

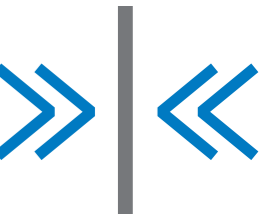
rt.cpan.org

rt.perl.org

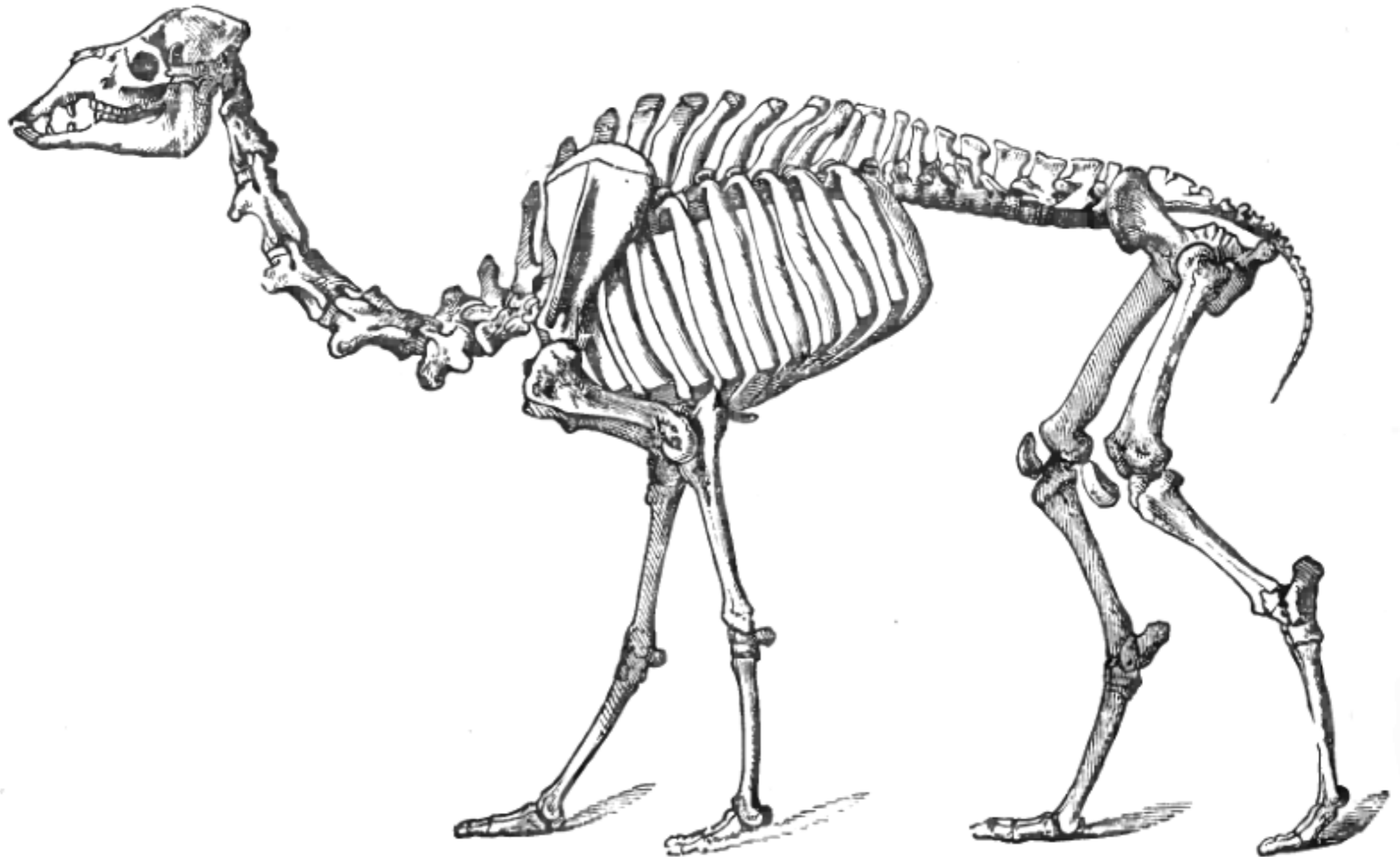
Kevin Falcone (jibsheets)  
Best Practical Solutions



