

MUUGLines

The Manitoba UNIX User Group Newsletter

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Next Meeting: January 13th, 2009

RT: Request Tracker

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RT is an enterprise-grade ticketing system under development since 1996 which enables a group of people to intelligently and efficiently manage tasks, issues, and requests submitted by a community of users.

RT (<http://bestpractical.com/rt>) has undergone a lot of development in the last few years that makes it even more flexible and usable for everyone from 1-man 'teams' to 10,000-strong communities, from tracking my shopping list (OK, maybe not...) to streamlining tech support and customer contact for huge enterprises.

“How do you take a disorganized, over-worked, overstressed, and unmanageable sysadmin in a small company and make him an organized and manageable sysadmin? Install RT and tell him that if it's not in RT it doesn't exist.” - Paolo Supino, Telmap

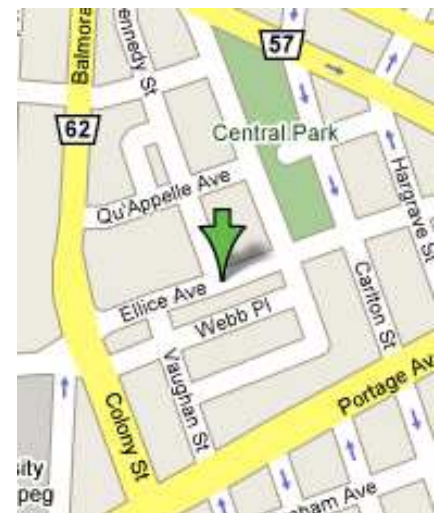
Adam Thompson has researched, evaluated and implemented ticketing systems from software defect-management to customer management and everything in between, for over ten (10) years. So far RT is the most flexible solution he's found and has personally used it for both his personal To-Do list and network infrastructure servicing 10,000+ clients.

[Editor's note: O'Reilly published 'RT Essentials' (not a definitive guide) in 2005 which “shows you how to customize RT to better fit your organization's business needs. After introducing you to what ticketing systems are, the book shows you how to install and configure RT. From there, it explains how to perform simple tasks that will turn your RT server into a highly useful tracking tool.”]

Where to find the Meeting

Meetings are held at the IBM offices at 400 Ellice Ave. (between Edmonton and Kennedy). When you arrive, you will have to sign in at the reception desk, and then wait for someone to take you (in groups) to the meeting room. Please try to arrive by about 7:15pm, so the meeting can start promptly at 7:30pm. Don't be late, or you may not get in. (But don't come too early either, since security may not be there to let you in before 7:15 or so.) Non-members are welcome, but may be required to show photo ID at the security desk.

Limited parking is available for free on the street, either on Ellice Ave. or on some of the intersecting streets. Indoor parking is also available nearby, at Portage Place, for \$3.00 for the evening. Bicycle parking is



available in a bike rack under video surveillance located behind the building on Webb Place.

VirtualBox 2.1.0 Released

If you're interested in virtualization software, you might like to know that Sun's VirtualBox software (<http://www.virtualbox.org/>) just announced a significant new upgrade. Here are some highlights:

- Support for hardware virtualization (VT-x and AMD-V) on Mac OS X hosts
- Support for 64-bit guests on 32-bit host operating systems
- Added support for Intel Nehalem virtualization enhancements (EPT and VPID)
- Experimental 3D acceleration via OpenGL
- Experimental LsiLogic and BusLogic SCSI controllers
- Full VMDK/VHD support including snapshots
- New NAT engine with significantly better performance, reliability and ICMP echo (ping) support
- New Host Interface Networking implementations for Windows and Linux hosts with easier setup (replaces TUN/TAP on Linux and manual bridging on Windows)

KOffice 2.0 Beta 4 Release

Over the last few years, the KOffice team has re-worked the framework into an agile and flexible codebase. Our intention was to increase integration between the components of KOffice (<http://www.koffice.org/>) decreasing duplication of functionality and easing maintenance and development of new features. Furthermore, new approaches to UI design and interacting with the user have been implemented to support the new capabilities.

This fourth beta brings significant bug fixes, improved stability, improved usability following the discussion that have happened at the Berlin KOffice Sprint. The goal of this beta is to allow testers and users to stay up-to-date with the work of the developers and keep providing usefull bug reports.

KOffice is in beta because the development team wants to receive feedback and bugreports from actual users. Since the last beta release a significant set of improvements and speedups have been integrated for all applications and this release shows the continuous focus on bug fixes until 2.0 is released.

The release team has decided that the following applications are mature enough to be part of 2.0 Beta:

KWord	Word processor
KSpread	Spreadsheet calculator
KPresenter	Presentation manager
KPlato	Project management software
Karbon	Vector graphics editor
Krita	Raster graphics editor

The chart application KChart is available as a shape plugin, which means that charts are available in all the KOffice applications in an integrated manner.

Also note that KOffice will run on Windows with the support of the KDE Cygwin Project.

MUUG Annual Financial Statement

Once a year, as our by-laws require, we publish the group's Financial Statement.

