
flicket

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Flicket is a simple web based ticketing system written in Python using the flask web framework which supports English and French locales.

WHY FLICKET?

I could not find a simple open source ticketing system that I really liked. So, decided to have a crack at creating something written in Python.

1.1 Requirements

1.1.1 Operating System

This will run on either Linux or Windows. Mac is untested.

1.1.2 Python

Python =>3.5 - I have not tested earlier versions of Python 3.

1.1.3 SQL Database Server

Out of the box Flicket is configured to work with [MySQL](#). But there should be no reason other SQLAlchemy supported databases won't work just as well.

Note: When I last tried SQLite I had problems configuring the email settings within the administration settings. You may have to change them manually within SQLite.

1.1.4 Web Server

For a production environment a webserver such as [Apache](#) or [nginx](#) should be used to serve the application.

1.2 Installation

First read [Requirements](#).

It is good practise to create a virtual environment before installing the python package requirements. Virtual environments can be considered a sand boxed python installation for a specific application. They are used since one application may require a different version of a python module than another.

1.2.1 Getting Flicket

The source code for Flicket is hosted at GitHub. You can either get the latest frozen zip file or use the latest master branch.

Zip Package

Download [Flicket Dist.zip](#) and unzip.

Master Branch

Get the latest master branch from github using git:

```
git clone https://github.com/evereux/flicket.git
```

Alternatively, download and unzip the master branch [zip file](#).

1.2.2 Installing Python Requirements

Install the requirements using pip::

```
(env) C:\<folder_path>\flicket> pip install -r requirements.txt
```

1.2.3 Set Up

1. Create your database and a database user that will access the flicket database.
2. If you are using a database server other than MySQL you should change the `db_type` value within `config.py`. See [SQLAlchemy_documentation](#) for options.
3. Create the configuration json file:

```
python -m scripts.create_json
```

4. Initialise the database using `manage.py` from the command line:

```
python manage.py db init
python manage.py db migrate
python manage.py db upgrade
```

6. Run the set-up script:. This is required to create the Admin user and site url defaults. These can be changed again via the admin panel once you log in:

```
python manage.py run_set_up
```

7. Running development server for testing:

```
python manage.py runserver
```

Log into the server using the username *admin* and the password defined during the setup process.

1.3 Administration

1.3.1 Command Line Options

From the command line the following options are available.

```
python manage.py

usage: manage.py [-?]
                {db,run_set_up,export_users,import_users,update_user_posts,update_
→user_assigned,email_outstanding_tickets,runserver,shell}
                ...

positional arguments:
  {db,run_set_up,export_users,import_users,update_user_posts,update_user_assigned,
→email_outstanding_tickets,runserver,shell}
  db                    Perform database migrations
  run_set_up
  export_users          Command used by manage.py to export all the users from
                        the database to a json file. Useful if we need a list
                        of users to import into other applications.
  import_users          Command used by manage.py to import users from a json
                        file formatted such: [ { username, name, email,
                        password. }
  update_user_posts     Command used by manage.py to update the users total
                        post count. Use when upgrading from 0.1.4.
  update_user_assigned  Command used by manage.py to update the users total
                        post count. Use if upgrading to 0.1.7.
  email_outstanding_tickets
                        Script to be run independently of the webserver.
                        Script emails users a list of outstanding tickets that
                        they have created or been assigned. To be run on a
                        regular basis using a cron job or similar. Email
                        functionality has to be enabled.
  runserver             Runs the Flask development server i.e. app.run()
  shell                Runs a Python shell inside Flask application context.

optional arguments:
  -?, --help            show this help message and exit
```

1.3.2 Administration Config Panel

Options

For email configuration the following options are available. At a minimum you should configure *mail_server*, *mail_port*, *mail_username* and *mail_password*.

For more information regarding these settings see the documentation for Flask-Mail.

class flicket_admin.models.flicket_config.FlicketConfig(**kwargs)

Server configuration settings editable by administrators only via the administration page */flicket_admin/config/*.

For email configuration settings see <https://flask-mail.readthedocs.io/en/latest/> for more information.