rt.cpan.org

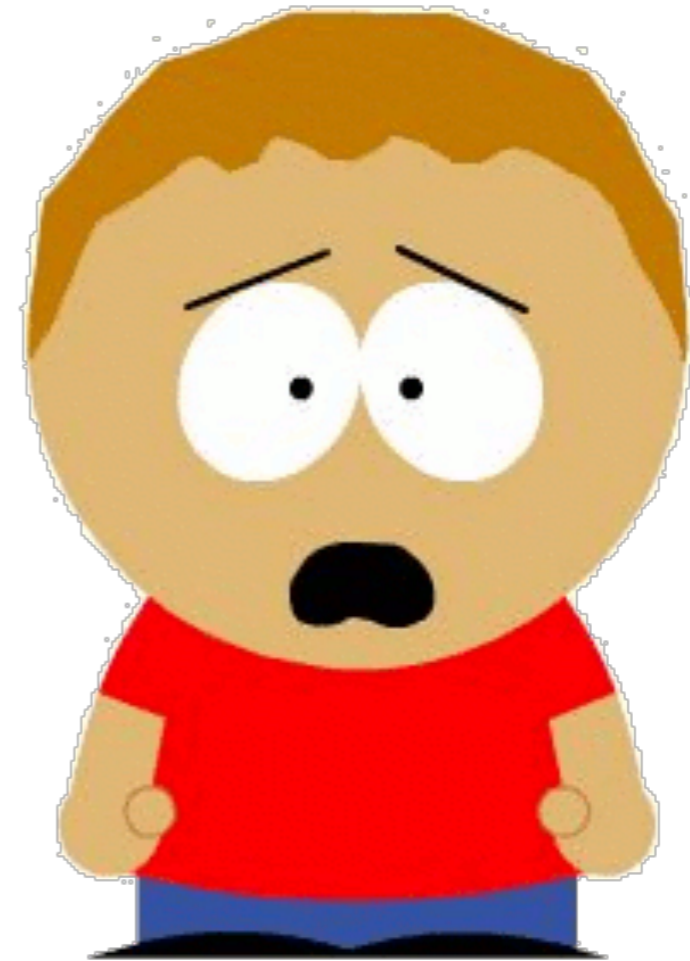


# History



SKELETON OF THE ARABIAN CAMEL.

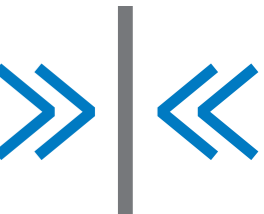
# perl.org



# Best Practical Solutions

Contributed systems administration

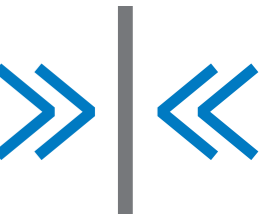
Contributed development



# Contents

33,924 Queues (map to dists on CPAN)

Around 10K tickets a year

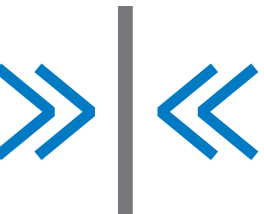


# Data Import

CPAN2RT

<https://github.com/bestpractical/cpan2rt>

syncs every two hours



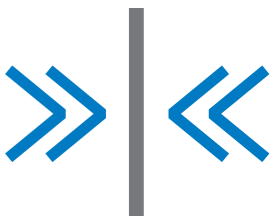
# Data Import

find-ls.gz

02packages.details.txt.gz

What distributions (and versions) exist

Broken in, Fixed in, etc



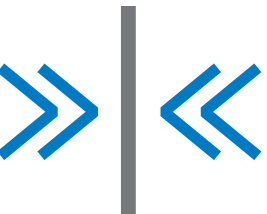


# Data Import

00whois.xml

username, Real Name, email address

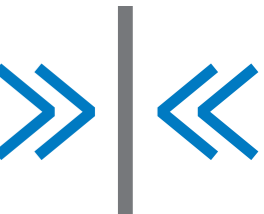
FALCONE, Kevin Falcone, cpan@jibsheets.com



# Data Import

06perms.txt

Tells who is an AdminCc (maintainer)



