

Package ‘rt’

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Type Package

Title Interface to the 'Request Tracker' API

Description Provides a programmatic interface to the 'Request Tracker' (RT) HTTP API <<https://rt-wiki.bestpractical.com/wiki/REST>>. 'RT' is a popular ticket tracking system.

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URL <https://github.com/nceas/rt>

BugReports <https://github.com/nceas/rt/issues>

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check_login	<i>Check that the login request was successful or not</i>
-------------	---

Description

Check that the login request was successful or not

Usage

check_login(response)

Arguments

response (htr::response) RT API login response

Value

(logical) TRUE if login was successful, errors out otherwise

compact	<i>Compact list.</i>
---------	----------------------

Description

Remove all NULL entries from a list. From `plyr::compact()`.

Usage

`compact(1)`

Arguments

1 list

construct_newline_pairs	<i>Construct a string for params suitable for passing into an RT request</i>
-------------------------	--

Description

RT's API, in a few cases, takes a body of key value pairs that are colon separated and each key value pair is newline separated. Each pair is also run through [compact](#) to remove NULL elements.

Usage

`construct_newline_pairs(params)`

Arguments

params (list) One or more key value pairs

Value

(character)

parse_rt_properties *Parse typical RT properties as contained in an RT response body*

Description

The code gives a basic idea of the format but it's basically newline-separated key-value pairs with a ':' between them. e.g.,

Usage

```
parse_rt_properties(body)
```

Arguments

body (character) Response body from an rt_response

Details

id: queue/1 Name: General

Value

List of properties

parse_ticket_create_body
Parse an RT ticket create response body and return the ticket ID

Description

This function essential parses the text: "# Ticket 1 created."

Usage

```
parse_ticket_create_body(body)
```

Arguments

body (character) The ticket create response body

Value

(numeric) The ticket ID

parse_user_create_body

Parse the response body from a call to [rt_user_create](#)

Description

Parse the response body from a call to [rt_user_create](#)

Usage

```
parse_user_create_body(body)
```

Arguments

body (character)

Value

(numeric) The user ID

print.rt_api

Print an rt_api object

Description

Print an rt_api object

Usage

```
## S3 method for class 'rt_api'  
print(x, ...)
```

Arguments

x object of class rt_api
... Other arguments passed to [head](#)

Description

rt provides a programming interface to the [Request Tracker API](#).

Details

Everything should be implemented and all functions should return a reasonably useful result that's suitable for integrating into your workflows.

Setup:

Before you can do anything useful with this package, you'll need to do three things:

1. Determine your base URL and set it using `Sys.setenv(RT_BASE_URL="your url here)`. In most cases, this will be the same as the URL of the page you use to log in to RT.
2. Determine and set your credentials. You can skip setting them if you like and skip to step 3 or you can set them using the `RT_USER` and `RT_PASSWORD` environmental variables via `Sys.setenv`. See [rt_login](#) for more.
3. Log in using R by calling `rt_login`. See [rt_login](#) for more.

A typical flow for setting up your R session to work with RT might look like this:

```
Sys.setenv(RT_BASE_URL = "http://example.com/rt",  
           RT_USER = "me@example.com",  
           RT_PASSWORD = "mypassword")
```

If you use RT a lot, you might consider putting code like the above in your `.Renviron`, minus the call to `rt_login()` so the environmental variables are available but you aren't logging into RT every time you start R. See `?Startup` for more information.

Available Functions:

General:

- [rt_login](#)
- [rt_logout](#)

Tickets:

- [rt_ticket_search](#)
- [rt_ticket_create](#)
- [rt_ticket_edit](#)
- [rt_ticket_history](#)
- [rt_ticket_history_comment](#)
- [rt_ticket_history_reply](#)
- [rt_ticket_links](#)
- [rt_ticket_links_edit](#)
- [rt_ticket_merge](#)
- [rt_ticket_properties](#)

- [rt_ticket_attachments](#)
- [rt_ticket_attachment](#)
- [rt_ticket_attachment_content](#)

Users:

- [rt_user_create](#)
- [rt_user_edit](#)
- [rt_user_properties](#)