Manitoba UNIX User Group
2007-2008 Season
Income Statement

Income	
Interest	\$0.22
GIC Interest	\$538.29
Membership sales	\$1,220.00
Total income	\$1,758.51
Expenses	
Bank charges	\$46.54
Coffee supplies	\$15.25
Newsletter	\$541.09
MUUG Online	\$258.35
Total Expenses	\$861.23
Net Income	\$897.28

Manitoba UNIX User Group
2007-2008 Season
Balance sheet

Assets		
Cash		\$1,543.59
Investments (GICs)		\$18,334.04
Total		\$19,877.63
Equity		
Retained Earnings		\$19,877.63
Total		\$19,877.63

Red Hat Does Well Despite The Economy

Red Hat recently released their financial statement, too. It's good to know they are doing well, despite the sorry state of the economy. Here are some highlights:

Total revenue for the quarter was \$165.3 million, an increase of 22% from the year ago quarter and 1% from the prior quarter. Subscription revenue for the quarter was \$135.5 million, up 17% year-over-year and flat sequentially. Operating cash flow totaled \$59.1 million, compared to \$59.6 million from the year ago quarter and \$54.3 million from the prior quarter. Total cash, cash equivalents and investments as of November 30, 2008 were \$1.1 billion after retiring \$285 million of convertible debentures and repurchasing 2 million shares of common stock.

New Distributions

There just aren't enough Linux distributions out there. Fortunately, people are hard at work to close the gap. Here's a sampling of more recent efforts.

Ср6Linux

ср6Linux (<http://www.cр6linux.org>) дистрибуција, чији се развој обавља на Електротехничком факултету Универзитета у Београду, а финансира из буџетских средстава Министарства за телекомуникације и информатичко друштво, је

општенамеска Linux дистрибуција која има за циљ да десктоп и пословним корисницима омогући коришћење слободног софтвера на

hackable:1

hackable:1 (<http://www.hackable1.org/>), a new distribution for the Neo and other hackable devices, is based on DebianOnFreerunner but packaging the OM2007.2 applications, extending and bug-fixing them. It is intended to become a stable platform for the VAR market and fun to use for everybody else.

Turnkey Linux

TurnKey Linux (<http://www.turnkeylinux.org>) is a new open source project that develops a family of lightweight installable live CDs optimized for various server-type tasks including LAMP, Ruby on Rails, Django, Joomla, Drupal, MediaWiki, and others.

The project's goal is to build software appliances that are easy to use, easy to deploy and free. In a nutshell, we believe everything that can be easy, should be easy!

The project just released TurnKey PostgreSQL, an easy-to-use, lightweight, installable live CD of the PostgreSQL relational database engine that can run on real hardware in addition to most types of virtual machines. It features a Mac OS X-themed Web management interface and a Python configuration and installation console. It is based on Ubuntu 8.04.1 Hardy LTS, and is designed to provide users with a pre-integrated, automatically updated, turn-key operating system environment that is carefully built from the ground up with the minimum components needed to run PostgreSQL with maximum usability, efficiency, and security.

LyX 1.6.1 Released

This is the first maintenance release in the brand-new 1.6.x series, and as such, it mainly focuses on bug fixes. The project has ironed out some major problems that slipped into the application in the wake of

the new features. All users of LyX 1.6.0 are encouraged to upgrade to this version.

LyX (<http://www.lyx.org/>) is a document processor that encourages an approach to writing based on the structure of your documents, not their appearance. It is released under a Free Software/Open Source license.

LyX is for people that write and want their writing to look great, right out of the box. No more endless tinkering with formatting details, 'finger painting' font attributes or futzing around with page boundaries. You just write. In the background, Prof. Knuth's legendary TeX typesetting engine makes you look good.

On screen, LyX looks like any word processor; its printed output – or richly cross-referenced PDF, just as readily produced – looks like nothing else. Gone are the days of industrially bland .docs, all looking similarly not-quite-right, yet coming out unpredictably different on different printer drivers. Gone are the crashes 'eating' your dissertation the evening before going to press.

LyX is stable and fully featured. It is a multi-platform, fully internationalized application running natively on Unix/Linux, the Macintosh and modern Windows platforms.

Grubby Games: My Tribe

It's cold outside, so why not create your perfect island paradise? Or just go all "Lost" on your tribe.

My Tribe (<http://grubbygames/mytribe>) is an island simulation game with near infinite replayability! Shipwrecked on a beautiful tropical island, your brave little tribespeople must build a new home. With your guidance, the tribe will uncover mysterious secrets, research new technologies, and construct massive wonders. Come back often to feed your tribe, clothe them, and look after the babies and children!

Available on PC, Mac, and Linux, My Tribe allows you to design your own tropical civilization! Start by selecting an island from over 4 billion possible candi-

dates. Then customize your tribespeople by designing new clothes for them, plan the layout of your village using 14 different buildings, and beautify the landscape by planting flowers and trees!

And remember, your tribe is still alive even when your computer is off, so come back often to ensure they are fed, clothed, and housed. With your guidance, your tribe will make scientific breakthroughs, unlock trophies, solve mysterious objects, and discover powerful potions! A prosperous tribe may even be able to sail to new islands, with more mysteries to solve and new challenges to face. With over 4 billion islands to play, the fun never ends!

Hey! Where's...

Note: "Getting Started With Open Solaris (My Way)" Part II by Kevin McGregor will continue next month.

Sending Us E-Mail?

Due to the amount of e-mail MUUG receives, we've set up an auto-reply to give you immediate feedback, and redirect some of the e-mail to the appropriate places. Why not look at <http://www.muug.mb.ca/about.html#contacts> first?

Share Your Thoughts

E-mail us with your comments on the newsletter, whether it's criticisms or commendations, and continue to send in articles or ideas for the same. Specifically, what sort of material you would rather see: Announcements, technical articles, new products, or...?

If you have a How-To or other idea, and aren't ready to give a presentation at MUUG, an article is a great alternative! If you can write better than the editor, that's terrific; if you can't, submit it anyway and we'll get it into shape for publication. We know that many of you have some great ideas and lots of knowledge. Why not share? Send Mail to: editor@muug.mb.ca.