to issues with IPXE and GRUB 1.99, add_kick... |
| ▣ <a href="#">scripts</a>             |      | 2248     | 2 days         | Benjamin Baer   | Fixed error with Mailx and Error Handling.         |
| ▣ <a href="#">snmp</a>                |      | 677      | over 3 years   | Rafael Ostertag | Updated PEN to 39556.                              |
| ▣ <a href="#">tags</a>                |      | 157      | almost 6 years | Carsten Rose    | dbq, form, save scheinen ok zu sein fuer den ne... |
| ▣ <a href="#">ticketing</a>           |      | 137      | about 6 years  | kama            | left join  |
| ▣ <a href="#">xml</a>                 |      | 1998     | 6 months       | Rafael Ostertag | Merged with the live version on klein.             |

#### Latest revisions

| #    | DATE             | AUTHOR          | COMMENT   |
|------|------------------|-----------------|---|
| 2248 | 05.08.2015 09:00 | Benjamin Baer   | Fixed error with Mailx and Error Handling.  |
| 2247 | 30.07.2015 13:29 | Benjamin Baer   | Replaced qpdf.desktop with atril.desktop as new Default PDF Viewer  |
| 2246 | 30.07.2015 11:17 | Benjamin Baer   | added --silent option   |
| 2245 | 30.07.2015 11:09 | Rafael Ostertag | lockFile.sh: if argument to -lock starts with a slash, it is treated as absolute path. Else, LOCKBASEDIR will be prepended. |
| 2244 | 30.07.2015 10:53 | Rafael Ostertag | Set svn:executable on lockFile.sh.  |
| 2243 | 30.07.2015 10:50 | Benjamin Baer   | lockFile.sh > Generates generic logfiles  |
| 2242 | 29.07.2015 12:40 | Benjamin Baer   | set script live.  |
| 2241 | 29.07.2015 12:38 | Rafael Ostertag | FILESYSTEM variable: Replace slashes by underscores to make it usable as file name.   |

#### Repositories

- [sys\\_svn](#)
- [angularjs](#)
- [dhtmix](#)
- [redmine](#)

# Issue

- Various possibilities to customize predefined Issue fields.
- Add own fields as dropdown list, checkboxlist, textfields, ...
- Issues may contain subtasks and related issues.
- Whole Issue or parts of it can be set to private.
- With a plugin checklists can be added (to do lists)

# Filter Views

- Create personal and global Filters
- Customize the available Columns per Filter
- Group Results
- Show Descriptions
- Export to PDF, CSV or Atom RSS Feed

# Issue

Support #708

 Edit  Watch  Copy  Delete



## New OS Setup (Linux) <HWName> fuer <Owner>

« Previous | 1 of 4 | Next »

Added by Benjamin Baer about 1 month ago. Updated about 1 month ago.

|                        |          |                    |   |
|------------------------|----------|--------------------|---|
| <b>Status:</b>         | New      | <b>Start date:</b> | 26.06.2015  |
| <b>Priority:</b>       | Normal   | <b>Due date:</b>   |   |
| <b>Assignee:</b>       | -        | <b>% Done:</b>     | <div style="width: 0%;"><div style="background-color: #ccc; height: 10px; width: 100%;"></div></div> 0% |
| <b>Category:</b>       | -        |                    |   |
| <b>Target version:</b> | -        |                    |   |
| <b>OS / Services:</b>  | HARDWARE |                    |   |

### Description

 Quote

Hostname: <name>  
Besitzer: <Prof>  
Notebook Bezeichnung: <Lenovo Thinkpad XY>

Angaben zur Software Installation:  
<https://wikiit.math.uzh.ch/it/os/linux>

Link zum Runbook:  
<https://wikiit.math.uzh.ch/it/....> <anpassen>

### Checklist

- Hostnamen und Garantie Angaben in LI eingeben/updatesn
- svn:scripts/systemadministration/math.install.notebook.sh kopiert und ausgefuehrt.
- (optional) Matlab
- (optional) Mathematica
- (optional) R
- (optional) Maple
- User erstellen, eintragen im keypassx
- Hardware Ettiket ausdrucken, ankleben
- Runbook im WikiIT schreiben