Queues:

- [rt_queue_properties](#)

`rt_do_login`*Actually do the logging in part of logging in*

Description

Called by [rt_login](#) and [rt_login_interactive](#) to do the work of logging in

Usage

```
rt_do_login(user, password, ...)
```

Arguments

<code>user</code>	(character) Your username.
<code>password</code>	(character) Your password.
<code>...</code>	Other arguments passed to rt_POST

Value

(logical) Either returns TRUE if successful or errors out

`rt_GET`*Get an RT response*

Description

Get an RT response and format it into an S3 object

Usage

```
rt_GET(url, raw = FALSE, ...)
```

Arguments

url	(character) The full RT URL
raw	(logical) Whether or not to return the raw response from <code>GET</code> (TRUE) or not (FALSE)
...	Other arguments passed to <code>GET</code>

Value

(rt_api) The parsed response from RT

rt_login	<i>Log in to RT</i>
----------	---------------------

Description

Use this to log into RT at the start of your session. Once you call this function and successfully log in, calls of other functions within this package will re-use your login information automatically.

Usage

```
rt_login(
  user = Sys.getenv("RT_USER"),
  password = Sys.getenv("RT_PASSWORD"),
  ...
)
```

Arguments

user	(character) Your username.
password	(character) Your password.
...	Other arguments passed to <code>rt_POST</code>

Details

The value of `rt_base_url` should be the same address you use in your web browser to log into RT (i.e., the address of the log in page).

Value

Either TRUE, invisibly, if logged in, or throws an error.

Examples

```
## Not run:
# You can setup the location of your RT installation and the values for
# your credentials as environmental variables
Sys.setenv("RT_USER" = "user",
           "RT_PASSWORD" = "password",
           "RT_BASE_URL" = "https://demo.bestpractical.com")

# And then log in directly like
rt_login()

# You can also skip setting `RT_USER` and `RT_PASSWORD` and specify them
# directly
rt_login("user", "password")
# Note that you still need to set `RT_BASE_URL`

## End(Not run)
```

rt_login_interactive *Log in to RT interactively*

Description

Wrapper for [rt_login](#) to interactively log into RT at the start of your session. Keeps your log-in information private.

Usage

```
rt_login_interactive(rt_base_url = Sys.getenv("RT_BASE"), ...)
```

Arguments

`rt_base_url` (character) The base URL that hosts RT for your organization. Set the base URL in your R session using `Sys.getenv("RT_BASE_URL" = "https://server.name/rt/")`

`...` Other arguments passed to [rt_do_login](#)

Examples

```
## Not run:
Sys.setenv(RT_BASE_URL = "https://demo.bestpractical.com")
rt_login_interactive()

## End(Not run)
```

`rt_logout`*Log out of RT*

Description

Use this to log out of RT at the end of your session. Note: restarting your R session will also log you out.

Usage

```
rt_logout(...)
```

Arguments

... Other arguments passed to `rt_POST`

Value

(`rt_api`) The parsed response from RT

Examples

```
## Not run:  
# First, log in  
rt_login()  
  
# Then logout  
rt_logout()  
  
## End(Not run)
```

`rt_parse_response`*Parse an RT response in its parts as a list*

Description

The RT API uses overrides default HTTP behavior with their own set of status codes, messages, and response formats. This function parses that custom implementation and presents it into something that's easier to build a package with.

Usage

```
rt_parse_response(response, verbose = FALSE)
```

Arguments

- response (character) Parsed response from [content](#)
- verbose (logical) Optional, defaults to TRUE. Prints more information during parsing.

