Redmine Administration

MANUAL

by AlphaNodes GmbH

Basic configuration of your hosted Redmine system

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Redmine Managed Hosting by AlphaNodes presents:

AlphaNodes GmbH, https://alphanodes.com

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 The Redmine version described in this book is Redmine equal or greater than version 5.x as well as the Enterprise+ plugin package

IMPRINT

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Contents

Introduction

This book is suitable for Redmine administrators who are new to the open source ticket and project management tool Redmine and need help with the initial configuration (where to find what). It describes the setup of the functions of the standard installation as well as the plugins of AlphaNodes GmbH (Enterprise+), which are provided on request to our REDMINE MANAGED APPLICATION HOSTING customers. To learn more about our current hosting offers visit our website: `https://alphanodes.com/redmine-hosting`

The Goal of this guide:

This Redmine configuration guide will walk you through everything you need to know to get started and customize your Redmine to your needs. The goal is to get your application to a state where you can easily manage your projects with your team as soon as possible. This means, we focus only on the crucial configurations that have a wide impact on the use of the application. The book is not suitable for diggin deeper into the subject matter. For this purpose, other documentation should be used or the AlphaNodes Redmine consulting service should be commissioned.

After completing this book and having a better understanding of Redmine, the next step may be to explore how the AlphaNodes plugins will further support your other processes. More detailed plugin descriptions are available at our website: `https://alphanodes.com/products`

Important note:

A Redmine administrator configures and manages the instance of Redmine in your organization. The administrator ensures that each person has the correct user role and permissions in Redmine. In collaboration with the company management and in consultation with project managers, the basic Redmine data is configured appropriately by this user. Incorrect settings can have a negative impact on your work / your workflow with Redmine. Select an employee for this work who is aware of his obligation and takes the appropriate care when working with the "Administrator" permission.

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What is Redmine

Redmine[1] is a flexible tool for project management, which is accessed via the web browser. It can be used independently of platforms and databases and plays a central role when it comes to team collaboration.

Redmine is versatile as a comprehensive task and project management solution in projects and departments of any kind. It supports classic project management as well as discussion forums, ticket management, file and document management, wikis, etc. and can be configured variably depending on the company's ideas and wishes.

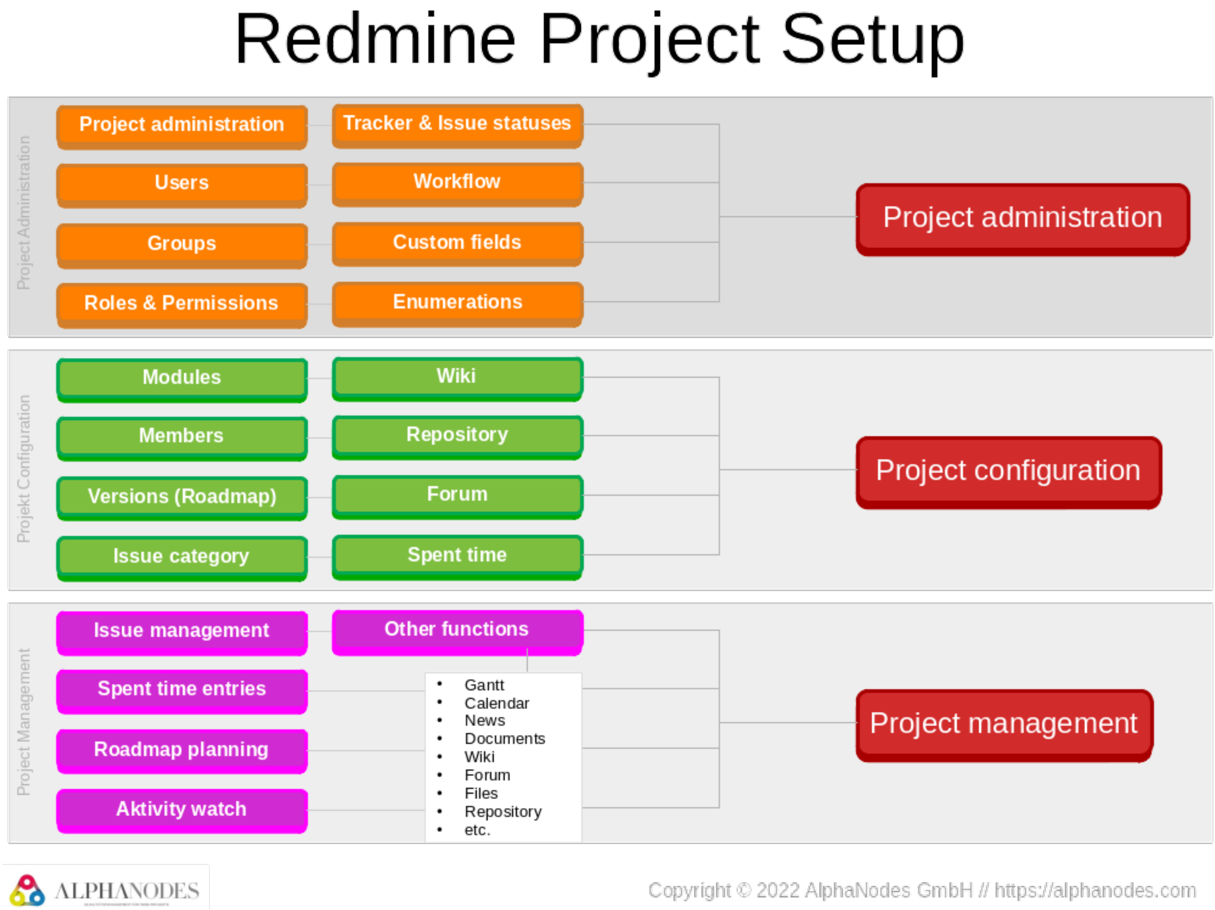
Before you start working with it you need to configure the software basically according to your needs. See in broad strokes what steps are necessary before you start to manage projects with Redmine:

* Step 1: Project administration

* Step 2: Project configuration

* Step 3: Project management

[1] Official website: http://www.redmine.org



Basic standard functions

The basic standard functions you might use, are activated by default and called MODULES. They are enabled in the administration area SETTINGS / PROJECTS. The following modules can be activated there:

* Issue tracking

* Time tracking
* News
* Documents
* Files
* Wiki
* Repository
* Forum
* Calendar
* Gantt

We recommend to activate only those modules you actively want to use. Others should be deactivated. They can be added later at any time. But for the sake of usability it is better to start with few functions.

Plugins to extend basic functions

When hosting Redmine with AlphaNodes GmbH you get the possibility to use the following additional functions based on our plugins, which must be enabled in the administration area SETTINGS / PROJECTS / MODULE, if they are installed and need to be used:

* Automation (Automation Plugin)
* DB (DB Plugin)
* DevOps (DevOps Plugin)
* Passwords (Passwords Plugin)
* SLA (Reporting Plugin)
* Contacts (ServiceDesk Plugin)

* Invoices (ServiceDesk Plugin)
* Helpdesk (ServiceDesk Plugin)
* Canned responses (ServiceDesk Plugin)

Other plugin functions might also be available on your Redmine system but not implemented as MODULE. Those must be activated and / or configured in the respective plugin settings in the administration area SETTINGS / PLUGINS. For detailled configuration information use the plugin documentation.

> We recommend that one of the first steps in your Redmine system should be to get an overview of the available functions. First consider which of these are relevant to you / your team. And activate only the functions you really need.

Terminology

Common Redmine terms are:

Administrator

In Redmine, an administrator is a user with extended permissions. This user can, for example, create or block other users, define roles and permissions and determine which functions are available to other users in a project. Only users with administrator rights have access to the Redmine ADMINISTRATION area. Due to the system-wide configuration options and insights into all data, this permission must not be given to every user. Only to a small group that is aware of this responsibility.

Activity

An activity or activities in Redmine is the name for the display of all activities of the individual Redmine users in a timeline. The most recent activities are always presented at the top.

Assignee

Assignee is the project member assigned to an issue. If you are working with groups this assignee may also be a group. As a rule, something is expected from this person (e.g. answering a question, or completing a task).

Bulk import

Redmine offers a bulk import feature for various areas. If you use the bulk import of CSV files this will simplify the import process and saves you time as you don't have to add each piece of information into the system one by one. Based on the privileges of your user role, you can import large amounts of data in seconds. For example, issues, DB entries. This data must be in CSV format and the user must have the appropriate role permission.

Comment

When an issue or support request via issue is submitted it contains a subject and a description. All follow-up communication on the issue is contained in comments. Your users (issue author and issue assignee) can add comments to the issue. Comments can also be added by automations. Depending on the user permission, there are two types of comment: public and private.

Dashboard

A dashboard is a popular feature in many software products. With the help of a dashboard, the user can arrange the content of certain areas of a software the way he wants. In Redmine it is possible to design the following pages with dashboards using the plugins provided by AlphaNodes: Redmine home page, project overview, Redmine HRM overview (if HRM plugin is installed). The permissions for this must be set for the respective role.

Group

Groups are used to create collections of Redmine users. If you want to use groups and how you define those groups is up to you. Your users can belong to more than one group.

Import

Rather than add entities like issues, DB entries, Password entries etc. manually one at a time, you can add many entries in a bulk import. To do this, you create a CSV (comma separated values) file that contains the specific entity data and import it (depending on your user permission).

Issue

An issue (task) is created when you want a task for a project to be completed by a responsible person (issue assignee). In Redmine tasks are project related. The term issue is also often used for this. In real life, a task is any activity that needs to be done. For example something like: *I have to publish a new press release tomorrow.*

Issue status

Ticket statuses are the individual steps that a task (see *Issue*) goes through during an editing process (workflow) in Redmine. For example: New, In progress, Solved, Feedback, Closed.

Module

Redmine refers to functionalities provided by Redmine itself or by plugin extensions as modules. These are activated on demand for each project by a user with the appropriate authorization and thus made available to the project members.

Plugins

Redmine has a large number of different »**??**. These are extensions that can be used to extend the standard functionality of Redmine. Plugins must be installed and configured by a user with administrator rights before they can be used as a normal user in a project.

Project

A project in Redmine also represents a real project from the professional everyday life which is implemented by a person or a team. What every project has in common is the fact that it consists of a collection of tasks and they are processed according to a defined workflow. From creation to completion.

Roadmap

The Redmine roadmap, as with agile projects, is nothing more than an overview of iterations.

Roles

Project roles enable project manager to associate their team members with a particular function and set up similar permissions or restrictions for them. A single user (assigned to various projects) can have different roles in different projects. A role has nothing to do with the person itself, but with the job the person has to do in a specific project.

