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Screen shot of the page that pops up after LOGIN. It shows my highest priority tickets followed by the newest unowned (unassigned tickets). We have various projects in this system. There are a number of sort features. You can sort tickets by project, alphabetically, by date (ascending or descending), by creator, by owner and others.

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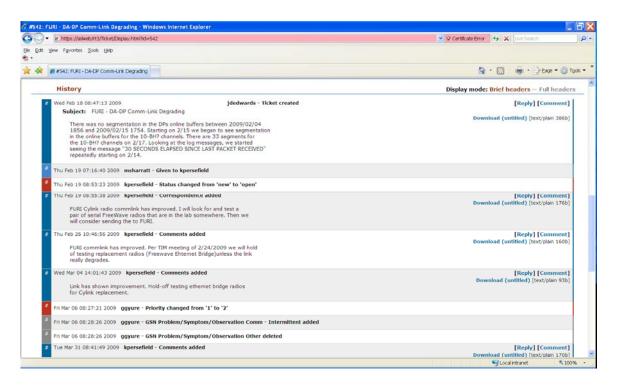
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Queue: GSN Status: new v Owner: Nobody v	
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(Sends a carbon-copy of this update to a comma-delimited list of email addresses. These people will receive future updates.)	
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Attach file: Browse Add More Files	
Describe the issue below:	
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This is a screen shot showing the criteria the GSN project uses to create a new ticket.

🖉 #542: FURI - DA-DP Comm-Link Degrading - Windows Internet Explorer	
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🚖 🔅 💋 #542; FLRI - DA-DP Comm-Link Degrading	🏠 · 🖾 🖷 · 🕃 Exec * 🕲 Took * "
#542: FURI - DA-DP Comm-Link Degrading Display - History - Basics - Dates - People - Links - Reminders - Jumbo Ticket metadata	Comment - Reply - Resolve
The Basics	Reminders
Id: 542 Status: open Left: 0 min Priority: 2/5 Queue: GSN	New reminder: Subject: Owner: Nobody Due (yyyy/mm/dd): Choose a date
Custom Fields GSN Stations: FURI GSN Equipment Affected: Short-haul Communication GSN Problem/Symptom/Observation: Comm - Intermittent GSN Failure Category: Comm - Ink	Save
Action Level: IMMEDIATE People	Created: Wed Feb 18 08:47:13 2009 Starts: Not set Started: Thu Feb 19 08:53:23 2009
Owner: kpersefield Requestors: jdedwards ≷usgs.gov> Cc: AdminCc:	Last Contact: Thu Feb 19 06:55:38 2009 Due: Thu Feb 19 15:31:55 2009 Closed: Not set Updated: Mon May 04 09:48:48 2009 by nziegelman
•	Links Depends on: Depended on by: Parents:
Done	Succeintranet 🔍 100% - 🖉

This is a screen shot of an active open ticket. Note that you can set a reminder for you to periodically check up on the job.



As you scroll down on the active open ticket, you'll see the history section. This is where comments or replies are added. This program does not automatically add E-mail into history. But you can cut and paste content from a multitude of documents including pertinent E-mail.

When a trouble ticket is created, an E-mail like below is created.

X-IronPort-Anti-Spam-Filtered: true X-IronPort-Anti-Spam-Result: Ah8IAPeOM0mIsXkU/2dsb2JhbACSFr4Wgn0 X-IronPort-AV: E=Sophos;i="4.33,695,1220248800"; d="scan'208";a="230437681" Subject: [asl-rt #100] FURI - No telemetry data From: "Joel Edwards via RT" <gsnmaint@usgs.gov> Reply-To: gsnmaint@usgs.gov X-RT-Loop-Prevention: asl-rt RT-Ticket: asl-rt #100 Managed-by: RT 3.6.5 (http://www.bestpractical.com/rt/) RT-Originator: jdedwards@usgs.gov X-RT-Original-Encoding: utf-8 Date: Mon, 01 Dec 2008 08:19:30 -0700 X-MIMETrack: Itemize by SMTP Server on gscodenh01/SERVER/USGS/DOI(Release 8.0.1|February 07, 2008) at 12/01/2008 08:19:30, Serialize by POP3 Server on gsnmalbm01/SERVER/USGS/DOI(Release 8.0.1|February 07, 2008) at 12/01/2008 08:19:58

Mon Dec 01 08:19:30 2008: Request 100 was acted upon. Transaction: Ticket created by jdedwards Queue: GSN Subject: FURI - No telemetry data Owner: Nobody Requestors: jdedwards@usgs.gov Status: new Ticket <URL: https://aslweb/rt3/Ticket/Display.html?id=100 >

Dear Abebe,

We stopped receiving data from the DP around 11:44 UTC on November 29. Attempts to telnet to and ping the DP have failed. Is there power to the station? Can you check if the DP is hung. If so, please reboot the system by pressing the red reset switch once.

Thank you!

Regards, Joel

When a ticket is "resolved" and closed an E-mail is generated like below.