# Brief RT Digression

Requestors

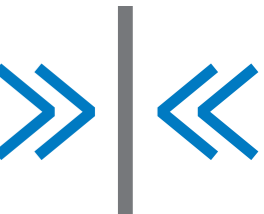
requested/created the ticket

Ccs

almost identical to Requestors for rt.cpan.org

AdminCcs

MAINTs and COMAINTs from PAUSE



# Opening a Ticket

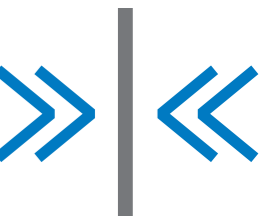
Web UI

PAUSE, OpenID, Bitcard

Email

bug-**dist-name**@rt.cpan.org

bug-**rt-authen-externalauth**@rt.cpan.org



# Opening a Ticket

## Report a bug in Acme-Aspartame

Thanks for taking the time to report a bug in *Acme-Aspartame*. You should be aware that each and every module available through CPAN is free software and that its author is a volunteer. Because of this, there's no guarantee that your issue will be dealt with immediately. There are a few things you can do to help make sure that your issue gets the attention it deserves:

- Be polite.
- Be concise.
- Be detailed.

Try to include any information you think might help the developer isolate, reproduce and fix your problem.

Be sure to include at least the following information:

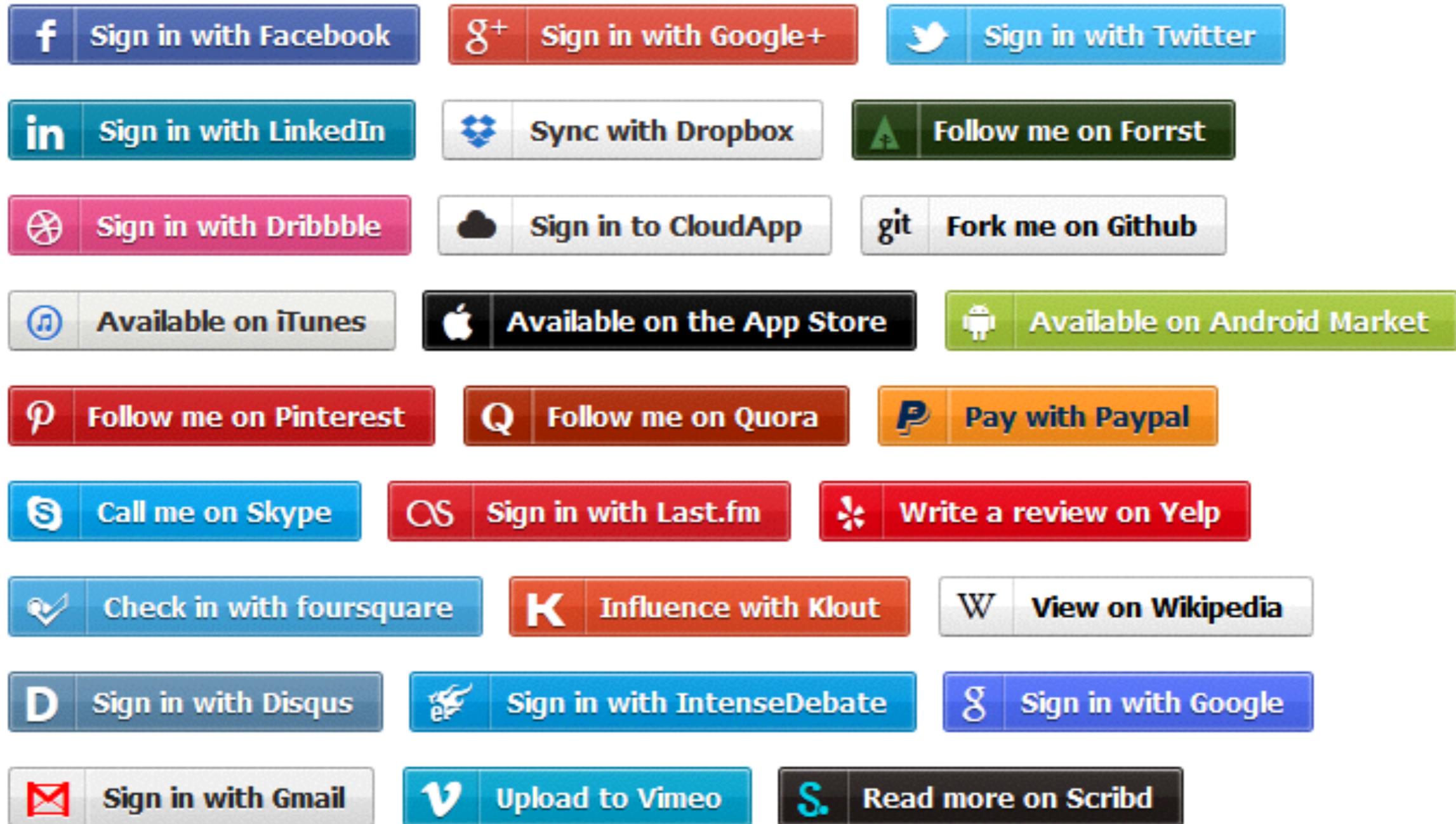
- Distribution name and version (For example, "DBIx-SearchBuilder-0.46")
- Perl version (Find this by running the command `perl -v`)
- Operating System vendor and version (Find this by running the command `uname -a`)

