University Göttingen
GWDG/ AG Computing
Sadegh Keshtkar, Stefanie Mühlhausen

Exercise 1 / October 20, 2023
HPC System Administration / WiSe 2022/23
20 Minutes Total

Exercise Introduction

Before attempting the exercises in this document, please ensure that you have read and understood the key topics covered in the Tutorial.

Here are some useful information that can be used for the exercises:

Link to access as the customer interface is: $< frontend\,floating\,ip >/otrs/customer.pl?

Link to access as the agent interface is: $< frontend\,floating\,ip >/otrs/index.pl?

You also need to refer back to the following data from the tutorial:

- $< frontend\,floating\,ip >$ - the floating ip of the frontend server
- $< agent >$ - Znuny agent user name
- $< agent\,password >$ - Znuny agent password
- $< root >$ - Znuny root user
- $< root\,password >$ - Znuny root password

After completing the exercise, the following additional information should be available and stored somewhere:

- $< customer >$ - Znuny customer user name
- $< customer\,password >$ - Znuny customer password
- $< another\,agent >$ - user name of another Znuny agent
- $< another\,agent\,password >$ - password of another Znuny agent

Contents

Task 1: Task (10 min)

1. Create a customer. *Hint: you may need to this as $< root >$ user.* Write down the customer user name as $< customer >$ and password as $< customer\,password >$.

2. Explore both the agent interface and the customer interface.

Task 2: Task (10 min)

1. Create a few tickets as a customer and practice several sorts of responses using the agent account.

2. Mimic the full life cycle of a ticket from "New" to "Closed" as far as possible. *Hint: Email has not been set up. Thus, your Znuny installation is not fully functional.*

3. Create another agent and write down the login credentials as $< anotheragent >$ and $< anotheragentpassword >$. Re-assign tickets between agents.

Optional Task 3: Extra Task (10 min)

This is a difficult **additional** task which will support your understanding in the topic.

1. Form groups, in each group a person take the responsibility of creating multiple customer and agent accounts.

2. Customers submit tickets.

3. One agent acts as the distributor, assigning tickets to other agents.

4. Agents answer tickets and manage their states until all tickets are resolved.