### Subtasks

[Add](#)

### Related issues

[Add](#)

# Issue Tracking

## My page

[Personalize this page](#)

### Watched issues (1)

| #   | PROJECT | TRACKER | SUBJECT   |
|-----|---------|---------|---|
| 709 | Daily   | Support | New OS Setup (Apple) Prilly fuer Martina Dal Borgo (Closed) |

### Reported issues (82)

| #   | PROJECT | TRACKER | SUBJECT   |
|-----|---------|---------|---|
| 556 | Daily   | Bug     | Math DB Check auf Gruen bringen (Feedback)                            |
| 730 | IT      | Bug     | H06 HP Printer startet wieder nicht - defekt (Closed)                 |
| 732 | IT      | Bug     | J28, K28, H26 Thinlincs und Monitore wegdraeumen (Closed)             |
| 311 | IT      | Support | Drucker K14 (Closed)  |
| 244 | Daily   | Bug     | Notebook Wil kann nicht an Beamer angeschlossen werden (Closed)       |
| 734 | IT      | Bug     | OpenSSL: Kritisches Sicherheitsupdate erscheint am Donner... (Closed) |
| 733 | IT      | Support | Office365 (Closed)  |
| 737 | IT      | Support | New OS Setup (Apple) Pfaeffikon fuer Myriam Frank (Closed)            |
| 736 | IT      | Change  | Homepage Nikeghball: Startseite dynamisch (Closed)                    |
| 735 | IT      | Bug     | Ubuntu 14.04 / Linux Mint: WLAN Aenderung ohne Admin Rechte (Closed)  |

### Issues assigned to me (16)

| #   | PROJECT | TRACKER | SUBJECT  |
|-----|---------|---------|--|
| 556 | Daily   | Bug     | Math DB Check auf Gruen bringen (Feedback)                         |
| 265 | Daily   | Bug     | IMATH HP: Vorlesung/Seminar Detail Seite ist langsam (New)         |
| 532 | Daily   | Bug     | r2147 - cfengine/repository/cfeconf (New)                          |
| 766 | Daily   | Support | Hinweis Vergleichbarkeit der Pruefungen (New)                      |
| 769 | IT      | Support | Alumni Liste ist nicht korrekt (New)                               |
| 586 | Ideen   | Feature | Übersicht & Logging von Services pro OSInstanz (New)               |
| 289 | Daily   | Feature | LI/System: IP & Mac Adressen automatisch in LI der Hardwa... (New) |
| 262 | Daily   | Feature | LI: export aller IPs Hostnamen und Services (New)                  |
| 460 | Daily   | Support | LI: von/bis PF Lehrbeauftragte (New)                               |
| 411 | Ideen   | Feature | Raum Planungstool (New)  |

### Latest news

[IT: All Gitlab instances updated to 7.13](#)