Parameters

- **mail_server** (*str*) – example: *smtp.yourcompany.com*.
- **mail_port** (*int*) – example: *567*
- **mail_use_tls** (*bool*) – example: *true*
- **mail_use_ssl** (*bool*) – example: *false*
- **mail_debug** (*bool*) – example: *false*
- **mail_username** (*str*) – example: *flicket.admin*
- **mail_password** (*str*) –
- **mail_default_sender** (*str*) – example: *flicket.admin@yourcompany.com*
- **mail_max_emails** (*int*) –
- **mail_suppress_send** (*bool*) –
- **mail_ascii_attachments** (*bool*) –
- **application_title** (*str*) – Changes the default banner text from *Flicket*. Can typically be your company name.
- **posts_per_page** (*str*) – Maximum number of posts / topics displayed per page.
- **allowed_extensions** (*str*) – A comma delimited list of file extensions users are allowed to upload. DO NOT include the . before the extension letter.
- **ticket_upload_folder** (*str*) – The folder used for file uploads.
- **base_url** (*str*) – The sites base url. This is used to resolve urls for emails and links. Broken links are probably a result of not setting this value.
- **csv_dump_limit** (*str*) – The maximum number of rows exported to csv.

1.4 Exporting / Importing Flicket Users

1.4.1 Exporting

If you need to export the users from the Flicket database you can run the following command:

```
python manage.py export_users
```

This will output a json file formatted thus:

```
[
  {
    'username': 'jblogs',
    'name': 'Joe Blogs',
    'email': 'jblogs@email.com',
    'password': 'bcrypt_encoded_string'
  }
]
```

1.4.2 Importing

If you need to import users run the following command:

```
python manage.py import_users
```

The file has to formatted as shown in the Exporting example.

1.5 Installing A Webserver

Currently the documentation will only describe how to install and configure the Apache webserver on Windows since this can be a bit trickier than on Linux. However, some of the steps here can also be used in Linux.

The instructions provided are for use with Python and Apache. You must ensure both Python and Apache have been compiled with the same version of Visual Studio. Also, Python and Apache must both be compiled for the same CPU architecture (x86 x64).

Also, the paths defined in this guide can be changed. You can by all means use different paths but you should try and get the webserver running with the settings defined herein first.

1.5.1 Apache - Windows

Prior to installing a webserver you should confirm that flicket is working correctly by running the development webserver as described in the [Installation](#) instructions.

Install mod_wsgi

Download the applicable *mod_wsgi* whl for your flavour of Apache and Python from the [Unofficial Windows Binaries for Python Extension Packages](#) page. For example, if you have *Python 3.6 x64* and *Apache 2.4 x64* you would get the whl *mod_wsgi-4.6.5+ap24vc14-cp36-cp36m-win_amd64.whl*.

Whilst **active in your flicket virtual environment** install *mod_wsgi*:

```
pip install <path_to_download>mod_wsgi-4.6.5+ap24vc14-cp36-cp36m-win_amd64.whl
```

Installing Apache

Download Apache compiled with VC14 from the [apache lounge](#).

Unzip the apache folder to your *c:* directory. You should end up with a folder structure like this:

```
C:\Apache24
  C:\Apache24\bin
  C:\Apache24\cgi-bin
  ...
```

Open the file *C:\Apache24\conf\httpd.conf* in a text editor like [notepad++](#).

Modify the following line to read the following:

```
SRVROOT "C:\Apache24"
```

Add the following lines (put these after the other LoadModule declarations):

```
LoadModule wsgi_module "<path_to_your_virtualenv>/lib/site-packages/mod_wsgi/server/
↳mod_wsgi.cp36-win_amd64.pyd"
WSGIPythonHome "<path_to_your_virtualenv>"
```

Uncomment the vhosts line:

```
Include conf/extra/httpd-vhosts.conf
```

Uncomment `mod_version` line

`LoadModule version_module modules/mod_version.so`

Edit the file `C:\Apache24\conf\extra\httpd-vhosts.conf`.

Comment out the existing configurations lines by prefixing with a `#` (good reference for future troubleshooting).