Tagging

Tags can be added to issues, wiki pages, DB entries, Password entries, projects, contacts, invoices, holidays and canned responses (depending on the plugins you are using). Those tags help you to categorize your content and find it easier than when using the search. Tags are also used in automation rules. They are managed in the administration area TAGS (URL: /SETTINGS/PLUGIN/ADDITIONAL_TAGS?TAB=MANAGE_TAGS).

Our Tagging supports:

* regular Tags
* Scoped Tags
* Grouped Tags

Tracker

A tracker in Redmine is nothing more than a task type. For example: Bug, Task, Story, Epic, Feature. Based on the selected tracker, custom fields for issues can additionally be provided to the user.

Spent time

These are reports on specific time periods that the booked hours of individual team members have made to projects to which they are assigned.

Version

For example, version in Redmine means iteration in agile project management.

Watcher

Watchers in Redmine are project members who want to be informed about changes to the watched entity via email notification. Nothing more. The setting has nothing to do with the visibility, so watchers must also be a project member to be able to view the content linked in the notification mail.

Workflow

Issues must go through a series of steps before they are completed. These steps model the real processes of an activity. In Redmine, we call them workflow. A simple workflow might be the status changes from TO DO to IN PROGRESS and to DONE.

Administration Checklist

Now that your application is up and running, it is time to get it ready to handle your business and project activities. Access to the administration area is granted to users with the appropriate access permission (administrator), which are set in the respective user account.

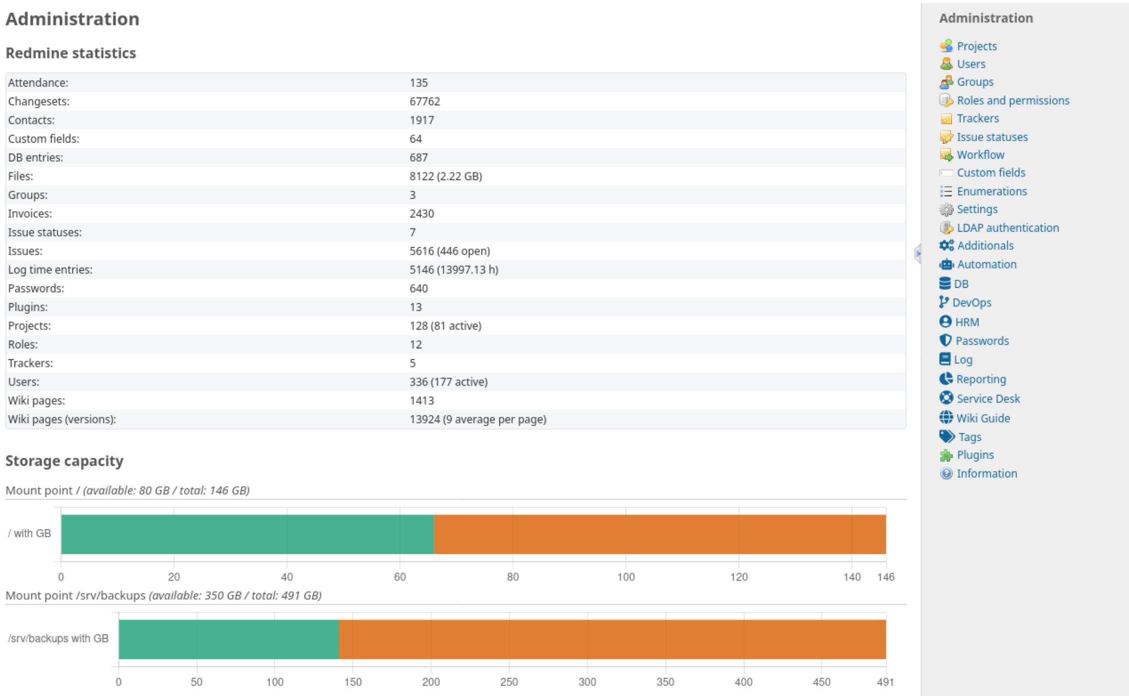
In the administration area all basic configurations of Redmine and its functionalities are done. Furthermore, users are created here and their roles and permissions are configured.

> We generally recommend never to work with administrator permission in the productive, daily use of Redmine. But to log in as administrator only for a short time for the necessary system work. **Tipp:** We recommend the use of „SUDO“ plugin, which automatically logs you out of administration account after some time of inactivity.

Using the Administration area

The Administration area is designed to give you the tools you need to configure Redmine and get an overall view on all entities. It's the place to go if you need to change something on the global Redmine configuration or to take a look at the application log. In order to check, if certain actions require a deeper look (e.g. check if and which entities have been deleted, if the set up automation rules work, if any errors occurred etc.).

It is also the place to be if you want to know basic information on your Redmine system and need numbers on the stored data (REDMINE STATISTICS and STORAGE CAPACITY).



Get insights into your Redmine system visiting the administration overview page. The right sidebar shows you all areas you can access in order to configure your global settings and your installed plugin. The example image shows a Redmine system, where all AlphaNodes Redmine plugins are active.

Activities of a user with administrator permission

Typical activities of a Redmine administrator in the administration area are:

- Basic configuration of the Redmine system
- Checking the previous configuration after an update
- Creation and deletion of Redmine users (if necessary)
- Defining the necessary roles and rights according to the internal specifications

* Adapt issue workflow according to the internal specifications
* Create tracker for issues according to the internal specifications
* Manage custom fields according to internal specifications
* Manage enumeration types (for activities, priorities, categories) according to internal specifications
* Activate / Deactivate the necessary functions for the individual projects

Best Practices: Administration

Not every Redmine user who acts as "project manager" in the team needs access to the administration area. In the administration area, global settings are usually made that have been discussed with the company management and correspond to the defined goals regarding workflows, user rights, etc. If normal project managers were to change something in this section that they consider important for their project, changes made here will affect all existing projects, which is rarely desired.

The result is often undesirable performance and security problems, as well as worsened usability. Many users with access to the administration area are often not aware that the adjustments made here affect not only their own projects but the entire system.

Also the user Admin should never be active under this account in the existing projects. This is the only way to make later distinctions and evaluations make sense and it is always comprehensible which user has worked on what and why. If this user is called "Admin" or "Administrator" then it is no longer recognizable which team member was entrusted with a task.

General

We do not present the configuration options in detail, but only point out certain settings that we consider important and that you should check in any case.

Global settings

Go to: ADMINISTRATIONS / SETTINGS / GENERAL

URL: /SETTINGS?TAB=GENERAL

Open the section GENERAL and check on the respective information regarding your Redmine. We recommend to take a look at the following information fields:

Field	Description
Application title	in case you want to change the pre-configured name
Host name and path	in case you want to change the pre-configured name and path, which is used in email notifications when a link is generated to your application.
Protocol	should be set to HTTPS for security reasons.
Text formatting	if a text formatting selection has been made it should not change in the meantime. If you switch to any other formatting option your old formatted data (e.g. in issues and wiki pages) must be changed as well / migrated to the new text format in order to stay readable

Display settings

Go to: ADMINISTRATIONS / SETTINGS / DISPLAY
URL: /SETTINGS?TAB=DISPLAY

Open the section DISPLAY and check on the respective information regarding your Redmine. We recommend to take a look at the following information fields:

Field	Description
Theme	you can change the pre-configured CI-Theme back to DEFAULT in case you want to work with the original look-and-feel of Redmine.
Default language	we recommend to choose EN as default language if you are a global company and do not speak all the same language in general.
Start calendars on, Date format, Time format	we recommend to leave it at BASED ON USER'S LANGUAGE in order to make it your users easier working with Redmine.

Authentication settings

Go to: ADMINISTRATIONS / SETTINGS / AUTHENTICATION
URL: /SETTINGS?TAB=AUTHENTICATION

Determine which type of authentication for your Redmine is relevant for your company and make the appropriate settings. You should pay attention to the following fields:

Field	Description
Authentication required	if applicable, we recommend to set the option to Yes. When not requiring authentication, public projects and their contents are openly available on the network.
Two-factor authentication	if applicable, we recommend to activate this option at least for users with administration permission

API settings

Go to: ADMINISTRATIONS / SETTINGS / API
URL: /SETTINGS?TAB=API

Open the section API and check on the respective information regarding your Redmine. We recommend to take a look at the following information fields:

Field	Description
Enable REST web service	In order to use the REST API make sure you activate this option.

Projects settings

Go to: ADMINISTRATIONS / SETTINGS / PROJECTS
URL: /SETTINGS?TAB=PROJECTS

Open the section PROJECTS and check on the respective information regarding your Redmine. We recommend to take a look at the following information fields:

Field	Description
Project list defaults	If you want to use a custom project list query as default choose the respective query here. Alternatively you can adjust the available columns according to your needs.

> Users can override this setting in the profile if needed.

User settings

Go to: ADMINISTRATIONS / SETTINGS / USERS

URL: /SETTINGS?TAB=USERS

Open the section USERS and check on the respective information regarding your Redmine. We recommend to take a look at the following information fields:

Field	Description
Time zone	Choose the main time zone of your application. If specific users want to use any other they may change it in their user account / profile.

Issue settings

Go to: ADMINISTRATIONS / SETTINGS / ISSUE TRACKING
URL: /SETTINGS?TAB=ISSUES

Open the section ISSUE TRACKING and check on the respective information regarding your Redmine. We recommend to take a look at the following information fields:

Field	Description
Issues list defaults	If you want to use a custom issue list query as default choose the respective query here. Alternatively you can adjust the available columns according to your needs.

> Users can override this setting in the profile if needed.

File settings

Go to: ADMINISTRATIONS / SETTINGS / FILES
URL: /SETTINGS?TAB=ATTACHMENTS

Open the section FILES and check on the respective information regarding your Redmine. We recommend to take a look at the following information fields:

Field	Description
Maximum attachment size	Set a reasonable maximum file upload size for your users
Allowed extensions	If you want to allow file uploads only for specific file types add them here.
Disallowed extensions	If you want to restrict file uploads to specific file types add them here.