*All Gitlab instances have been updated to 7.13*

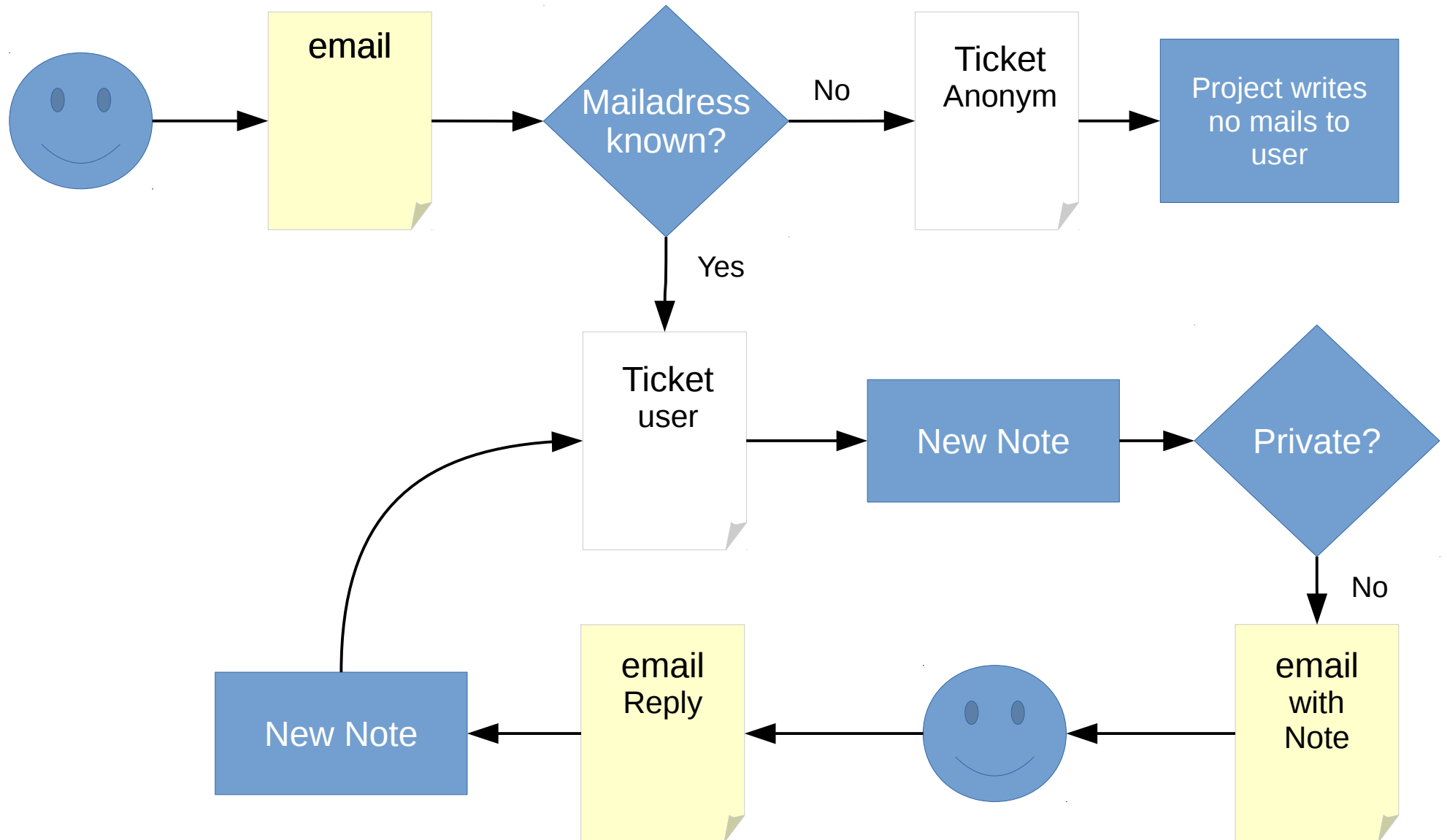
Added by [Rafael Ostertag](#) 18 days ago

[IT: Safari Compatibility](#)

*Resolved a problem with saving your credentials for Localinfo and other Typo3 Instances on Safari / IOS Devices.*