Add the following:

```
<VirtualHost *:8000>

    ServerName <ip_address or hostname>
    ServerAlias <ip_address or hostname>
    ServerAdmin <your_email@there.com>

    DocumentRoot C:\Apache24\htdocs

    <Directory C:\Apache24\htdocs>
    <IfVersion < 2.4>
        Order allow,deny
        Allow from all
    </IfVersion>
    <IfVersion >= 2.4>
        Require all granted
    </IfVersion>
    </Directory>

    WSGIScriptAlias / <path_to_flicket>run.wsgi

    <Directory <path_to_flicket>>
    <IfVersion < 2.4>
        Order allow,deny
        Allow from all
    </IfVersion>
    <IfVersion >= 2.4>
        Require all granted
    </IfVersion>
    </Directory>

</VirtualHost>
```

Edit the file `run.wsgi` so that the path points to your Flicket virtual environment.

Register Apache As A Service

Navigate to the Apache folder and register the service with name *Apache HTTP Server*:

```
cd "C:\Apache24\bin"
httpd.exe -k install -n "Apache HTTP Server"
```

Start Apache

To start the service use either Windows Service Manage and start the service *Apache HTTP Server* or from the command prompt whilst in the folder `c:\Apache24\bin`:

```
httpd -k start -n "Apache HTTP Server"
```

Flicket should now be available in your browser by accessing `http://<ip_address or hostname>:8000`

Troubleshooting

To troubleshoot problems starting the apache service or accessing the webpage you should start by reading your Apache installations log files normally located in `c:\Apache24logs`.

1.6 Adding Additional Languages

Flicket now supports additional languages through the use of Flask Babel. To add an additional local:

- Edit `SUPPORTED_LANGUAGES` in `config.py` and add an additional entry to the dictionary. For example: `{'en': 'English', 'fr': 'Francais', 'de': 'German'}`
- Whilst in the project root directory you now need to initialise the new language to generate a template file for it.

```
pybabel init -i messages.pot -d application/translations -l de
```

- In the folder `application/translations` there should now be a new folder `de`.
- Edit the file `messages.po` in that folder. For example:

```
msgid "403 Error - Forbidden"
msgstr "403 Error - Verboten"
```

- Compile the translations for use:

```
pybabel compile -d application/translations
```

- If any python or html text strings have been newly tagged for translation run:

```
pybabel extract -F babel.cfg -o messages.pot .
```

- To get the new translations added to the `.po` files:

```
pybabel update -i messages.pot -d application/translations
```

1.7 Flicket - FAQ

1.7.1 What is Flicket?

Flicket is a simple open source ticketing system driven by the python flask web micro framework.

Flicket also uses the following python packages:

alembic, bcrypt, flask-admin, flask-babel, flask-login, flask-migrate, flask-principal, flask-sqlalchemy, flask-script, flask-wtf, jinja2, Markdown, WTForms

See `README.rst` for full requirements.

Licensing

For licensing see `LICENSE.md`

1.7.2 Tickets

General

1. How do I create a ticket?

Select 'create ticket' from the Flicket pull down menu.

2. How do I assign a ticket?

Scenario: You have raised a ticket and you know to whom the ticket should be assigned.

Navigate to [flicket home page](/flicket/) and select the ticket you wish to assign. Within the ticket page is a button to *assign* ticket.

3. How do I release a ticket?

Scenario: You have been assigned a ticket but the ticket isn't your responsibility to complete or you are unable to for another reason.

Navigate to [flicket home page](/flicket/) and select the ticket to which you have been assigned. Within the ticket page is a button to *release* the ticket from your ticket list.

4. How do I close a ticket?

Scenario: The ticket has been resolved to your satisfaction and you want to close the ticket.

Navigate to [flicket home page](/flicket/) and select the ticket which you would like to close. Within the ticket page is a button to *replay and close* the ticket.

Only the following persons can close a ticket: * Administrators. * The user which has been assigned the ticket.
* The original creator of the ticket.

You may *claim* the ticket so that you may close it.

5. What is markdown?

Markdown is a lightweight markup language with plain text formatting syntax.

The text contents of a ticket can be made easier to read by employing markdown syntax.

Searching

The ticket main page can be filtered to show only results of a specific interest to you. Tickets can be filtered by department, category, user and a text string.

Departments

Note: Only administrators or super users can add / edit or delete departments.

1. How do I add new departments?

Navigate to Departments via the menu bar and use the add departments form.