X-IronPort-Anti-Spam-Filtered: true X-IronPort-Anti-Spam-Result: AjYJAHcy00mIsXkU/2dsb2JhbACNFIdpggC6J4N7Bg X-IronPort-AV: E=Sophos;i="4.39,307,1235977200"; d="scan'208";a="3399725" Subject: [asl-rt #301] FURI - No telemetry data since 2009/01/03 @ 0736 UTC From: "Neil Ziegelman via RT" <gsnmaint@usgs.gov> Reply-To: gsnmaint@usgs.gov X-RT-Loop-Prevention: asl-rt RT-Ticket: asl-rt #301 Managed-by: RT 3.6.5 (http://www.bestpractical.com/rt/) RT-Originator: nziegelman@usgs.gov X-RT-Original-Encoding: utf-8 Date: Wed, 01 Apr 2009 10:26:56 -0600 X-MIMETrack: Itemize by SMTP Server on gscodenh01/SERVER/USGS/DOI(Release 8.0.2FP1|January 12, 2009) at 04/01/2009 10:26:56 AM, Serialize by POP3 Server on gsnmalbm02/SERVER/USGS/DOI(Release 8.0.2|August 07, 2008) at 04/01/2009 10:35:42

Wed Apr 01 10:26:56 2009: Request 301 was acted upon.
Transaction: Status changed from 'open' to 'resolved' by nziegelman Queue: GSN
Subject: FURI - No telemetry data since 2009/01/03 @ 0736 UTC
Owner: nziegelman
Requestors: ggyure@usgs.gov, jdedwards@usgs.gov
Status: resolved
Ticket <URL: https://aslweb/rt3/Ticket/Display.html?id=301 >

Original problem was resolved by replacing the Lamarch batteries and asking operator to check the DA batteries which was responded to but not detailed enough to say DA batteries were tested in same manner as requested. Since DA has been running continuosly for past 35 days I'd say the DA batteries are still fine since they were replaced new about two years ago. A new ticket #456 was opened for DA-DP commlink degradation and overlaps this resolved ticket.

🖉 Search for tickets - Windows Internet Explorer			📃 🗗 🔀
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Search for tickets. Enter id numbers, queues by name, Owners by username and Requestors by email address. RT will look for anything else you enter in Searching the fuil text of every ticket can take a long time, but if you need to do it, you can search for any word in full ticket history for any word by typing RT will look for anything else you enter in ticket subjects.		tments.	
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Above is the simple search for finding trouble tickets.

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Underneath the simple search, you can set your search criteria.

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#	Subject	Status	Queue	Owner	Priority
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9	msharratt@usgs.gov	6 months ago	ODN	5 months ago	0
00	FURI - No telemetry data	resolved	GSN	Nobody	1
00	idedwards@usgs.gov	5 months ago	USA	5 months ago	0
61	FURI - No telemetered data since 2008/12/04 @ 1518 UTC	resolved	GSN	idedwards	1
01	jdedwards@usgs.gov	5 months ago	Gan	5 months ago	1
56	FURI No data on LISS page	resolved	GSN	jdedwards	1
	msharratt@usgs.gov	4 months ago		4 months ago	ō
01	FURI - No telemetry data since 2009/01/03 @ 0736 UTC	resolved	GSN	nziegelman	4
	ggyure@usgs.gov, jdedwards@usgs.gov	4 months ago	3 months ago	5 weeks ago	0
56	FURI DA-DP commlink interference	resolved	GSN	kpersefield	1
	ggyure@usgs.gov	3 months ago	2 months ago	2 months ago	0
42	FURI - DA-DP Comm-Link Degrading	open	GSN	kpersefield	2
	jdedwards@usgs.gov	2 months ago	2 months ago	3 days ago	0
81	FURI - No telemetry data since 2009/02/25 @ 1141 UTC	resolved	GSN	Nobody	1
	jdedwards@usgs.gov	2 months ago		2 months ago	0
51	FURI - No connection from NEIC since 2009/03/11 @ 0457 UTC	resolved	GSN	Nobody	1
	jdedwards@usgs.gov	2 months ago		2 months ago	0
60	FURI - No telemetry data since 2009/03/16 @ 0920 UTC	resolved	GSN	Nobody	1
	jdedwards@usgs.gov	7 weeks ago		7 weeks ago	0
24	FURI - No telemetry data since 2009/04/17 @ 1617 UTC	resolved	GSN	Nobody	1
	jdedwards@usgs.gov	2 weeks ago		13 days ago	0
84	FURI - No telemetry data since 2009/05/01 @ 0838 UTC	resolved	GSN	jdedwards	1
	jdedwards@usgs.gov	6 days ago		5 days ago	0
93	FURI - No telemetry data since 2009/05/04 @ 0421 UTC	resolved	GSN	jdedwards	1
	jdedwards@usgs.gov	3 days ago		2 days ago	0
09	FURI - No telemetry data since 2009/05/06 @ 0637 UTC jdedwards@usgs.gov	resolved	GSN	jdedwards	1
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Above is a search just using the station code FURI for all resolved tickets for this station. This is a good history report.

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Home · Simple Search · Tickets · Tools · Preferences · Approval	
What I did today Offine = Reports = My/Day (displaying new and open tickets for kpersefield)	_
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Worked: minutes Comments:	a v
181: ADK Q330 Upgrade and install VAWT	
Worked: minutes	A
Status: open (Unchanged) v	×
112: ADK Wind Generator Install	
Worked: minutes	A
Status: open (Unchanged) 👻	

You can add how much time you spent on a ticket each day. Good management tool.

🖉 Resolved tickets, grouped by owner - Windows Internet Explorer	
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Resolved tickets, grouped by owner Resolved by owner - Resolved in date range - Created in a date range Query: Status = 'resolved' AND Queue = 'ANSS-depot'	
	Submit
Time to display: 0.018721 + < RT 3.6.5 Copyright 1996-2006 Best Practical Solutions, LLC.	
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You can get a number of reports. The above shows resolved tickets by group and how many tickets were closed by the owners. Gives management that all important "Big Brother" look at the performance of employees.