Email notifications

Go to: ADMINISTRATIONS / SETTINGS / EMAIL NOTIFICATIONS
URL: /SETTINGS?TAB=NOTIFICATIONS

Open the section EMAIL NOTIFICATIONS and check on the respective information regarding your Redmine. We recommend to take a look at the following information fields:

Field	Description
Emission email address	Since many users think they can reply directly to a notification email from Redmine (which then ends up in nirvana) you should think of a meaningful email for this in advance (e.g. noreply@...)
Select actions for which email notifications should be sent	Make sure you have activated all functions you want your users to be notified. This area should be revised from time to time (e.g. after a plugin re-installation)

LDAP authentication

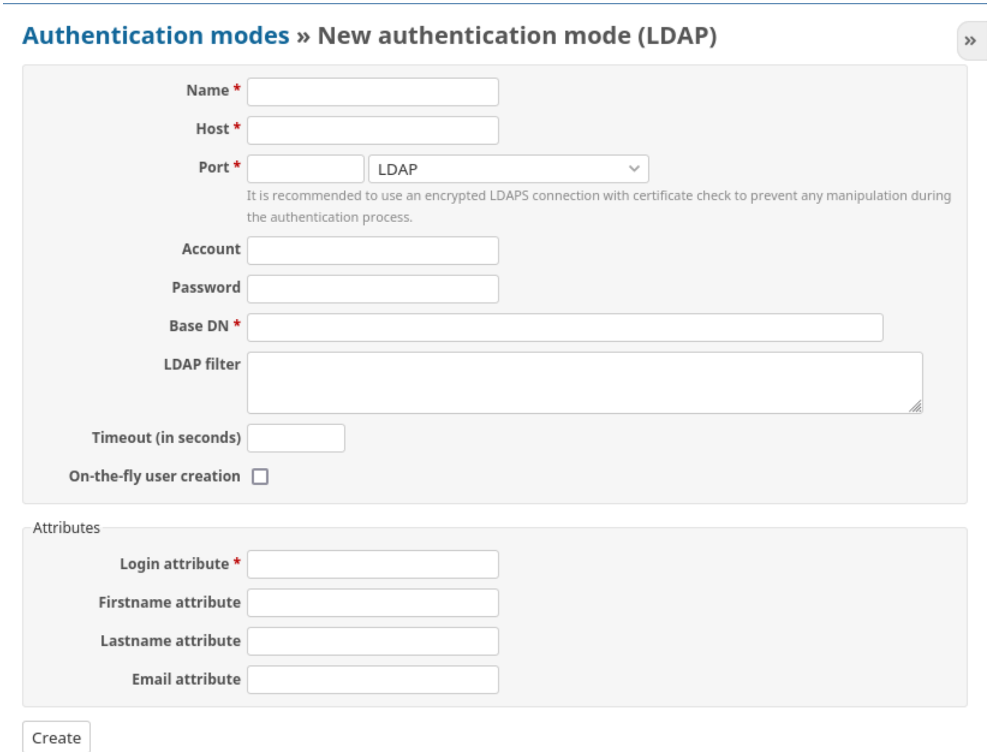
Go to: ADMINISTRATIONS / LDAP AUTHENTICATION
URL: /AUTH_SOURCES

Redmine supports LDAP authentication by default. However, the configuration here is only necessary, if your company is using ACTIVE DIRECTORY or another LDAP user structure to authenticate users whose accounts are on the LDAP server. In that case create a NEW AUTHENTICATION MODE (LDAP) and fill out the respective fields. We recommend to take a look at the following:

Field	Description
On-the-fly user creation	We recommend to activate this option, so a Redmine account is automatically created for every LDAP user when the user logs into Redmine for the first time. In this case, additional information must be provided by you.

If you don't use LDAP authentication in your company, skip this point. If you choose working with LDAP, than your users are retrieved from your directory server. Which means, Redmine is not responsible for your user management, anymore. You should disable SELF-REGISTRATION in the SETTINGS (/settings?tab=authentication).

If LDAP is used, then the functional requirements for LDAP authentication within Redmine are as follows:



* Name: an arbitrary name for the directory
* Host: the LDAP host name
* Port: the LDAP port (default is 389)
* LDAP: check this if you want or need to use LDAP to access the directory
* Account: enter a username that has read access to the LDAP, otherwise leave this field empty if your LDAP can be read anonymously (Active Directory servers generally do not allow anonymous access)
* Password: password for the account
* Base DN: The root distinguished name (DN) to use when running queries against the LDAP directory server.

* On-the-fly user creation: if activating this option, any LDAP user will have the Redmine account automatically created the first time the user logs into Redmine. For that, you have to specify the LDAP ATTRIBUTES name (firstname, lastname, email) that will be used to create their Redmine accounts.

* Login attribute: enter the name of the LDAP attribute that will be used as the Redmine username

> LDAP attribute names are case sensitive.

Redmine users should now be able to authenticate using their LDAP username and password if their accounts are set to use the LDAP for authentication.

To test this, create a Redmine user with a login that matches his LDAP account (normally, Redmine will advise you by looking up the LDAP data), select the newly created LDAP in the Authentication mode drop-down list (this field is visible on the account screen only if a LDAP is declared) and leave his password empty. Try to log in into Redmine using the LDAP username and password.

Learn more about Redmine LDAP configuration and find some examples at `https://www.redmine.org/projects/redmine/wiki/redmineldap`

General content settings

Go to: ADMINISTRATIONS / PLUGINS / ADDITIONALS

URL: /SETTINGS/PLUGIN/ADDITIONALS

Open the section GENERAL and check on the respective information regarding your Redmine. We recommend to take a look at the following information fields:

Field	Description
Text for login page	If you want to provide your users some information on your system before login use this field.
Project wide footer	If you want to change the system wide footer information (e.g. integrate a link to your privacy information) use this field to change it.

New Issue note

Go to: ADMINISTRATIONS / PLUGINS / ADDITIONALS
URL: /SETTINGS/PLUGIN/ADDITIONALS

Open the section ISSUES and check on the respective information regarding your Redmine. We recommend to take a look at the following information fields:

Field	Description
Note for new issues	The information in this area will be shown as note to everyone who wants to add a new issue. For example you can add wiki links to acceptance criteria or other useful information regarding issue creation. These settings are used project wide and should be changed according to your requirements.

Roles & permissions

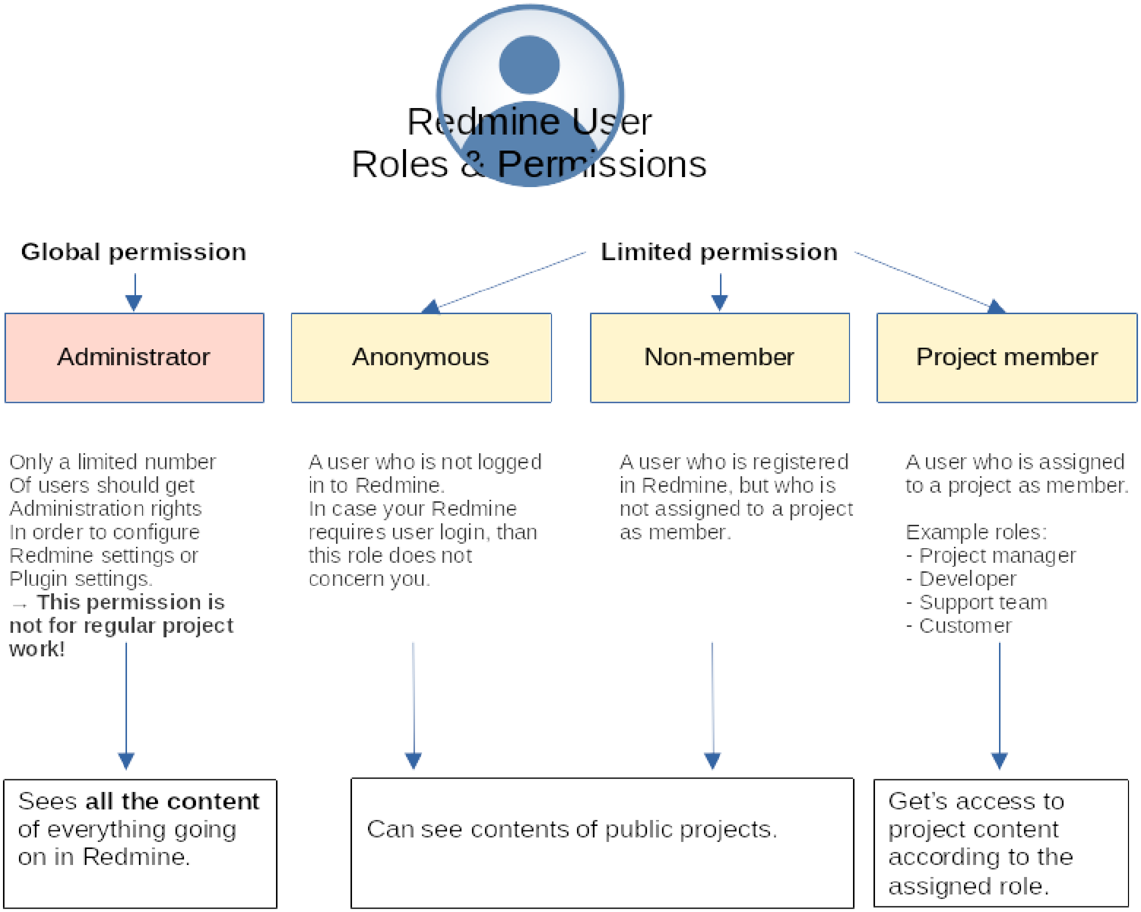
Go to: ADMINISTRATIONS / ROLES & PERMISSIONS

URL: /ROLES

In this area, permission management takes place, with which access to individual projects and functionalities is defined. Roles are, for example, tasks in the company that can be held by several people. A permission is the right to perform a certain action (e.g. read, write, edit, delete etc.). Roles and permission management, together with users, represent an important part of Redmine.

The individual permissions are quite self-explaining. We recommend working with the standard roles and adapting them accordingly to your own circumstances. The extension of the roles is possible in the course of usage. However, it is important to start with little overhead and to proceed slowly. The most important roles in most projects are:

* Administrator (only a handful of users should be allowed for this role)
* Manager
* Team (internal or freelance workers)
* Product owner (e.g. your customers)

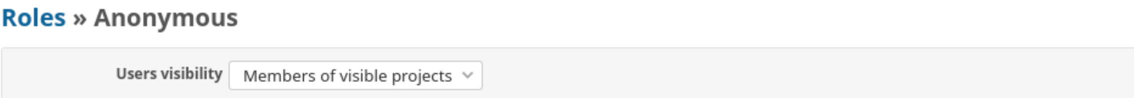


Non member & Anonymous

In the ROLES & PERMISSIONS list, you will always see two roles that you can't delete. The following should be noted in this regard.

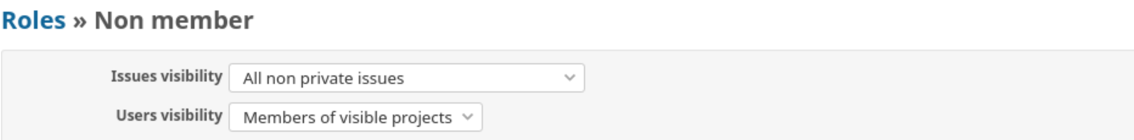
Anonymous

A user who is not logged in the application is considered ANONYMOUS and their permissions are applied from this very role. If your Redmine requires your users to log in, this role doesn't concern you at all.