Details

For example, a response like:

```
"RT/4.4.3 200 Ok
```

```
# Ticket 2 created.
```

is turned into the list:

```
$status
[1] 200
```

```
$message
[1] "Ok"
```

```
$body
[1] "# Ticket 2 created."
```

Value

(list) List with named elements status, message, and body

rt_POST	<i>POST an RT request</i>
---------	---------------------------

Description

POST an RT request

Usage

```
rt_POST(url, raw = FALSE, ...)
```

Arguments

- url (character) The full RT URL
- raw (logical) Whether or not to return the raw response from `POST` (TRUE) or not (FALSE)
- ... Other arguments passed to [POST](#)

Value

(rt_api) The parsed response from RT

rt_queue_properties *Get the properties of a queue*

Description

Get the properties of a queue

Usage

```
rt_queue_properties(queue, ...)
```

Arguments

queue	(character) The queue
...	Other arguments passed to rt_GET

Value

(list) A list of queue properties

Examples

```
## Not run:  
# By default, RT installations come with a General queue  
# We can get its properties like this  
rt_queue_properties("General")  
  
## End(Not run)
```

rt_ticket_attachment *Get a ticket's attachment*

Description

Retrieves attachment metadata. To get the attachment itself, see [rt_ticket_attachment_content](#).

Usage

```
rt_ticket_attachment(ticket_id, attachment_id, ...)
```

Arguments

ticket_id	(numeric) The ticket identifier
attachment_id	(numeric) The attachment identifier
...	Other arguments passed to rt_GET

Value

(rt_api) An `rt_api` object with the response

Examples

```
## Not run:
# Before running rt_ticket_attachment, you'll probably want to get a list of
# the attachments for a given ticket, like:
attachments <- rt_ticket_attachments(1) # Ticket ID 1

# And then you can get information about a specific attachment:
rt_ticket_attachment(1, 3) # Attachment 3 on ticket 1

## End(Not run)
```

`rt_ticket_attachments` *Get a ticket's attachments*

Description

Retrieves attachment metadata for a ticket in a tabular form.

Usage

```
rt_ticket_attachments(ticket_id, ...)
```

Arguments

`ticket_id` (numeric) The ticket identifier
`...` Other arguments passed to `rt_POST`

Value

Either a `data.frame` or `tibble` of the attachments.

Examples

```
## Not run:
# Given a ticket exists with id '2', we can get its attachments as a table
rt_ticket_attachments(2)

## End(Not run)
```

`rt_ticket_attachment_content`*Get the content of an attachment*

Description

Gets the content of the specified attachment for further processing or manipulation. You'll almost always want to call a second function like `content` to make the content of the attachment usable from R.

Usage

```
rt_ticket_attachment_content(ticket_id, attachment_id, ...)
```

Arguments

<code>ticket_id</code>	(numeric) The ticket identifier
<code>attachment_id</code>	(numeric) The attachment identifier
<code>...</code>	Other arguments passed to <code>rt_GET</code>

Value

(rt_api) An `rt_api` object with the response

Examples

```
## Not run:
# First, get the attachment content which gives is the raw response
att <- rt_ticket_attachment_content(2, 1)

# Then process it directly in R
httr::content(att)

# Or write it to disk
out_path <- tempfile()
writeBin(httr::content(x, as = 'raw'), out_path)

## End(Not run)
```

rt_ticket_create	<i>Create a ticket</i>
------------------	------------------------

Description

Create a ticket

Usage

```
rt_ticket_create(
    queue,
    requestor = NULL,
    subject = NULL,
    cc = NULL,
    admin_cc = NULL,
    owner = NULL,
    status = NULL,
    priority = NULL,
    initial_priority = NULL,
    final_priority = NULL,
    time_estimated = NULL,
    starts = NULL,
    due = NULL,
    text = NULL,
    custom_field = NULL,
    ...
)
```

Arguments

queue	(character) The queue
requestor	(character) Requestor email address
subject	(character) Ticket subject
cc	(character) Email address to cc
admin_cc	(character) Admin email address to cc
owner	(character) Owner username or email
status	(character) Ticket status; typically "open", "new", "stalled", or "resolved"
priority	(numeric) Ticket priority
initial_priority	(numeric) Ticket initial priority
final_priority	(numeric) Ticket final priority
time_estimated	(character) Time estimated
starts	(character) Starts

due (character) Due date
 text (character) Ticket content; if multi-line, prefix every line with a blank
 custom_field (vector) Takes a named vector of the custom field name and custom field value
 ... Other arguments passed to `rt_POST`

Value

(numeric) The ID of the ticket

Examples

```

## Not run:
# We can create an empty ticket
rt_ticket_create("General")

# Or we can provide some of the fields
rt_ticket_create("General",
                 requestor = "requestor@example.com",
                 subject = "An example ticket")

## End(Not run)

```

rt_ticket_edit	<i>Edit a ticket</i>
----------------	----------------------

Description

Updates an existing ticket with new information.