Other things that are often helpful:

- Details about your operating environment that might be related to the issue being described
- Exact cut and pasted error or warning messages
- The shortest, clearest code you can manage to write which reproduces the bug described.
- A patch against the latest released version of this distribution which fixes this bug.



# Other Auth Solutions

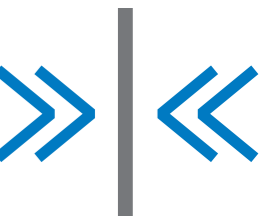


# email

bug-**dist-name**@rt.cpan.org

mail to AdminCcs on creation

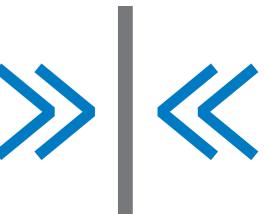
easy back and forth with Requestors from email



# email

How is `rt.cpan.org`'s email handled?

You don't want to know





# email

Fine.

But it involves qmail.



# Managing tickets

Click around in the web UI

```
cpan(m) RT::Client::CLI
```

```
rt edit ticket/12345-123457 set status=rejected
```



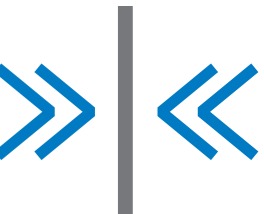
# Managing Queues

Custom notes on most ticket pages

Email extra users (such as a mailing list)

Extra subject tags for filtering

[rt.cpan.org extratag #12345]



# Managing Queues

Manage queue for Module-Install-RTx New ticket in Module or distributic Search...

[Active bugs](#) [Resolved bugs](#) [Rejected bugs](#) [Report a new bug](#) [Manage](#)

Distribution notes (HTML subset allowed):

Additional addresses RT should notify:

Subject tag in addition to default (be reasonable, (?^i:[a-z0-9 .\_-]) is allowed, rt.cpan.org will be prepended):

[Save Changes](#)

# Distribution Notes

This queue is for tickets about the [Acme-Aspartame CPAN distribution](#).

## **Maintainer(s)' notes**

PLEASE BE EATING A COW THANK YOU

The quickest way to report a bug in Acme-Aspartame is by sending email to **[bug-Acme-Aspartame \[at\] rt.cpan.org](mailto:bug-Acme-Aspartame@rt.cpan.org)**.

If you want to report a bug via the web, you must login with a Bitcard or other account. Accounts are required due to spam. See the [login page](#) for details on obtaining and logging in with a Bitcard account.



# But I don't use rt.cpan.org

rt.cpan.org respects  
bugtracker.email  
bugtracker.web

(Thanks Ian Norton and Shadowcat)



# Alternate Bugtracker

Active bugs for Plack

New ticket in

Active bugs Resolved bugs Rejected bugs Report a new bug

**Preferred bug tracker**

Please visit the [preferred bug tracker](#) to report your issue.

This queue is for tickets about the [Plack CPAN distribution](#).

**Maintainer(s)**

[CHANSEN](#), [MIYAGAWA](#)

**Bugs**



# ExtUtils::MakeMaker

```
META_MERGE => {  
    "meta-spec" => { version => 2 },  
    resources => {  
        bugtracker => {  
            web => "...",  
            mailto => "...",  
        },  
    },  
}
```





# Alternate Bugtracker

rt.cpan.org keeps the Queue

Holds historical bugs and patches



# Available Data

<https://rt.cpan.org/Public/bugs-per-dist.tsv>

<https://rt.cpan.org/Public/bugs-per-dist.json>

<https://rt.cpan.org/NoAuth/cpan/rtcpan.sqlite>



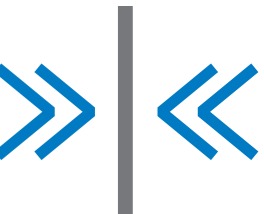
# Upgrades

Upgrading to 4.2 (from 4.0)