Non member

* **Global permissions:** those are applied to all registered users in the application (project members and non-members).
* **Project permissions:** those are applied to users who are not a member of the project but can see it.



Both of the mentioned roles:

* can see contents of Public projects and
* their project permissions are applied to them.

> We recommend to check the roles regularly for up-to-dateness. Sometimes new functions are added after updates or there are changes to existing functionalities.

Add a new role

When you create a new role or edit an existing role, we recommend that you check the following fields:

Field	Description
Issues can be assigned to users with this role	Activate this option if members of this role are to perform work on tickets. If, for example, the role only has an observing function, this option can be deactivated.
Users visibility	Controls the visibility of other Redmine users (e.g. in issue lists, selection lists of filters etc). ∗ All active users ∗ Members of visible projects (⟶ recommended by us)
Issues visibility	**All non private issues.** If this option has been assigned to a role, then a user of this role can only see public issues. Unless he has the additional option to create private issues, he will also be allowed to view the tickets he has created privately. Administrators generally see all information (even private). **All issues.** Means that really all issues (without exception) can be viewed by every user. So also the so-called private issues. **Issues created by or assigned to the user.** This option means that you must be the creator and assigned ticket agent to see an issue.
Time logs visibility	Here, you can define which booked expenses for a ticket should be visible for members of this role during evaluations. The following options are available: ∗ All time entries ∗ Time entries created by the user **Important:** This checkbox is only displayed for the selected role if the VIEW SPENT TIME option is enabled in the TIME TRACKING section. Otherwise it will be hidden.
Member management	Roles that have the "Manage members" option active in the PERMISSION / PROJECT section will see this item. Here you can select for which roles members can be managed by this role. **Important:** To add members to a project via project configuration this user automatically gets access to all users that exist in Redmine for member selection. This is often not desired for various reasons and should not be possible for any regular user.
Hide	Hidden roles can only be used together with the user visibility "MEMBERS OF VISIBLE PROJECTS". If the user is not in a role that is visible to the current user, this role including user is hidden on the project overview page and in query lists. If you use this permission be careful with the “SHOW HIDDEN ROLES” permission. This should not be given to regular users.

Field	Description
Dashboard usage	If you want your users to profit from DASHBOARDS you should think about setting the dashboard permissions accordingly. The following options are available: ∗ Set system dashboards (not recommended for general users) ∗ Share dashboards (only recommended for managing users) ∗ Save dashboards
Custom queries	If you want to improve usability you should think about allowing at least some of your users the following permission in order to profit from the “Counter box” usage of the REPORTING PLUGIN, if it is installed on your system: ∗ Manage public queries (recommended for managing users like project managers) ∗ Save queries (recommended to allow your users to save modified table lists like issue list or project list)

If you not only allow employees in your projects, but also customers, then it makes sense to create a separate role with separate permissions for those. Here you have to think about what the customer is allowed to see and / or use. The role permissions must be set accordingly.

Be careful with administration permission

In Redmine, a lot can break pretty quickly if you don’t know what you’re doing. Be it for security reasons or because careless changes to the workflow or an important function will ruin your daily work.

It is therefore advisable to only give administration permission to people who know what they are doing. All other users should only be assigned certain functions according to their job role. To do this, use the roles and set the appropriate role permissions here.

Administration permission is a global permission, which should only be granted to a handful users (maximum).

What if you need administration permission to add new user accounts?

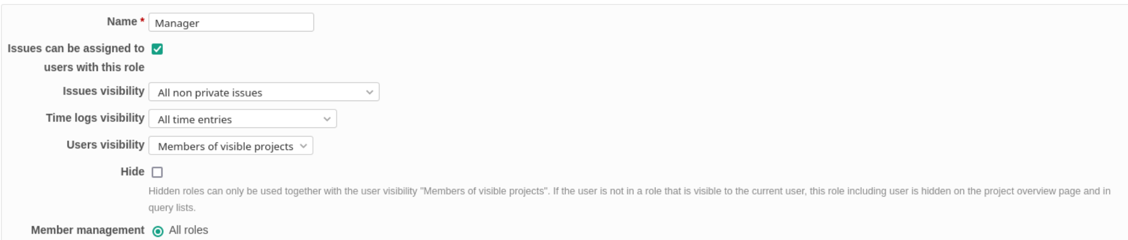
You don’t need administration permission to allow other users to create new user accounts if your are working with the HRM plugin. This plugin comes with the possibility to create so called “User types” which allow a specific user group to create user accounts even without access to the administration area. Learn more in the HRM plugin documentation.

Examples

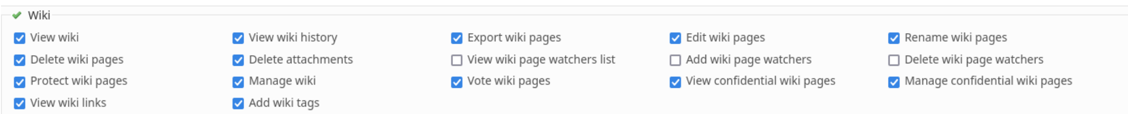
Functionality may vary slightly (depending on which additional plugins are active in your system).

Example role: Manager

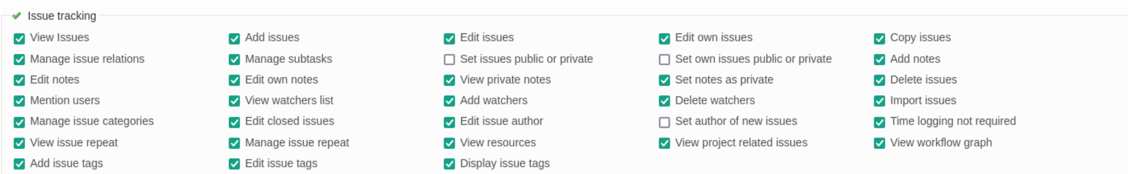
Some permission examples for a user role, with management permission (e.g. project manager) and the permission to add project members to a project via MEMBER MANAGEMENT.



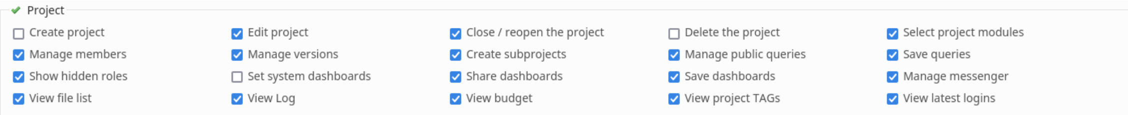
WIKI permission example for a *project manager* user role:



ISSUE TRACKING permission example for a *project manager* user role:



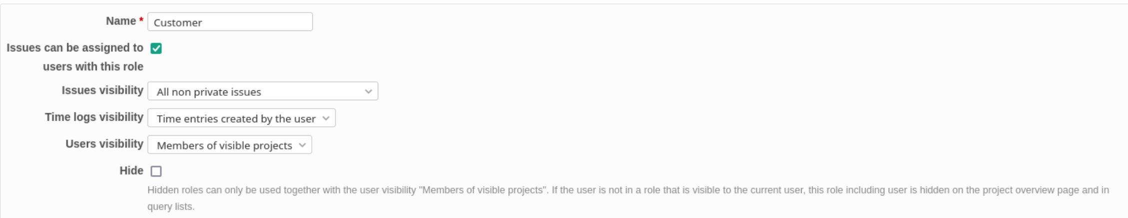
PROJECT permission example for a *project manager* user role:



- [x] Project
- [ ] Create project
- [x] Edit project
- [x] Close / reopen the project
- [ ] Delete the project
- [x] Select project modules
- [x] Manage members
- [x] Manage versions
- [x] Create subprojects
- [x] Manage public queries
- [x] Save queries
- [x] Show hidden roles
- [ ] Set system dashboards
- [x] Share dashboards
- [x] Save dashboards
- [x] Manage messenger
- [x] View file list
- [x] View Log
- [x] View budget
- [x] View project TAGs
- [x] View latest logins

Example role: Customer

Some permission examples for a user role, with less permission (e.g. customer with an own project).

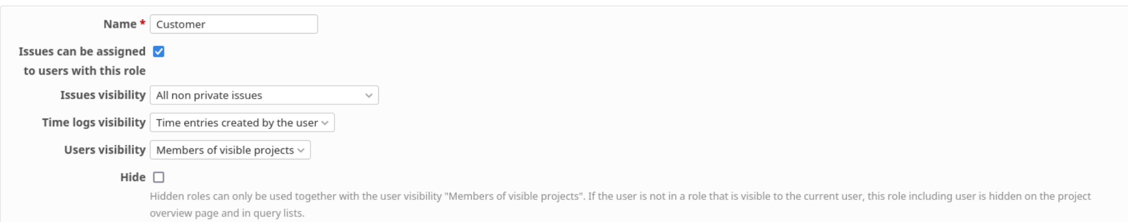


Name * Customer
- [x] Issues can be assigned to users with this role

Issues visibility: All non private issues
Time logs visibility: Time entries created by the user
Users visibility: Members of visible projects
- [ ] Hide

Hidden roles can only be used together with the user visibility "Members of visible projects". If the user is not in a role that is visible to the current user, this role including user is hidden on the project overview page and in query lists.

WIKI permission example for a *customer* user role:

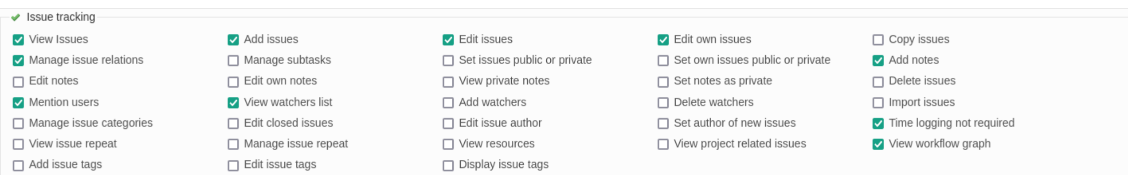


Name * Customer
- [x] Issues can be assigned to users with this role

Issues visibility: All non private issues
Time logs visibility: Time entries created by the user
Users visibility: Members of visible projects
- [ ] Hide

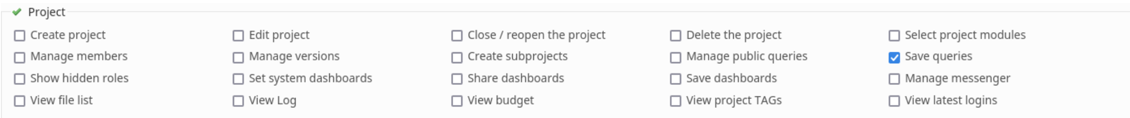
Hidden roles can only be used together with the user visibility "Members of visible projects". If the user is not in a role that is visible to the current user, this role including user is hidden on the project overview page and in query lists.