Usage

```

rt_ticket_edit(
  ticket_id,
  queue = NULL,
  requestor = NULL,
  subject = NULL,
  cc = NULL,
  admin_cc = NULL,
  owner = NULL,
  status = NULL,
  priority = NULL,
  initial_priority = NULL,
  final_priority = NULL,
  time_estimated = NULL,
  starts = NULL,
  due = NULL,
  text = NULL,

```



```

    custom_field = NULL,
    ...
)

```

Arguments

ticket_id	(numeric character)	The ticket number
queue	(character)	The queue
requestor	(character)	Requestor email address
subject	(character)	Ticket subject
cc	(character)	Email address to cc
admin_cc	(character)	Admin email address to cc
owner	(character)	Owner username or email
status	(character)	Ticket status; typically "open", "new", "stalled", or "resolved"
priority	(numeric)	Ticket priority
initial_priority	(numeric)	Ticket initial priority
final_priority	(numeric)	Ticket final priority
time_estimated	(character)	Time estimated
starts	(character)	Starts
due	(character)	Due date
text	(character)	Ticket content; if multi-line, prefix every line with a blank
custom_field	(vector)	Takes a named vector of the custom field name and custom field value
...		Other arguments passed to rt_POST

Value

(numeric) The ID of the ticket

Examples

```

## Not run:
# First, create a ticket
ticket <- rt_ticket_create("General")

# Then we can update its fields
rt_ticket_edit(ticket,
               requestor = "me@example.com",
               subject = "My subject")

## End(Not run)

```

rt_ticket_history *Get a ticket's history*

Description

Get a ticket's history

Usage

```
rt_ticket_history(ticket_id, format = "l", ...)
```

Arguments

ticket_id	(numeric) The ticket identifier
format	(character) The format of the ticket history response. Either s (ticket ID and subject) or l (full ticket metadata). Defaults to l.
...	Other arguments passed to rt_GET

Value

(rt_api) An rt_api object with the response

Examples

```
## Not run:  
# Get the full ticket history for ticket 992  
rt_ticket_history(992)  
  
# Get just the ticket ID and subject for ticket 992  
rt_ticket_history(992, format = "s")  
  
## End(Not run)
```

rt_ticket_history_comment
 Comment on a ticket

Description

Comment on a ticket

Usage

```
rt_ticket_history_comment(ticket_id, comment_text, ...)
```

Arguments

ticket_id (numeric) The ticket identifier
 comment_text (character) Text that to add as a comment
 ... Other arguments passed to [rt_POST](#)

Value

(numeric) The ID of the ticket

Examples

```

## Not run:
rt_ticket_history_comment(1, "Your comment here...")

## End(Not run)

```

rt_ticket_history_reply
Reply to a ticket

Description

Reply to a ticket

Usage

```

rt_ticket_history_reply(
  ticket_id,
  text,
  cc = NULL,
  bcc = NULL,
  time_worked = "0",
  attachment_path = NULL,
  ...
)

```

Arguments

ticket_id (numeric) The ticket identifier
 text (character) Text that to add as a comment
 cc (character) Email for cc
 bcc (character) Email for bcc
 time_worked (character)
 attachment_path (character) Path to a file to upload
 ... Other arguments passed to [rt_POST](#)

Value

(numeric) The ID of the ticket

Examples

```
## Not run:
# Reply to ticket 11 with a courteous message
rt_ticket_history_reply(11,
                        "Thank you.

                        Have a great day!")

## End(Not run)
```

rt_ticket_links	<i>Get a ticket's links</i>
-----------------	-----------------------------

Description

Gets the ticket links for a single ticket. If applicable, the following fields will be returned: HasMember, ReferredToBy, DependedOnBy, MemberOf, RefersTo, and DependsOn.