2. How do I edit departments?

Navigate to [departments](/flicket/departments/) and select the edit link against the department name.

3. How do I delete departments?

Navigate to [departments](/flicket/departments/) and select the remove link against the department name. This is represented with a cross.

Categories

Note: Only administrators or super users can add / edit or delete categories.

1. How do I add categories?

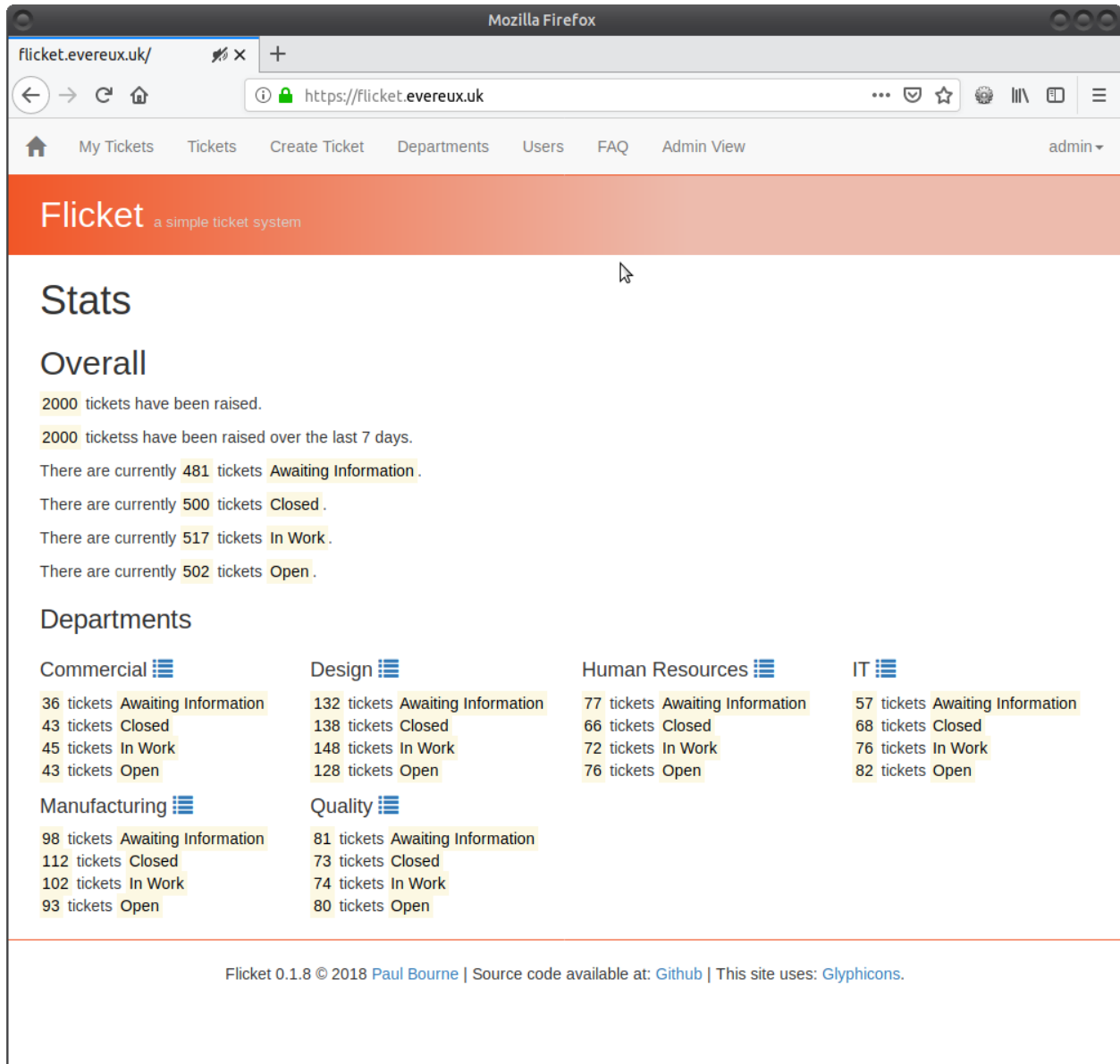
Navigate to [departments](/flicket/departments/) and select the link to add categories against the appropriate department name.