ISSUE TRACKING permission example for a *customer* user role:



- [x] Issue tracking
- [x] View Issues
- [x] Add issues
- [x] Edit issues
- [x] Edit own issues
- [ ] Copy issues
- [x] Manage issue relations
- [ ] Manage subtasks
- [ ] Set issues public or private
- [ ] Set own issues public or private
- [x] Add notes
- [ ] Edit notes
- [ ] Edit own notes
- [ ] View private notes
- [ ] Set notes as private
- [ ] Delete issues
- [x] Mention users
- [x] View watchers list
- [ ] Add watchers
- [ ] Delete watchers
- [ ] Import issues
- [ ] Manage issue categories
- [ ] Edit closed issues
- [ ] Edit issue author
- [ ] Set author of new issues
- [x] Time logging not required
- [ ] View issue repeat
- [ ] Manage issue repeat
- [ ] View resources
- [ ] View project related issues
- [x] View workflow graph
- [ ] Add issue tags
- [ ] Edit issue tags
- [ ] Display issue tags

PROJECT permission example for a *customer* user role:



> The two examples should not be applied 1:1 to your project. You may need completely different permissions in your Redmine. They are only intended to show that a user with the role "Manager" requires more (and different) permissions than a user with the role "Customer".

Users

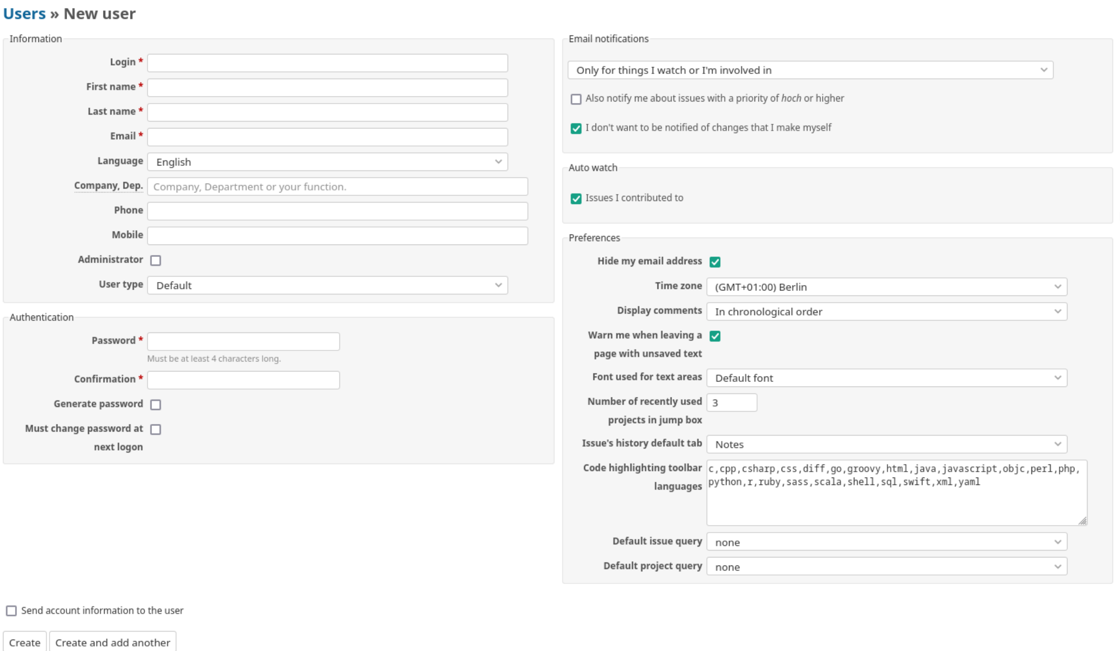
Go to: ADMINISTRATIONS / USERS

URL: /USERS

Each new Redmine installation has a default user that exists first after successful installation. This first user has administrative permission to perform the necessary configurations and settings on the system.

In this area, additional users can be created by a user with administration permission. Those users will later be assigned as members of a project. We recommend to take a look at the following information when creating new users. Most important information for user creation are:

Field	Description
Login and email	make sure they are unique
User type (HRM plugin)	if the HRM plugin is used the default user type is assigned here. You can choose an other one, if you have different user types in your system that varies according to user HRM permissions.
Administrator	make sure that only a limited number of users are assigned as administrators due to security reasons.
Authentication	choose the appropriate mode here. If LDAP is used, make the correct choice.



If the HRM PLUGIN is also in use on your system you can access the user list via

HRM top menu: HRM / USERS

URL: /HRM/USERS

Group assignment

Once the new user is created additional tabs at the top of the form as displayed (General, Groups, Projects, Avatar, Rate History). Open the GROUPS tab to assign the user to an existing group. If no groups exist create them in the section: ADMINISTRATION / GROUPS

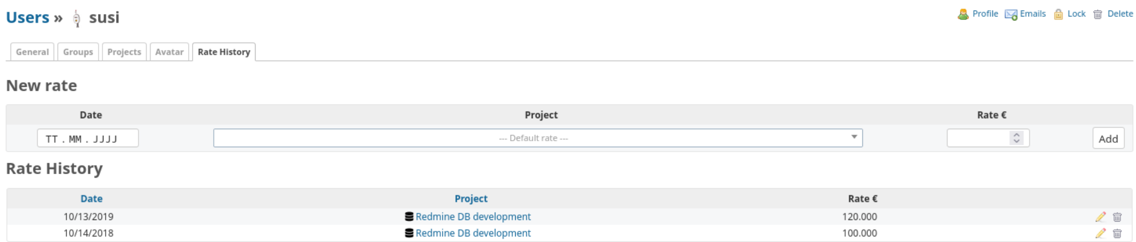
If the HRM PLUGIN is also in use on your system you can access the user list via:

HRM top menu: HRM / GROUPS

URL: /hrm/user_groups

Hourly rate assignment

This function is available if the REPORTING PLUGIN is used. To assign the newly created user to a standard hourly rate (DEFAULT RATE) open the RATE HISTORY tab to assign the user a standard hourly rate for budget evaluation. This rate can be changed for every project the user has been assigned as member to at any time.



Custom fields for users

Go to: ADMINISTRATIONS / CUSTOM FIELDS

URL: /CUSTOM_FIELDS

If the existing fields are not sufficient for the new user, create additional custom fields. If the fields are created after users have already been added, it is necessary to edit the existing users.

Especially in combination with Redmine HRM Plugin (if in use on your system) the custom fields for users are a useful extension. Because with them, the individually desired information around the user profile (user type specific) can be optimally expanded according to your companies requirements and can be filtered via user list.

Best Practices: Performance

As few fields as possible, as many as necessary. We recommend to keep the number of custom fields for users on a low level. They are a known performance issue in Redmine. The more fields you use, the worse the performance of the corresponding entity. Unfortunately, there is no magic number here, as many factors interact to influence performance. If you experience performance problems in your Redmine, this section is worth a look.

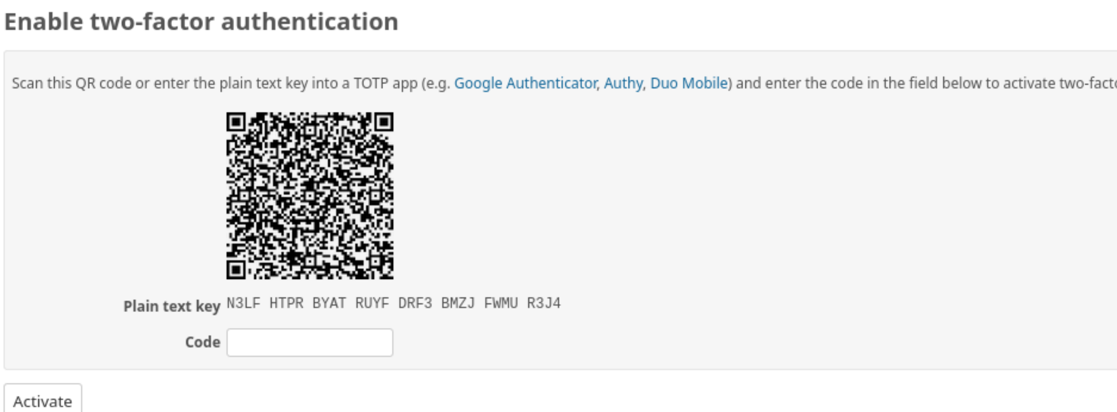
Two-Factor Authentication setup

Go to: MY ACCOUNT
URL: /MY/ACCOUNT

Two-factor authentication is a security procedure in which a user provides two different characteristics to identify themselves. Redmine supports this type of authentication. An administrator must have activated the usage in the global settings.

In order to activate the usage in your personal user account open the top menu section MY ACCOUNT and click the link ENABLE TWO-FACTOR AUTHENTICATION.

Usually, an authentication app installed on one's smartphone is used to scan a QR code that generates an access code.



Subsequently, entering the code from the authentication app enables access to the Redmine account. So the password alone is no longer a guarantee that you can log in to Redmine, but an additional security query determines whether you are actually an authorized user.

Best Practices: Two-Factor Authentication

We recommend ensuring that users with administrator privileges use two-factor authentication, as they have access to all information in Redmine due to their role and their account should be especially protected from misuse by unauthorized third parties.

Projects

The necessary settings for the projects are divided into two parts. Once the basic *global settings* take place in the administration area. The *project-related settings* must be made in the newly created project in the SETTINGS section. There these can also be revised later if necessary.

Global project settings

Go to: ADMINISTRATION / SETTINGS / PROJECTS

URL: /SETTINGS?TAB=PROJECTS

We recommend to take a look at the following settings that might influence the project functionality.

Field	**Description**
Default enabled modules for new projects	Choose those that will be used for all your projects. The fewer functions provided, the better the user experience.
Default trackers for new projects	Choose those that will be used for all your projects. The fewer functions provided, the better the user experience.
Role given to a non-admin ser who creates a project	Choose an appropriate role here. Otherwise the first role from your list will automatically be assigned, which will certainly not be your first choice.

Custom fields for projects

Go to: ADMINISTRATION / CUSTOM FIELDS
URL: /CUSTOM_FIELDS

If the existing fields are not sufficient for the new project, create additional custom fields. If the fields are created after projects have already been added, it is necessary to update the existing projects.

Especially in combination with Redmine REPORTING PLUGIN (if in use on your system) the custom fields for projects are a useful extension. Because with them, the individually desired information around the project can be optimally expanded according to your companies requirements and can be filtered via project list.