Usage

```
rt_ticket_links(ticket_id, ...)
```

Arguments

ticket_id	(numeric) The ticket identifier
...	Other arguments passed to rt_GET

Value

(rt_api) An rt_api object with the response

Examples

```
## Not run:
# Assuming have a ticket with id 1007, we can get it links by calling
rt_ticket_links(1007)

## End(Not run)
```

rt_ticket_links_edit *Edit the links on a ticket*

Description

Edit the links on a ticket

Usage

```
rt_ticket_links_edit(  
    ticket_id,  
    referred_to_by = NULL,  
    depended_on_by = NULL,  
    member_of = NULL,  
    refers_to = NULL,  
    depends_on = NULL,  
    ...  
)
```

Arguments

ticket_id	(numeric) The ticket identifier
referred_to_by	Tickets that are referred to
depended_on_by	Tickets that are depended on
member_of	Ticket groups?
refers_to	Tickets that are referred to
depends_on	Tickets that are depended on
...	Other arguments passed to rt_POST

Value

(numeric) The ID of the ticket

Examples

```
## Not run:  
# Assuming we have tickets 20 and 21, we can make ticket 20 depend on ticket  
# 21  
rt_ticket_links_edit(20, depends_on = 21)  
  
## End(Not run)
```

rt_ticket_merge *Merge two tickets*

Description

Merge two tickets

Usage

```
rt_ticket_merge(origin, into)
```

Arguments

origin (character|numeric) Ticket ID to merge into into
into (character|numeric) Ticket ID to merge origin into

Value

(numeric) The ID of ticket both tickets were merged into

Examples

```
## Not run:  
# First, create two tickets  
ticket_one <- rt_ticket_create("General")  
ticket_two <- rt_ticket_create("General")  
  
# Then merge them together  
ticket_merge(ticket_one, ticket_two)  
  
## End(Not run)
```

rt_ticket_properties *Get a ticket's properties*

Description

Retrieves ticket properties

Usage

```
rt_ticket_properties(ticket_id, ...)
```

Arguments

ticket_id (numeric) The ticket identifier
... Other arguments passed to [rt_GET](#)

Value

(list) A list of the ticket's properties

Examples

```
## Not run:
rt_ticket_properties(15)

## End(Not run)
```

rt_ticket_search	<i>Search for tickets</i>
------------------	---------------------------

Description

Search RT for tickets using RT's query syntax which is documented at https://docs.bestpractical.com/rt/4.4.4/query_builder.html.

Usage

```
rt_ticket_search(query, orderby = NULL, format = "l", fields = NULL, ...)
```

Arguments

query	(character) Your query (See Details)
orderby	(character) How to order your search results. Should be a ticket property name preceded by either a + or a - character.
format	(character) Either i (ticket ID only), s (ticket ID and subject), or l (full ticket metadata). Defaults to l.
fields	(character) Comma-separated list of fields to include in the results.
...	Other arguments passed to <code>rt_GET</code>

Details

The query parameter conforms to RT's [query syntax](#) and requires you to build the query yourself. A query will have one or more parameters of the form \$FIELD='\$VALUE' where \$FIELD is an RT ticket property like Subject, Requestor, etc and \$VALUE (surrounded by single quotes) is the value to filter by. See Examples for examples.

Value

Either a data.frame or tibble (when format is l or s) or a numeric vector when it's i.

Examples

```
## Not run:
# To return all un-owned tickets on a queue:
rt_ticket_search("Queue='General' AND (Status='new')")

# We can sort by date created, increasing
rt_ticket_search("Queue='General' AND (Status='new')",
                 orderby = "+Created")

# If we just need a vector of ticket ids
rt_ticket_search("Queue='General' AND (Status='new')",
                 orderby = "+Created",
                 format = "i")

## End(Not run)
```

rt_url	<i>Generate an RT API URL</i>
--------	-------------------------------

Description

Create an RT API URL based on the server URL and any arguments provided

Usage

```
rt_url(..., query_params = NULL, base_url = Sys.getenv("RT_BASE_URL"))
```

Arguments

...	Parts of the URL to be joined by "/"
query_params	(list) A named list of query parameters where the names of the list map to the query parameter names and the values of the list map to the query parameter values. e.g., list(a=1) maps to "?a=1".
base_url	(character) The base URL that hosts RT for your organization

rt_user_agent	<i>Get the user agent for the package.</i>
---------------	--

Description

This is used by [rt_GET](#) and [rt_POST](#) to provide HTTP requests with an appropriate user agent.