1. How do I edit categories?

Navigate to [departments](/flicket/departments/) and select the link to add categories against the appropriate department name.

1.8 Screenshots

1.8.1 Home Page




1.8.2 Tickets

All tickets.

[Home](#)
[My Tickets](#)
[Tickets](#)
[Create Ticket](#)
[Departments](#)
[Users](#)
[Admin View](#)
admin ▾

Engineering Tickets a simple ticket system

Tickets

 Download results as a csv file.

--departments-- ▾

--categories-- ▾

--status-- ▾

username

contents

search

Ticket ID	Priority	Title	Submitted By	Date	Replies	Category	Status	Assigned
10000	high	Make me a sandwich.	Lincoln Kim	2019-07-01	10	IT - Internet	Open	
09999	low	Initially composing light-hearted and irreverent works, he also wrote serious, sombre and religious pieces beginning in the 1930	Sandy Mathis	2019-07-01	13	Design - Other	In Work	Zulma Gilbert
09998	medium	Haskell features a type system with type inference and lazy evaluation.	Adolph Hardy	2019-07-01	8	Design - Dataset	Awaiting Information	Mario Finch
09997	low	The sequential subset of Erlang supports eager evaluation, single assignment, and dynamic typing.	Mario Finch	2019-07-01	17	IT - Intranet	Open	Jayson Cunningham

1.8.3 View Ticket

The screenshot shows a web browser window titled "View Ticket - Mozilla Firefox" displaying the Flicket application. The URL is https://flicket.evereux.uk/ticket_view/1999/. The application has a navigation bar with links: My Tickets, Tickets, Create Ticket, Departments, Users, FAQ, and Admin View. The user is logged in as "admin".

The main content area shows the ticket details for #01999: "Type classes first appeared in the Haskell programming language." The ticket is assigned to Jeff Briggs, with a status of "Open", priority of "medium", and department of "Quality". There is a "delete" button next to the title.

Below the ticket details is a table with the following columns: Department, Category, Status, Priority, and Assigned. The row shows: Quality, Manuals, Open, medium, and Jeff Briggs. There is also a "Subscribers" section with a "subscribe" button.

The ticket has one comment from Rozella Stanton, dated 12-05-2019 15:21. The comment text is: "Ports are created with the built-in function open_port. Its main implementation is the Glasgow Haskell Compiler. Ports are used to communicate with the external world. Do you come here often? Erlang is known for its designs that are well suited for systems. Erlang is a general-purpose, concurrent, functional programming language. I don't even care. They are written as strings of consecutive alphanumeric characters, the first character being lowercase. Do you come here often? Erlang is known for its designs that are well suited for systems. He looked inquisitively at his keyboard and wrote another sentence. Its main implementation is the Glasgow Haskell Compiler. Do you have any idea why this is not working?" There is a "reply" button next to the comment.

Below the comment is a reply from Amira Cain, dated 12-05-2019 15:21. The reply text is: "The sequential subset of Erlang supports eager evaluation, single assignment, and dynamic typing. Tuples are containers for a fixed number of Erlang data types. An element of a tuple can be accessed in constant time. Erlang is..."

1.8.4 Create Ticket

Flicket - Create Ticket - Mozilla Firefox

Flicket - Create Ticket | Samanage Bot says... | +

https://flicket.evereux.uk/ticket_create/

My Tickets | Tickets | Create Ticket | Departments | Users | FAQ | Admin View | admin

Flicket

a simple ticket system

Flicket - Create Ticket

Ticket contents supports markdown syntax. Please refer to [md help](#).

Ticket Title

Content

Please help.

I can't log in. Computer says

invalid username or password

Please help.