Best Practices: Performance

As few fields as possible, as many as necessary. We recommend to keep the number of custom fields for projects on a low level. They are a known performance issue in Redmine. The more individual fields you use, the worse the performance of the corresponding entity. Unfortunately, there is no magic number here, as many factors interact to influence performance. If you experience performance problems in your Redmine, this section is worth a look.

Project specific settings

Go to: ADMINISTRATION / PROJECTS
URL: /ADMIN/PROJECTS

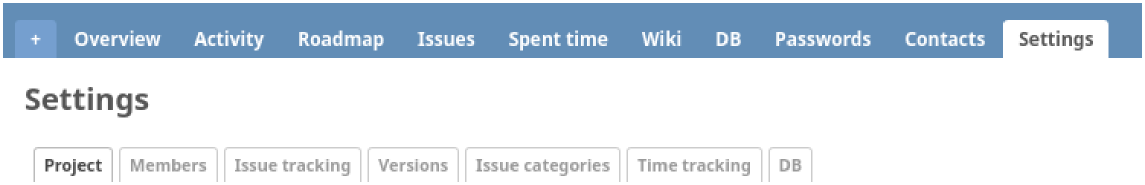
Open your project list in the administration section. Here you can create new projects, edit, archive or delete existing projects when necessary.

If you are also working with the REPORTING PLUGIN open the project list of the Reporting plugin in order to manage existing projects and their settings or search for specific projects using the filter options or the Live-Search field.

Go to: Top menu entry PROJECTS

URL: /PROJECTS

In order to change project specific settings you need to open the respective project and go to the SETTINGS area. There you can start configuring your project specifications, add project members and activate your modules you want to use.



General

We recommend to take a look at the following settings that might influence the project functionality. Open the PROJECT-tab and check next to the basic information fields the following areas:

Field	**Description**
Icon, Icon color, Tags	To improve usability we recommend (if working with Redmine Reporting plugin) to assign a project icon & color to each project and also categorize the project with the help of Tags.
Project planning	If you are using Redmine Reporting you can plan your project by entering data like project start / end, budget etc. here in this section.
Modules	Choose what project specific functions you want to use in the selected project. You can activate / deactivate the modules here. Depending on the activated function, further tabs appear in the SETTINGS area that need to be set. Those modules might be one of the AlphaNodes plugin you might be using on your Redmine system like: ∗ DevOps (DevOps plugin) ∗ DB (ServiceDesk plugin) ∗ Passwords (Passwords plugin) ∗ SLA (Reporting plugin) ∗ Contacts (ServiceDesk plugin) ∗ Invoices (ServiceDesk plugin) ∗ Helpdesk (ServiceDesk plugin) ∗ Canned responses (ServiceDesk plugin)

Invite your team members and set hourly rate

Bring your team into the project by assigning the appropriate users as members of your project. To do this open the MEMBERS-tab in order to:

* assign NEW MEMBERS to the project (user or group),
* remove existing ones (Delete)
* or change the role a user has been assigned to.

Here you can also set the hourly rate for a project member if Redmine REPORTING PLUGIN is used for budget calculation. In that case EDIT the assigned member and fill out the specific field RATE EUR.

Activate issue tracking and custom fields

If you have activated the Issues module you need to activate issue tracking and assign specific custom fields for issues to this project, if you need them. To do this open the ISSUE TRACKING-tab in order to:

* Activate your TRACKERS
* Activate your CUSTOM FIELDS for issues

When the standard trackers are not enough. Or if you want to change them (rename, delete, rearrange etc.) have a look at the TRACKERS management in the administration area.
Go to: ADMINISTRATION / TRACKERS
URL: /TRACKERS

If the standard information of an issue is not sufficient for you and you need additional fields for your purpose, you can create them accordingly in the CUSTOM FIELDS area for issues.
Go to: ADMINISTRATION / CUSTOM FIELDS
URL: /CUSTOM_FIELDS

Create versions for your Roadmap

If you want to use the ROADMAP you need to create project versions and assign issues to them. A Version is created within the project. To do this open the VERSIONS-tab and use the NEW VERSION link.

Categorize your issues

If you want to categorize your project issues you have to options:

* activate issue tags and use them for project-wide issue categorization
* or create project specific categories. Which can only be used within the project (not cross-project).

If you prefer using tags for issues you need to ACTIVATE ISSUE TAGS (if inactive) in the specific plugin settings of the ADDITIONAL TAGS plugin (provided by AlphaNodes).

Go to: ADMINISTRATION / PLUGINS / ADDITIONAL TAGS

URL: /SETTINGS/PLUGIN/ADDITIONAL_TAGS

Dealing with unneeded projects (delete or archive?)

Users with appropriate permission can remove or archive a Redmine project in the administration area. Is the project to be deleted one with or without data? Mistakenly created projects without data can of course simply be deleted. But you have to be careful with projects with data. We recommend the following regarding deleting projects whose end has been reached / which have been completed:

* **Instead of deleting a project, it should be archived.** By archiving, the contents are preserved and the work is traceable. The project is removed from the search index and is no longer visible to a normal user.
* **Only administrators should be allowed to delete or archive a project.** Deleted projects and their contents are irrevocably lost. Existing links to other entities are no longer traceable. Be careful with the DELETE permission in general.

Even if a backup is imported, data losses are to be expected in any case with regard to other areas that have been stored in the meantime. Since a backup does not restore individual data sets, but the entire system at a certain point in time. In order to archive a project use the ARCHIVE link in the project list of the administration area for the specific project.

Go to: ADMINISTRATION / PROJECTS

URL: /ADMIN/PROJECTS

Best Practices: Project deletion

Please note that any existing links to deleted projects will lead to nothing. A deleted project cannot be restored. The contents it contains are lost forever. For this reason it makes more sense to only archive a project. If you later decide otherwise, you can restore a project at any time.

Task tracking

The necessary settings for task management are divided into two parts. The basic *global settings* take place in the administration area (on page 30). The *project-related settings* must be made in the newly created project in the SETTINGS section if the module ISSUE TRACKING and HELPDESK (if SERVICEDESK PLUGIN is used) has been activated (on page 53).

Global task settings

Trackers

The term tracker is used in Redmine for types of tasks. They play an important role especially in the issue area, because they determine which fields are displayed in the issue itself, which workflow is used, in which projects the type of issue is used, and so on.

The standard trackers are sufficient for the beginning. Already existing trackers can be renamed or deleted. There is also nothing against creating new trackers if they are necessary. However, we recommend to keep the number minimal.

Go to: ADMINISTRATION / TRACKERS

URL: /TRACKERS

We recommend to take a look at the following settings here when using existing trackers or create new ones.

Field	Description
Default status	When creating a task using this tracker, this status is prefilled.
Standard fields	The minimum fields should be ASSIGNEE, CATEGORY, % DONE, DESCRIPTION. The less fields you have on issues, the cleaner the task details are for the user. If you are planning to build a task structure you can enable PARENT TASK. If you want to lock time spent on issues we recommend to allow ESTIMATED TIME. This field is also important for resource plannning (if HRM Plugin is used). For project planning within a time frame you should use TARGET VERSION, START DATE and DUE DATE.
Projects	Here you can see in which projects the tracker is used. They can be enabled / disabled per project.

Issue statuses

Custom issue statuses make Redmine such a powerful and flexible tool. The issue status shows how far the processing of a task has progressed. Users working on issues need to change the status manually. Some statuses are used for new issues, others for closed ones.

Our experience from years of project management and customer implementations show that you should keep it stupid simple when it comes to working out your personal status. An initial and very simple status solution that might work in most teams would be for example the following issue statuses: NEW / IN PROGRESS / TO VERIFY / DONE

An extended one that is also useful when working with the AUTOMATION PLUGIN in order to manage follow-up issues could be for example: BACKLOG / TODO / IN PROGRESS / FOLLOW-UP / TO VERIFY / DONE

Consider which status information is usable in your case. Of course, you can also work with the standard Redmine settings.

Go to: ADMINISTRATION / ISSUE STATUSES

URL: /ISSUE_STATUSES

> If an issue status is not required, it should be removed for reasons of clarity. In general, it is advisable to only work with the fields and information that you really need at the moment.

Workflow

In our opinion, the workflow area is one of the most important areas of Redmine. With the right workflow it is possible to increase the quality of processes and reduce costs.

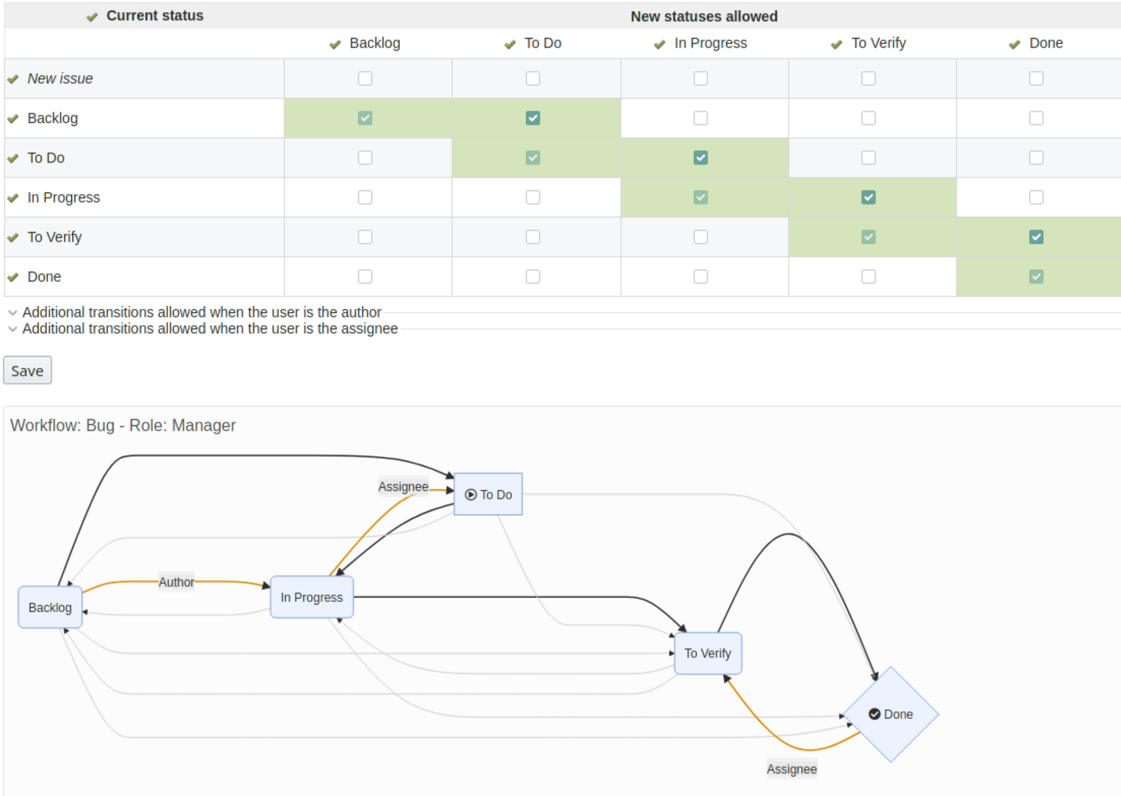
A workflow controls the order of the processes that have to be followed during the processing of issues in Redmine. From the creation to the acceptance over the processing up to the acceptance of a finished tasks.