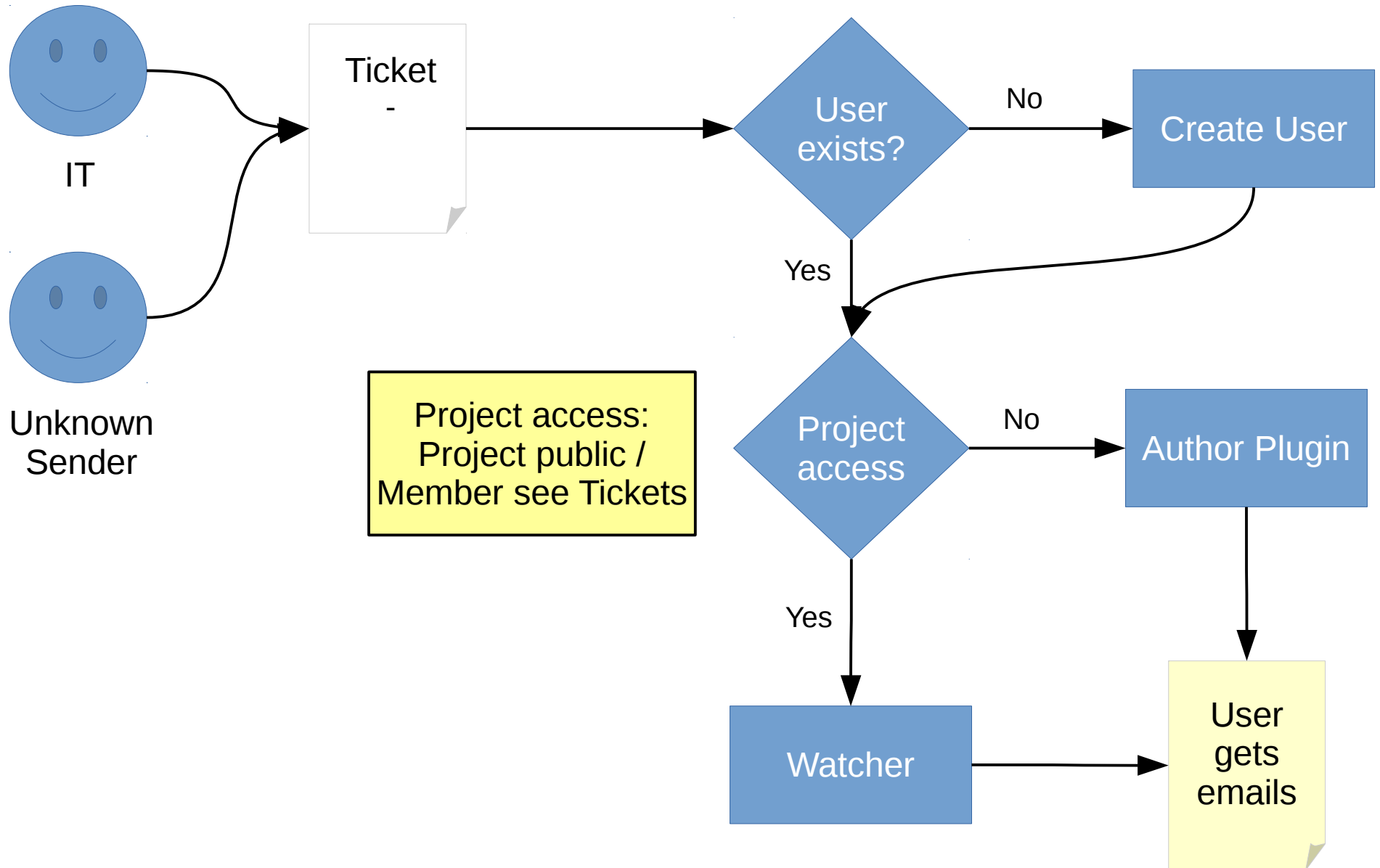
Added by [Benjamin Baer](#) about 1 month ago