I can't log in. Computer says

invalid username or password

[MarkDown reference](#) [Show / Hide Markdown](#)

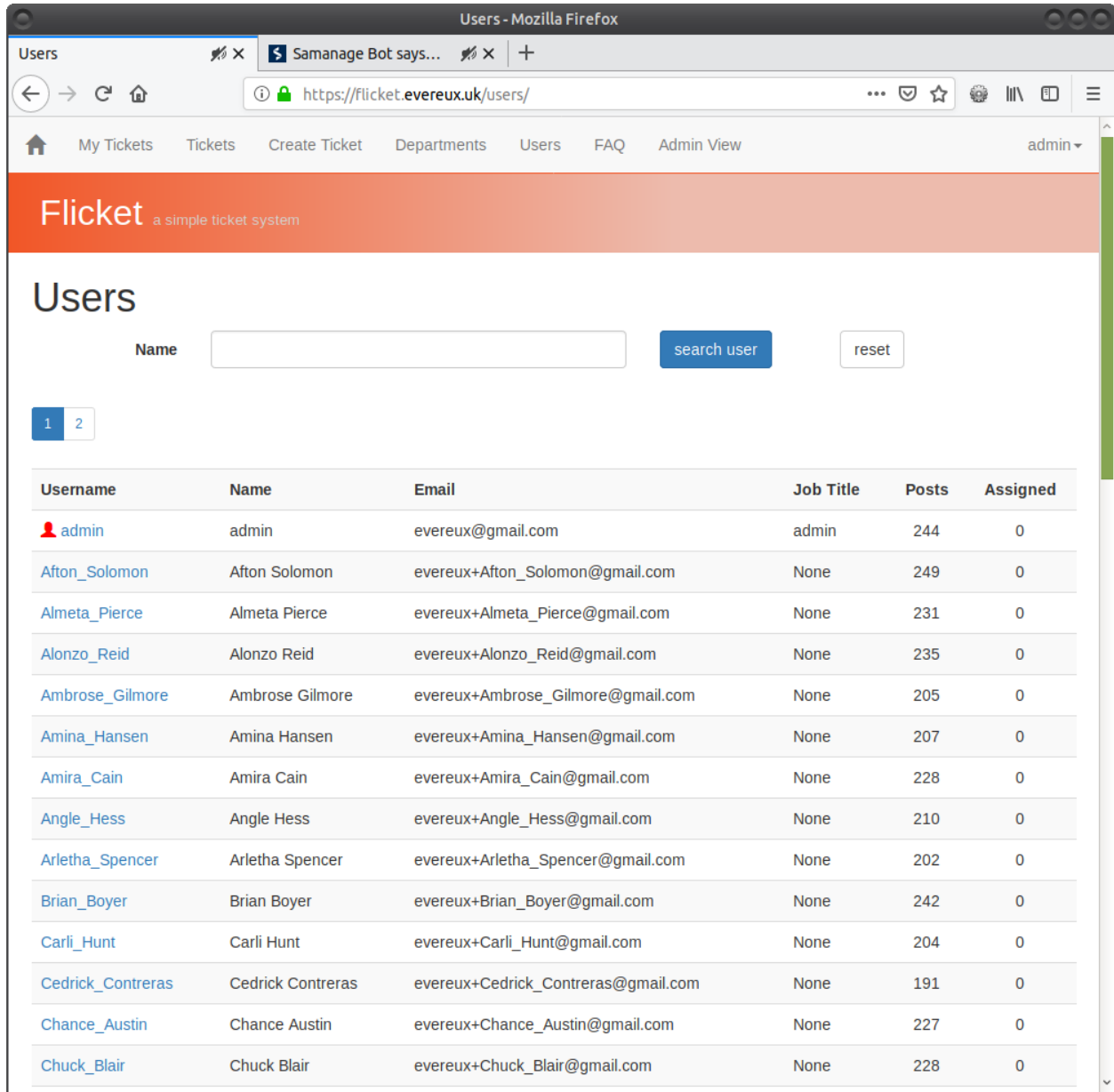
Priority Level

Category

Upload Documents No files selected.


Flicket 0.1.8 © 2018 [Paul Bourne](#) | Source code available at: [Github](#) | This site uses: [Glyphicons](#).

1.8.5 Users



The screenshot shows the 'Users' page of the Flicket application. The browser window title is 'Users - Mozilla Firefox'. The address bar shows 'https://flicket.evereux.uk/users/'. The navigation menu at the top includes 'My Tickets', 'Tickets', 'Create Ticket', 'Departments', 'Users', 'FAQ', and 'Admin View'. The user 'admin' is logged in, as indicated by the 'admin' dropdown in the top right.