In Redmine it is possible to define workflows for the task processing. These workflows can even be role specific. With the help of Redmine Workflows you map the handling of your business processes in Redmine.

The Workflow section is divided into STATUS TRANSITIONS and FIELDS PERMISSIONS.

Best Practices: Workflow setup

If you are using the REDMINE REPORTING PLUGIN on your system, we recommend you to ENABLE WORKFLOW GRAPH in the plugin settings (URL: /SETTINGS/PLUGIN/REDMINE_REPORTING). It helps you to visualize the defined workflows during setup. The workflow is usually processed per each role and tracker. For this reason, it is possible not to use certain statuses for certain trackers and roles. This is done by simply not activating them. The workflow graphic below the settings helps to show how the configured workflow would look like for the respective role.



Go to: Administration / Workflow
URL: /trackers

We recommend to take a look at the following areas here.

Field	Description
Status transitions	In the Status transitions area, you set what actions the respective user role may or may not perform with the selected tracker.

Field	Description
Fields permissions	In the FIELD PERMISSIONS area, it is possible to define additional permissions for individual trackers for individual roles at certain default values or custom fields. The following are available for selection: * Read-only access * Required

Custom fields for issues

Go to: ADMINISTRATION / CUSTOM FIELDS

URL: /CUSTOM_FIELDS

If the existing fields are not sufficient for the selected issue tracker create additional custom fields. Custom fields are not multilingual usable. If you are working in an international team we recommend to add those fields in the language everyone in the team will understand (e.g. english).

Best Practices: Performance

As few fields as possible, as many as necessary. We recommend to keep the number of custom fields for issues on a low level. They are a known performance issue in Redmine. The more individual fields you use, the worse the performance of the corresponding entity. Unfortunately, there is no magic number here, as many factors interact to influence performance. If you experience performance problems in your Redmine, this section is worth a look.

Issue priorities

In every project it will happen that certain tasks are subject to an urgency and have to be processed preferentially. Priorities are used for such cases. System-wide management is performed in the administration area.

Go to: ADMINISTRATION / ENUMERATIONS / ISSUE PRIORITIES

URL: /ENUMERATIONS

Tagging issues

If you prefer using tags for issues you need to ACTIVATE ISSUE TAGS (if inactive) in the specific plugin settings of the ADDITIONAL TAGS plugin (provided by AlphaNodes).

Go to: ADMINISTRATION / PLUGINS / ADDITIONAL TAGS

URL: /SETTINGS/PLUGIN/ADDITIONAL_TAGS

Project specific task settings

In a project with an activated issue module, additional settings have to be made for the task management. This is done in the project SETTINGS in the sections:

* Issue tracking
* Issue categories

This does not necessarily have to be done by the administrator, but usually by the project manager.

Dashboard setup

As you already know, when working with a Redmine system, hosted by AlphaNodes it is possible to change the content as well as look & feel of the following pages by adding or removing dashboard widgets in the available areas:

* Redmine home page (open the link "HOME" via top menu)
* Project overview (open the project "OVERVIEW" page of your choice)
* Redmine HRM overview (if HRM plugin is installed go to /HRM).

Set Dashboard permissions

First thing you need to do, if you want other users from your Redmine team to be able to profit from this function and be able to add and change dashboards as well is, to set the appropriate dashboard permissions for the specific roles.

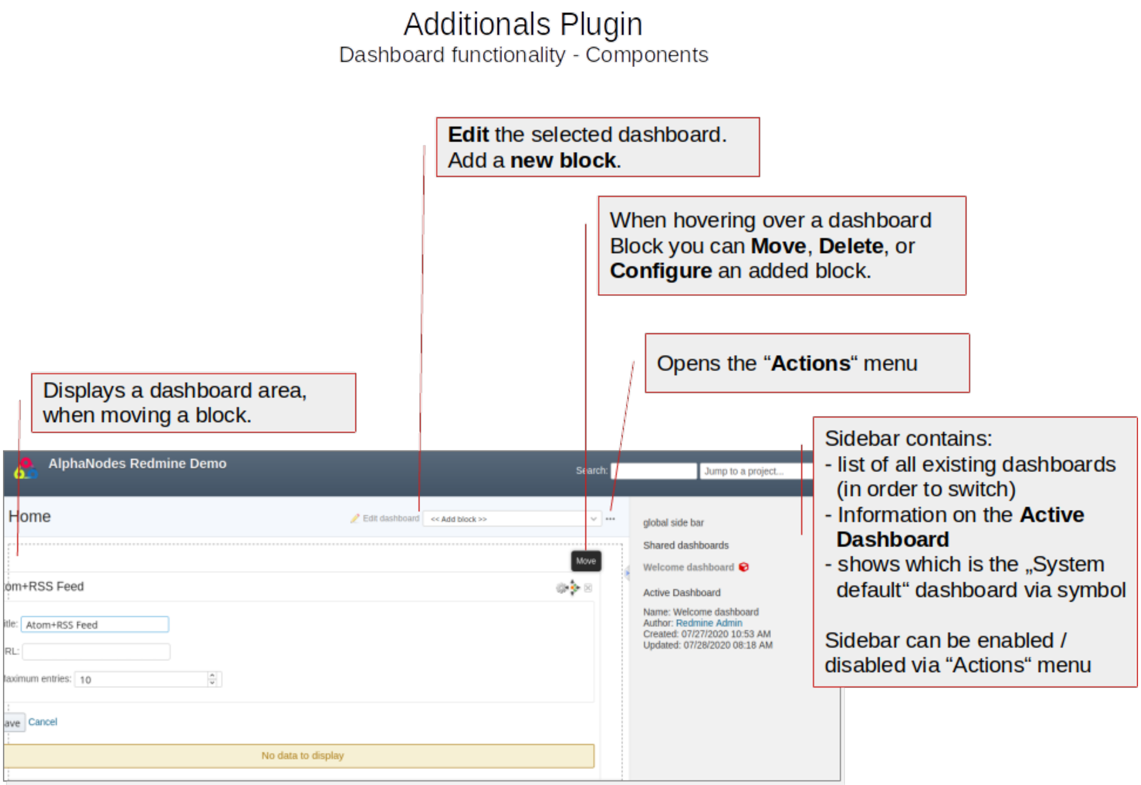
Go to: ADMINISTRATIONS / ROLES & PERMISSIONS

URL: /ROLES

Available dashboard permissions are:

* Set system dashboards (not recommended for general users)
* Share dashboards (recommended for managing users)
* Save dashboards

Users with appropriate permission will then see relevant dashboard components like the ACTIONS menu, the ADD BLOCK selection, Sidebar information etc.



System default Dashboard

As user with administration permission you are able by default to change the system default dashboard. Which is viewable for every user of your Redmine. As user with administration permission your are also able to create a dashboard of your own or share a dashboard with a specific role. To create a new dashboard for the Redmine HOME page open the ACTIONS menu of the HOME page

URL: /DASHBOARDS/NEW

New dashboards you create might be:

* public (Visible: to any users)
* personal (Visible: to me only)
* or for a specific user role (Visible: to these roles only...)
* You can even create a dashboard for someone else. In that case assign this person as AUTHOR

After installation there is a "System default" Dashboard for every dashboard area available. What you can do here:

* You can rename or edit the "Default" Dashboard via "EDIT DASHBOARD" link.
* You can modify it by adding new blocks via "ADD BLOCKS" selection.
* You can add a complete new Dashboard via Actions menu item "NEW DASHBOARD".

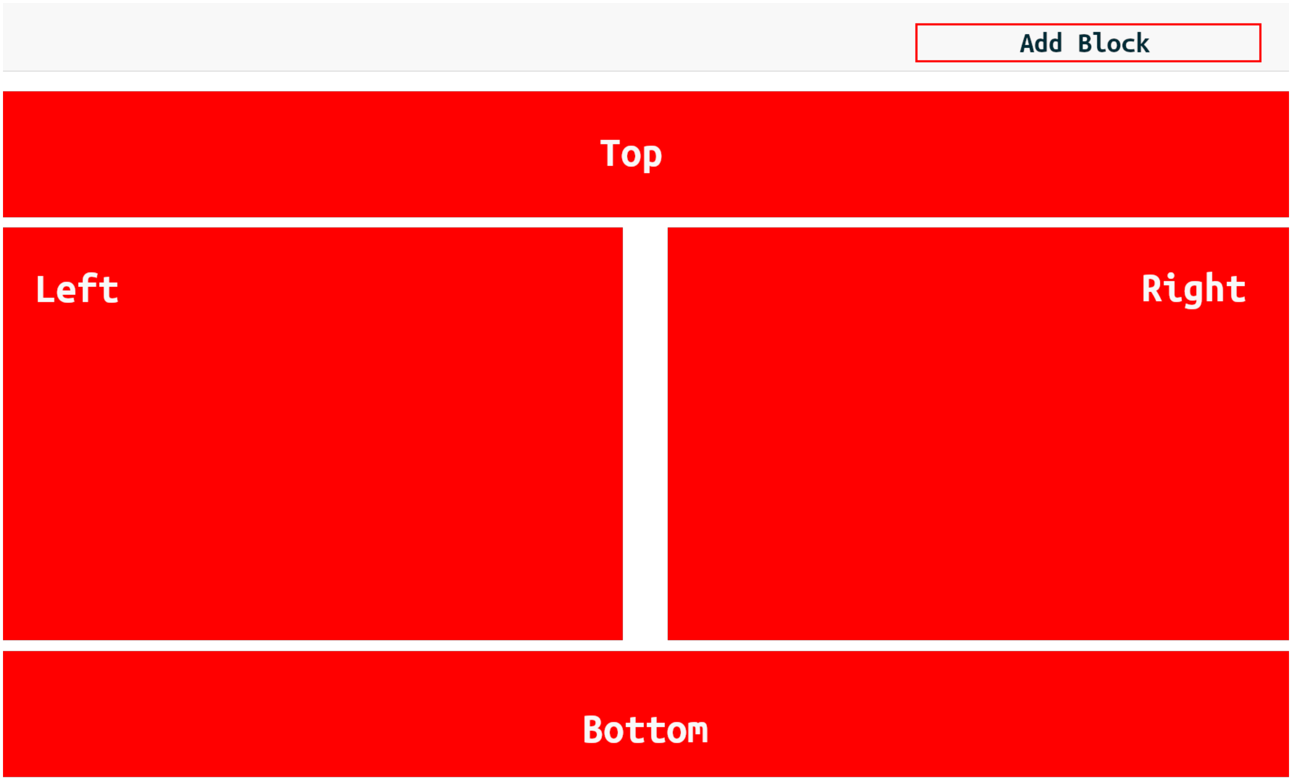
> Important: changes are always in "real time" and can not be made undone. We recommend to create a new Dashboard of your own. Don't modify the "System Standard". There is no "Reset" option. You can not make it undone. Always keep the system default as backup! It's better to create a dashboard of your own first. And when it works out for you, you can make it public and new SYSTEM DEFAULT. Before you do so, you should think about what metrics do you (and your team) care about every single day?

