



Upgrade and Customize

Daniel Kouřil, Michal Štáva

EGI Back-office



- EGI web pages
 - OpenCMS, WordPress
- EGI Wiki
- Mailing lists
 - Mailman
- Conference Agenda
 - Indico
- Documentation server
- **RT(IR)**
- Web forum/blogs
 - Pebble, LimeSurvey
- EGI IdM/SSO
 - LDAP, Shibboleth IdP, Eduroam radius
- Jabber server
- Confluence
- DNS



Transition to latest RTIR

Upgrading in place



- Move existing RT 3.8 with DB to new system with Debian 8 (run it there)
- Upgrade RT 3.8 to RT 4.2 and fix all behavior
 - Pros.: preserve all history, 2 small server outages (1-3h each), almost unnoticeable for RT users
 - Cons.: probably problem with moving old RT with old libraries to new system by copy, all at once - can't use features before process

Installing new instance from scratch

- Create new RT 4.2 on Debian 8 system with new address space (ex. rt-new.egi.eu)
- Move RT Groups one by one
- When done, switch addresses between them
 - Pros.: install from package, using features for some Groups even before end of process
 - Cons.: probably not preserve history, 2 parallel instances, users will notice, manual transition of configurations

Summary



- Timeline
 - Upgrading RT
 - move RT to Debian 8 - 2.-3.2016
 - upgrade RT to 4.2 - 4.-5.2016
 - New instance
 - new RT on Debian 8 - 2.-3.2016
 - moving RT Groups - 4.-5.2016
- Decision about the way - beginning Feb (TBC)
 - sync with other RT users



Access control to tickets

Goal



- grant access to Security officers to their tickets in Investigations RT Queue
 - reflect GOC DB changes of security officers in tickets
 - limit sending email twice or more to same person (for example one by alias, one by security officer email address)

CSIRT Customization to RT-EGI



- How RT authorization works:
 - Rights for whole queue
 - rights for groups (ex. irtf)
 - rights for users (bad scaling)
 - rights for roles on tickets:
 - Requestor
 - AdminCc - can see comments
 - Cc
 - Based heavily on mail addresses

CSIRT Customization to RT-EGI



- Possible solution - with respect to CSIRT
 - use roles on tickets (Req, Cc, AdminCc)
 - when creating new ticket set:
 - SITE and NGI security contacts to Requestor (to get emails about changes without comments)
 - set all SITE and NGI SO's emails to Cc (set rights on Cc and turn off sending mails to Cc by RT)
 - No change in AdminCc

CSIRT Customization to RT-EGI



- How to dynamically change security officers in ticket Cc?
 - RT 4.2 can set Group of users to Cc
 - we can synchronize groups from GocDB to RT
 - when creating a new ticket, we will set the right Group by choosing NGI and SITE (probably by name of Group)
- Timeline: partially until 3.2016

Reqs., discussions



- Access to development instance - needed?
- Toby's massticket machinery - anything missing, Rest changes?
- Statistics on tickets
- Mail storms on changes of ownership (Sophie)
- Automatic closing empty incidents
- Reply/comment when resolving
- PGP/X.509 signing/encryption (to RT/users)
-?

CSIRT Customization to RT-EGI



- Ideal solution with respect to RT:
 - queue for every SITE (separate addresses)
 - set groups with rights for every queue
 - synchronize members of queue from GocDB
 - let the other setting to be as it is