Usage

```
rt_user_agent()
```


Value

(character) The user agent string for the package

rt_user_create	<i>Create a user</i>
----------------	----------------------

Description

Create a user

Usage

```
rt_user_create(
    name,
    password = NULL,
    email_address = NULL,
    real_name = NULL,
    organization = NULL,
    privileged = NULL,
    disabled = NULL,
    ...
)
```

Arguments

name	(character) Optional. User name
password	(character) The password
email_address	(character) Optional. User email
real_name	(character) Optional. User real name
organization	(character) Optional. User organization
privileged	(numeric) Optional. User privilege status
disabled	(numeric) Optional. User disabled status
...	Other arguments passed to rt_POST

Value

(numeric) The ID of the newly-created user

Examples

```
## Not run:
# Create a barebones user with just a name
rt_user_create("Some Person")

# Create user that also has an email address
rt_user_create("Person", email_address = "person@example.com")

## End(Not run)
```

rt_user_edit	<i>Edit a user</i>
--------------	--------------------

Description

Edit a user's information.

Usage

```
rt_user_edit(
  user_id,
  password = NULL,
  name = NULL,
  email_address = NULL,
  real_name = NULL,
  organization = NULL,
  privileged = NULL,
  disabled = NULL,
  ...
)
```

Arguments

user_id	(numeric) The ID of the User to edit
password	(character) The password
name	(character) Optional. User name
email_address	(character) Optional. User email
real_name	(character) Optional. User real name
organization	(character) Optional. User organization
privileged	(numeric) Optional. User privilege status
disabled	(numeric) Optional. User disabled status
...	Other arguments passed to rt_POST

Value

The ID of the edited user

Examples

```
## Not run:
# First, create a user
user_id <- rt_user_create("Example", "password", "me@example.com")

# Then we can edit it
rt_user_edit(user_id, real_name = "Example User")

## End(Not run)
```

rt_user_properties *Get a user's properties*

Description

Get a user's properties

Usage

```
rt_user_properties(user_id, ...)
```

Arguments

user_id (numeric) The ID of the User to edit
... Other arguments passed to `rt_GET`

Value

(list) A list of the user's properties

Examples

```
## Not run:  
# Assuming we have a user with id 1, we can get its properties  
rt_user_properties(1)  
  
## End(Not run)
```

rt_version_string *Get the version of the currently installed version of this package as a character vector*

Description

Get the version of the currently installed version of this package as a character vector

Usage

```
rt_version_string()
```

Value

(character) The version is a character vector, e.g. "1.2.3"

stopforstatus	<i>Throw an error if the RT status code is an error status</i>
---------------	--

Description

Throw an error if the RT status code is an error status

Usage

```
stopforstatus(response)
```

Arguments

response (response) An httr response object

Value

Either nothing, or throws an error

tidy_long_search_result	<i>tidy_long_search_result</i>
-------------------------	--------------------------------

Description

tidy_long_search_result

Usage

```
tidy_long_search_result(result)
```

Arguments

result (list) List of lists from search results

Value

A data.frame or tibble

try_tibble	<i>Try to make a tibble</i>
------------	-----------------------------

Description

Try to make a tibble

Usage

```
try_tibble(df, coerce = TRUE)
```

Arguments

df	(data.frame) The data.frame to try attempt to coerce to a tibble
coerce	(logical) Whether or not to try coercion. Provided for upstream calling functions.

Value

Either a data.frame or a tibble

warn_user_edit_warnings	<i>Warn if a user edit response body contains warnings</i>
-------------------------	--

Description

Warn if a user edit response body contains warnings

Usage

```
warn_user_edit_warnings(body)
```

Arguments

body	(character)
------	-------------

Value

None.

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