# Issue Workflow by email

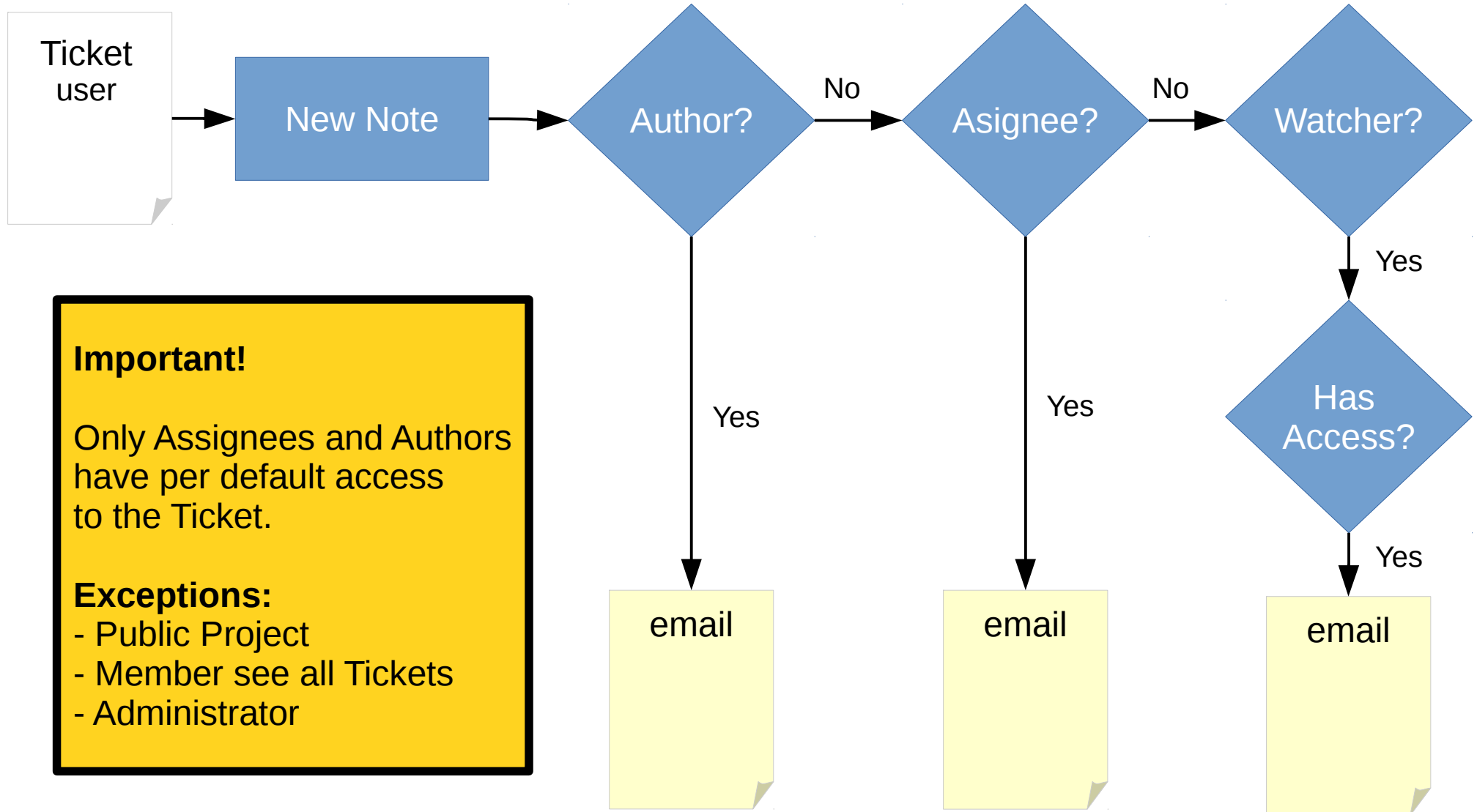




# Issue without Author

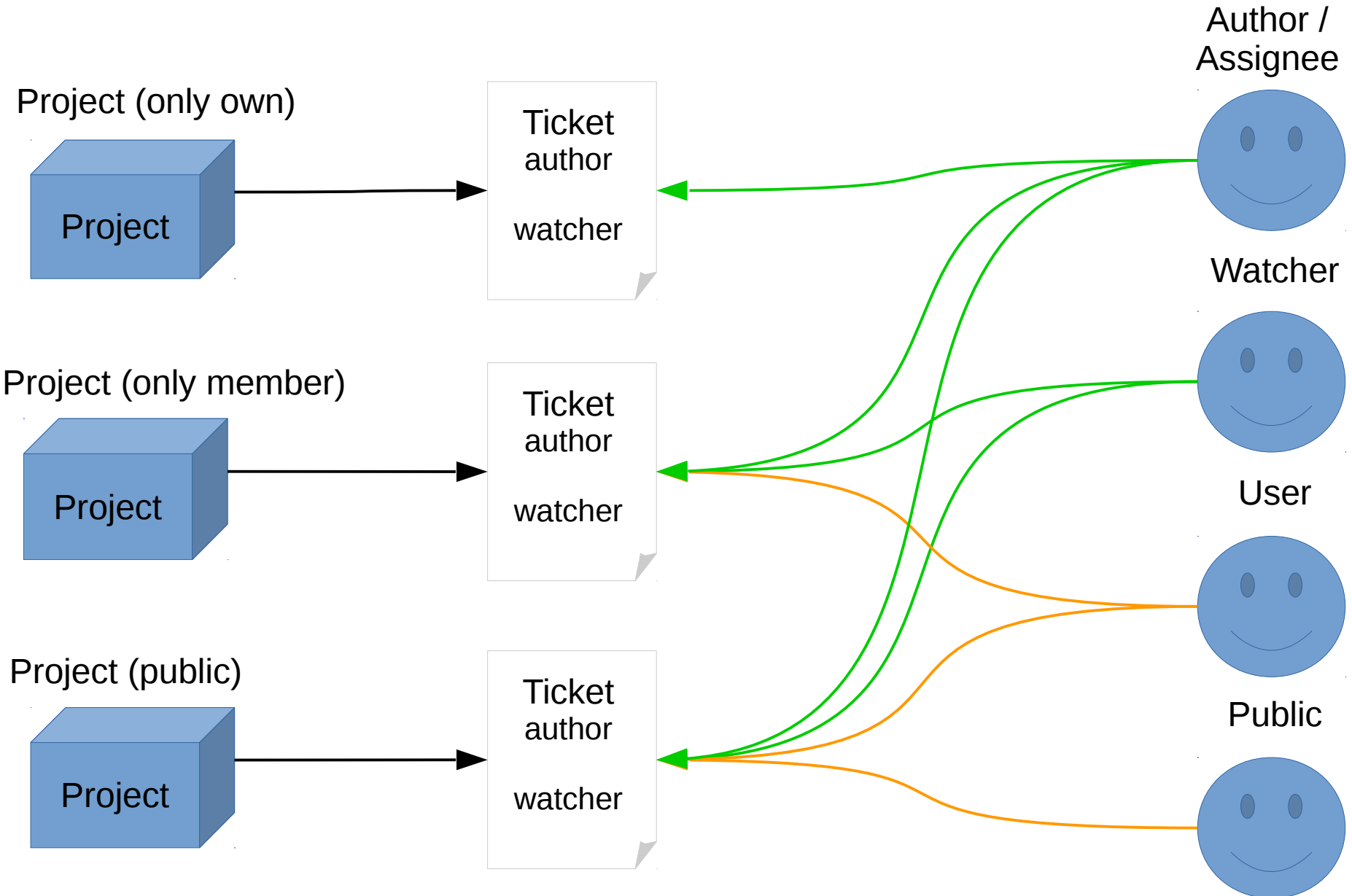


# Information Flow



# User Rights

← Update via email  
← Web access



# Groupware

- Wiki
- Forum
- Both can be assigned per project
- Both support normal project ACL

# Mobile App: RedminePM

SoftBank 2:11 PM 82%

Issue #2 Web Edit

#2 Feature Added 323 days ago

### Adding two Google Map demos

The first demo shows Geolocation integration. The second demo shows how to toggle between a list/map view of geolocated results.ffff

Project **RedminePM**

Status **In Progress**

Priority **Immediate**

Assignee **Jessica Alba**

% Done 100%

Start date **Aug 20, 2013**

Issue My Task Search Setting

SoftBank 12:26 PM 87%

## My Task

DEMO USER (32)

### Adding two Google Map demos

|           |           |              |     |
|-----------|-----------|--------------|-----|
| #2        | New       | user demo    | >   |
| Support   | Immediate | Aug 15, 2013 | >   |
| RedminePM | v2.0.0    |              | 90% |

### misstake for Collapsible Widget

|           |          |             |     |
|-----------|----------|-------------|-----|
| #4        | Resolved | user demo   | >   |
| Todo      | Normal   | Dec 6, 2013 | >   |
| RedminePM | v2.0.0   |             | 70% |

### Close icon on popup removes rounded corners

|            |        |              |      |
|------------|--------|--------------|------|
| #6         | Closed | user demo    | >    |
| Feature    | Normal | May 13, 2014 | >    |
| AndroidApp | v1.0.0 |              | 100% |

### Написали том итоги пропали

|           |             |              |     |
|-----------|-------------|--------------|-----|
| #10       | In Progress | user demo    | >   |
| Bug       | High        | Dec 12, 2013 | >   |
| RedminePM | UnPlanned   |              | 50% |