The main heading is 'Users'. Below it is a search bar with the label 'Name' and a 'search user' button. There is also a 'reset' button. Below the search bar are two tabs, '1' and '2', with '1' selected.

Username	Name	Email	Job Title	Posts	Assigned
 admin	admin	evereux@gmail.com	admin	244	0
Afton_Solomon	Afton Solomon	evereux+Afton_Solomon@gmail.com	None	249	0
Almeta_Pierce	Almeta Pierce	evereux+Almeta_Pierce@gmail.com	None	231	0
Alonzo_Reid	Alonzo Reid	evereux+Alonzo_Reid@gmail.com	None	235	0
Ambrose_Gilmore	Ambrose Gilmore	evereux+Ambrose_Gilmore@gmail.com	None	205	0
Amina_Hansen	Amina Hansen	evereux+Amina_Hansen@gmail.com	None	207	0
Amira_Cain	Amira Cain	evereux+Amira_Cain@gmail.com	None	228	0
Angle_Hess	Angle Hess	evereux+Angle_Hess@gmail.com	None	210	0
Arletha_Spencer	Arletha Spencer	evereux+Arletha_Spencer@gmail.com	None	202	0
Brian_Boyer	Brian Boyer	evereux+Brian_Boyer@gmail.com	None	242	0
Carli_Hunt	Carli Hunt	evereux+Carli_Hunt@gmail.com	None	204	0
Cedrick_Contreras	Cedrick Contreras	evereux+Cedrick_Contreras@gmail.com	None	191	0
Chance_Austin	Chance Austin	evereux+Chance_Austin@gmail.com	None	227	0
Chuck_Blair	Chuck Blair	evereux+Chuck_Blair@gmail.com	None	228	0

1.8.6 Admin Panel

The screenshot shows the Flicket Admin Panel. At the top is a navigation bar with links: My Tickets, Tickets, Create Ticket, Departments, Users, FAQ, and Admin View. The user is logged in as 'admin'. Below the navigation bar is a header with the Flicket logo and the tagline 'a simple ticket system'. The main content area is titled 'Administration' and contains a sub-navigation bar with links: Admin Home, Flicket Config, Users, Add User, and Groups. Below this, the 'Admin' section is displayed with the text 'Administration home page.'.

Flicket 0.1.8 © 2018 Paul Bourne | Source code available at: [Github](#) | This site uses: [Glyphicons](#).

1.8.7 Admin Panel - Add User

The screenshot shows the 'Add User' form in the Flicket Admin Panel. The navigation bar and header are the same as in the previous screenshot. The 'Administration' section now shows the 'Add User' link selected in the sub-navigation bar. The form contains the following fields: Username, Name (with 'name' entered), Email, Job Title (with 'admin' entered), Locale (a dropdown menu with 'English' selected), Password (masked with dots), and Confirm (with 'repeat password' entered). A blue 'add_user' button is at the bottom of the form.

Flicket 0.1.8 © 2018 Paul Bourne | Source code available at: [Github](#) | This site uses: [Glyphicons](#).

1.8.8 Admin Panel - Configuration

[Home](#) [My Tickets](#) [Tickets](#) [Create Ticket](#) [Departments](#) [Users](#) [FAQ](#) [Admin View](#) admin ▾

Flicket a simple ticket system

Administration - Configuration

[Admin Home](#) [Flicket Config](#) [Users](#) [Add User](#) [Groups](#)

Field	Value
mail_server	<input type="text"/>
mail_port	<input type="text"/>
mail_use_tls	<input type="checkbox"/>
mail_use_ssl	<input type="checkbox"/>
mail_debug	<input checked="" type="checkbox"/>
mail_username	<input type="text" value="admin"/>
mail_password	<input type="password" value="••••••••"/>
mail_default_sender	<input type="text"/>
mail_max_emails	<input type="text"/>
mail_suppress_send	<input checked="" type="checkbox"/>
mail_ascii_attachments	<input type="checkbox"/>
posts_per_page	<input type="text" value="50"/>
allowed_extensions	<input type="text" value="txt, pdf, png, jpg, jpeg"/> This must be a comma delimited list.
ticket_upload_folder	<input type="text"/>

1.9 API

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`FlicketConfig` (*class* *in* *flicket_admin.models.flicket_config*), [5](#)