Native FTS

Better linking

User Summaries



# Upgrade Dev

Better core perl bug handling

If you have requests, please send them in

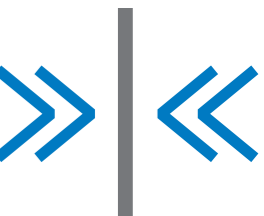


# Poking the admins

rt-cpan-admin@bestpractical.com

PAUSE ID (if an author)

problematic ticket



# Patches?

RT::Extension::rt\_cpan\_org

RT::Authen::PAUSE

RT::Authen::Bitcard

RT::Authen::OpenID

RT::Extension::MergeUsers

RT::BugTracker

RT::BugTracker::Public

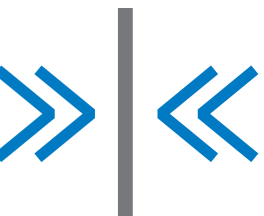
RT::Extension::ReportSpam

RT::Extension::QuickDelete

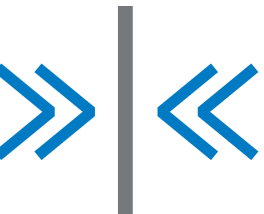
RT::Extension::CustomizeContentType

RTx::GoogleAnalytics

RTx::RemoteLinks



rt.perl.org

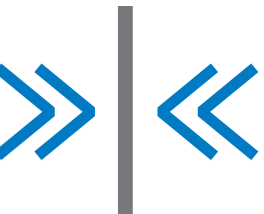


# rt.perl.org

perlbug

<http://rt.perl.org/pb2rt.txt>

Bugs dating from 1999



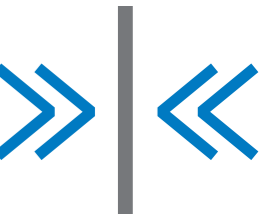


# rt.perl.org

Rebuilt onto a VM after hardware failure in 2011

Best Practical took over admin in 2012

Major upgrade 2013



# Contents

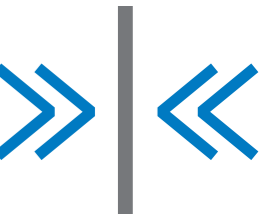
Perl5

Perl5-security

Perl6

(pm.org, several other TPF things)

Around a thousand perl5 tickets per year



# mail

Actually more complicated than `rt.cpan.org`

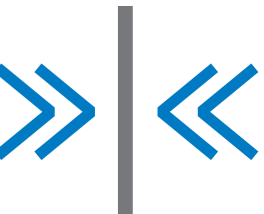
`perlbug` vs `perlbug-followup`

RT is subscribed to `p5p`



# Auth

BitCard

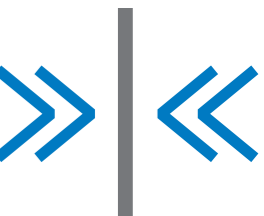


# CLI Auth

Set a local password

```
cpanm RT::Client::CLI
```

<http://rt.perl.org/rt-cli.html>



# Upgrade Benefits

Full Text Search

normal MySQL limits apply

Link autocompletion

great for meta ticket managers

User Summaries



# Most Requested

Spam Improvements

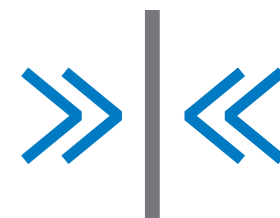
- New spam deleters

- Also new dev

Dashboards for meta/todo tickets

Blead Breaks CPAN

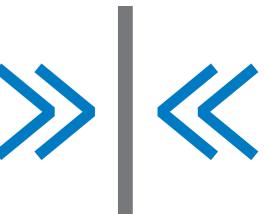
Submit bugs online



# Warnocked

pending-release

template wording for Autoreply and Resolve





# Reporting Bugs

`perlbug-admin@rt.perl.org`

Account (if not the account reporting it)

Reproduction steps

Politeness



# Questions?

jibsheet on irc (#rt #p5p #toolchain)

rt-cpan-admin@bestpractical.com

perlbug-admin@perl.org

<http://log.perl.org>

<http://blog.bestpractical.com>



# General RT

Tickets

Saved Search

Edit on the home page