### Closed ver1.1.0

|           |          |              |     |
|-----------|----------|--------------|-----|
| #14       | Resolved | user demo    | >   |
| Other     | High     | Jul 21, 2013 | >   |
| RedminePM | v2.0.0   |              | 20% |

Issue My Task Search Setting

SoftBank 12:29 PM 86%

Back Roadmap

DEMO TEST

### test aaa

Date: Apr 30, 2013

Sample version test1

73%

6 issues (3 closed — 3 open)

### Sample subject

|           |          |              |     |
|-----------|----------|--------------|-----|
| #8        | Feedback | user demo1   | >   |
| Feature   | Normal   | Apr 12, 2013 | >   |
| demo test | test aaa |              | 20% |

### test

|           |             |              |     |
|-----------|-------------|--------------|-----|
| #88       | In Progress | user demo    | >   |
| Feature   | Normal      | Sep 22, 2013 | >   |
| demo test | test aaa    |              | 90% |

### test aaa

|           |          |              |    |
|-----------|----------|--------------|----|
| #33       | Rejected |              | >  |
| Bug       | Normal   | Jul 10, 2013 | >  |
| demo test | test aaa |              | 0% |

Issue My Task Search Setting

# Usecase: Issue handling

- User authentication against external LDAP
- Users Identity are synced from LDAP daily
- User can manage their issues via web interface
- User can create ticket by sending email to ticket@math
- User can answer Issues simply by replying to the mail
- User doesn't need to use the web interface.
- User can be assigned to projects via groups
- User are added to groups by the LDAP import

# Usecase: Project with externals

- Create external members locally in Redmine.
- Add them to a project
- (Optional) Add a repository to the project
- You and the externals now have:
  - Own Forum
  - Own Wiki
  - Own Calendar
  - Own Project Planning Features (Gantt, Calendar, Roadmap)
  - Own Issue Tracking
- Good for Workgroups, Student projects, etc.

# Usecase: RSS

- RSS for: Activity, Issues, News, Forum, Repo
- Use Filters for a Custom View in Issues.
- Implement the RSS Feed to your Wiki
  - Dynamic Runbooks
- Use the RSS Feed for News on your Homepage
- Set up Custom Fields as filter criteria



# Best Practice

- Generating activity reports for Staff meetings (what was done in the last 7 days, etc.)
- Add SVN changesets directly to Issues
- Define Issue templates with checkbox list by copying Issues.
  - For setting up a new machine
  - Tear down machine
  - User creation
- Backup: MySQL dump & directory

# Automated IT Documentation

- Runbooks with RSS Feeds up to date
- Issues directly linked with SVN/git
- Issues directly linked with affected Services or OS Instances
- Filter only certain time spans
  - `https://project.math.uzh.ch/projects/it/issues.atom?c [] =tracker&c [] =status&c [] =priority&c [] =subject&c [] =assigned_to&c [] =updated_on&c [] =cf_1&c [] =done_ratio&c [] =relations&f [] =status_id&f [] =created_on&f [] =cf_1&f [] =&group_by=&key=0fc8c5f1aee210ecfd6c280534c3caee4356916e&op [cf_1] =%3D&op [created_on] =%3E%3C&op [status_id] =*&set_filter=1&utf8=%E2%9C%93&v [cf_1] [] =project&v [created_on] [] =2015-01-01&v [created_on] [] =2025-12-31`

# I-MATH commandline tool: ttt

Issue with body text:

```
$ ttt clean printer k49color
```

Issue with file content in body:

```
$ ttt adjust IP of host < /etc/hostname
```

Create issue and set status to 'close':

```
$ ttt -c PW fuer John Doe gesetzt
```

# Problems

- RSS feeds include a key to identify the user, an RSS feed will show everything the user is allowed to see.
- Updating Redmine can be tricky, versions after 2.6 use Rails 4.2 and ruby 1.9.3+ which both aren't released for Ubuntu LTS 14.04 for instance.
- We are using RVM for exactly this problem.
- Default web interface not mobile friendly (instead use App RedminePM)