eTRIKS – CC-IN2P3

Ticket Reporting System

How to access and submit

Version 1.0

2015 April 15th
VERSION HISTORY

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<thead>
<tr>
<th>Version Number</th>
<th>Implemented by</th>
<th>Revision Date</th>
<th>Approval Date</th>
<th>Description of Change</th>
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<tbody>
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</tr>
</tbody>
</table>

Table of Contents

0. Introduction ..........................................................................................................................3
1. Important links ....................................................................................................................3
2. How to ... .............................................................................................................................3
  2.1. ..access ..........................................................................................................................3
  2.2. ..register .......................................................................................................................4
  2.3. ..submit a ticket .............................................................................................................5
3. eTRS pipeline .......................................................................................................................6
0. Introduction

We provide this document as a practical manual for any eTRIKS Platform user faced with a need of support from the community. We will focus mainly on the actions needed to access, register and submit a report on the ticketing system. We encourage the reader to contact us if a more in-depth explanation of the tool is felt needed.

1. Important links

No prerequisites are necessary to run the ticketing system web interface: the user just needs to have an up to date web browser from which access the interface; here are some useful links inside the eTRIKS platform:

- eTRIKS ticket reporting system (eTRS): http://usersupport.etriks.org
- Operational portal: https://portal.etriks.org
- tranSMART public server: https://public.etriks.org

2. How to...

2.1. access

To access the eTRIKS ticketing system to report a bug you encountered you have three solutions: you may 1) find the Report a Bug link in the eTRIKS portal, or 2) select the Report a Bug option in the Utilities drop down menu at the top right of your tranSMART interface, or 3) access directly the ticketing system though the link.
2.2. **Register**

At your first access to the ticketing system, you will need to register your email: left-click on *Sign up now* to access the registration form where you will need to fill the first 3 lines (First and Last Name, and e-mail).

Left-click on *Sign up now* to access the registration form

Fill the first 3 lines and click *Create* to receive a randomly-created password *(passwords may be changed through user account preferences)*

You will then be able to access the ticketing system using your email as a login, and entering the randomly-created password you will receive clicking the *Create* button.
2.3. **Submit a ticket**

Upon login you will access your user interface. On the top right the *Preferences* link will allow you to manage your account (password, display, language); on the top left the *Tickets* drop down menu holds some interesting features as the internal search engine and the ticket submission link *New Ticket*.

![Diagram of ticket submission](image)

When submitting a ticket you will need to specify the Type of your report: whether it is an incident report or a request; you may also attach a file (e.g. a screenshot of your error), but you must be sure to hide any confidential data, since the ticketing system is in common with the CC-IN2P3 one. Before the submission, be sure that you selected *eTRIKS* in the project list to access the dedicated queue.

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1 A user may read only the tickets she/he submitted
3. eTRS pipeline

Selecting eTRIKS from the Projects list, your ticket will be routed directly in the dedicated queue, where on the 1st level of Support the support manager will evaluate it and a) answer it directly b) dispatch it to an eTRIKS expert (2nd level Support) depending on how the issue needs to be treated.

A dialog is in place between 1st level and the CC-IN2P3 Support Desk so that any not-eTRIKS ticket that may “wander” in the dedicated queue will be re-routed to Service Desk and, vice versa, any “lost” eTRIKS ticket will find again its dedicated queue.