Dashboard overview

The Dashboard surface looks all the same in every area (Redmine home page, project overview or HRM overview).

You have 4 areas where you can place your dashboard widgets. Add available content via "Add block" selection and move it via DRAG & DROP afterwards.

A user will be able to view content according to the assigned role permission. Don't use Dashboard blocks to hide content. Set the roles and permissions correctly, instead. Example: Users without issue access, will not see issue related dashboard content.



What you / your user with dashboard permission will see in the "Add blocks" section depends on:

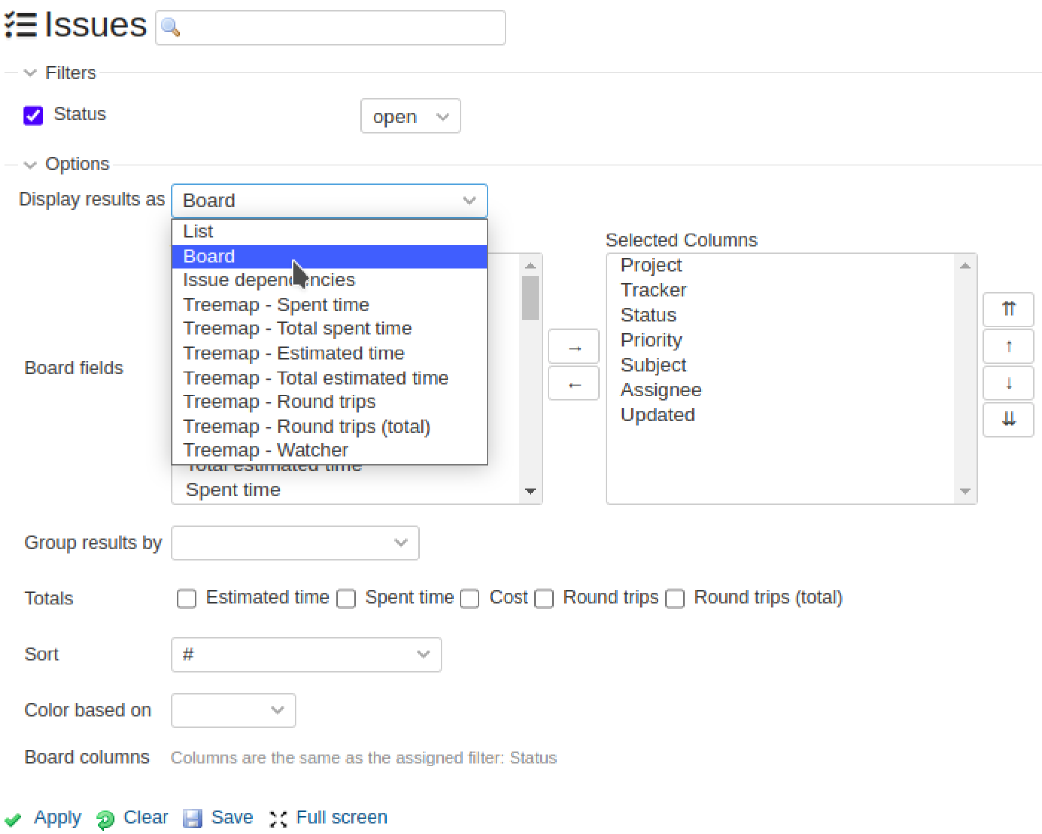
* the dashboard you are viewing (Home, Project overview, HRM overview (HRM Plugin, only)). Not all widgets are available in all areas.
* the plugins you have installed that support this functions. AlphaNodes plugin will support dashboard usage. Plugins of other vendors might not.
* the activated modules in your Redmine / project the permissions you have according to your user role. Not supported module content will not be displayed to the user in case it's not part of his project role.

Task Board usage

When working with a Redmine system hosted by AlphaNodes you get to use the REPORTING Plugin task board feature. In order to view the regular issue list as task board. The task board view is available for the cross-project issue list and the project related issue list.

* For cross-project task board view open the link "Issues" and go to /ISSUES.

* Open the OPTIONS section and choose the selection BOARD from DISPLAY RESULTS AS



Task Board options

The task board feature comes with several options you can configure:

- Board fields: Choose what information will be displayed in the issue cards
- Group results by: Choose one of the available fields you want your issue cards to be grouped

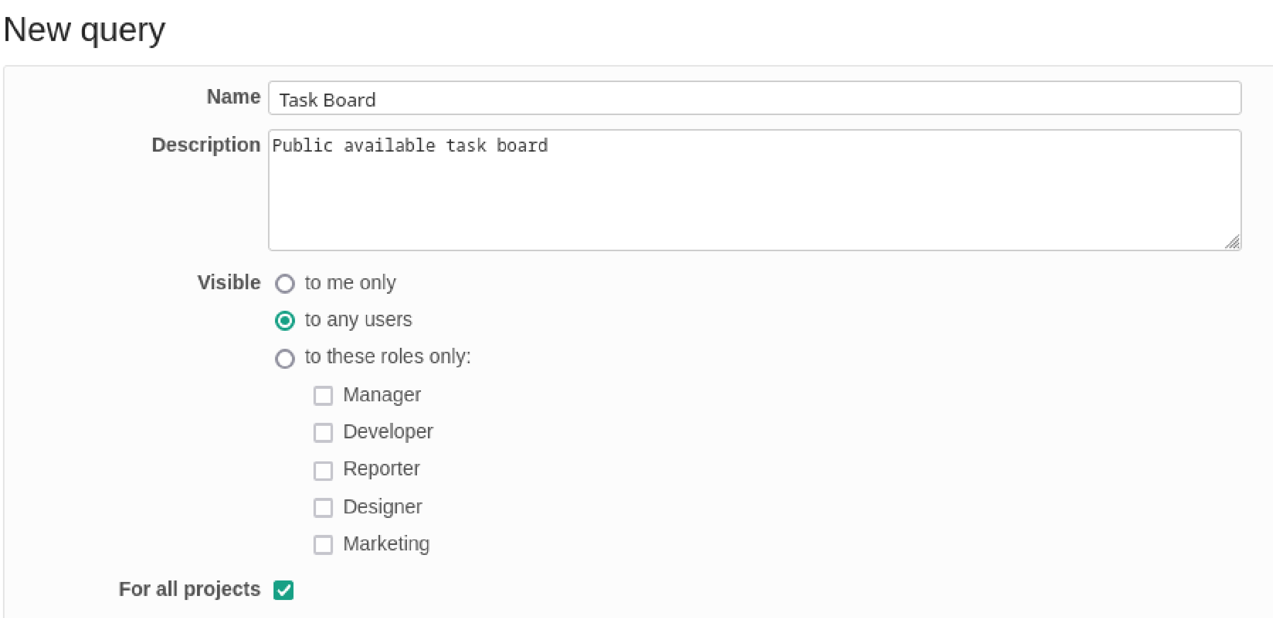
* Sort: Select the sorting option from the available fields
* Color based on: You can work with colored issue cards if you choose an option what serves as base for your colors
* Board columns: The columns displayed to you / your users is based on the selected filter STATUS

The settings are the same for the project related issue list.

Make your Task Board public

Configure the task board according to your needs and save the options via SAVE icon. The NEW QUERY field will appear.

If you want to make it accessible to your users make sure to set the following settings for VISIBLE and FOR ALL PROJECTS



After saving your query configuration, the task board will then be visible to all your users as public query and can be chosen from the sidebar, if needed.

Useful plugins

In addition to the standard functionality of Redmine, it is possible to extend the software with a variety of additional functionalities that help in the digitalization of business processes. Depending on which AlphaNodes Redmine plugin you have commissioned us to install on your system, you can use additional functions to support your business processes. Their configuration and use is explained in the respective plugin help. This is available via the Redmine top menu "?".

The installation / activation of plugins on a Redmine system hosted by AlphaNodes is handled by us. The customer then carries out the further configuration of the plugin according to its intended use.

To find out what plugins are installed on your system

Go to: ADMINISTRATION / PLUGINS

URL: /ADMIN/PLUGINS

Best Practices: Plugins

Even if it sounds tempting at first glance to be able to use numerous functions, we do not recommend installing all available plugins by default. Only tell us to install the ones you really need right now.

Many of our Redmine plugins are quite complex to use and configure. It is not always easy (not only for newcomers) to find your way around and to understand the configuration options. In addition, each plugin always represents a risk in terms of security and compatibility with other plugins (third-party and community) that are also in use.

Redmine Automation

The Redmine Automation Plugin from AlphaNodes GmbH helps to automate routine tasks and optimize existing data sets by using rules and schedules.

It is a commercial plugin that is made available to hosting customers free of charge as part of an active Redmine maintenance support. The Redmine Reporting plugin is required. If activated during ongoing operation, additional costs for activation may be incurred. Please contact us if you have any questions. Test the functionality in our Online-Demo.

Features

Some of the interesting features of the plugin include:

* Automation of issues (Scheduled, Save event).
* Automation of projects (Scheduled, Save event)
* Automation of spent times (Scheduled, Save event)
* HRM plugin: automation of users (scheduled, store event, login event)
* DB Plugin: Automation of DB entries (Scheduled, Save event)
* Workflow automation

* Easy to use: no-code rules
* Ready-made rule templates and time intervals
* Rule conditions correspond to available filter options
* Repetition of issues and spent time entries via time interval selection
* Automatic creation of new entities (issues, projects)

Summary

Description	*Information*
Category	Project automation, task automation, workflow
Target	No-code automation of activities in Redmine (projects, tickets, spent times). If external plugins are present, supports automation of: DB entries, users
Developer	AlphaNodes GmbH
URL	`https://alphanodes.com/redmine-automation`
Online Demo	`https://alphanodes.com/redmine-demo`

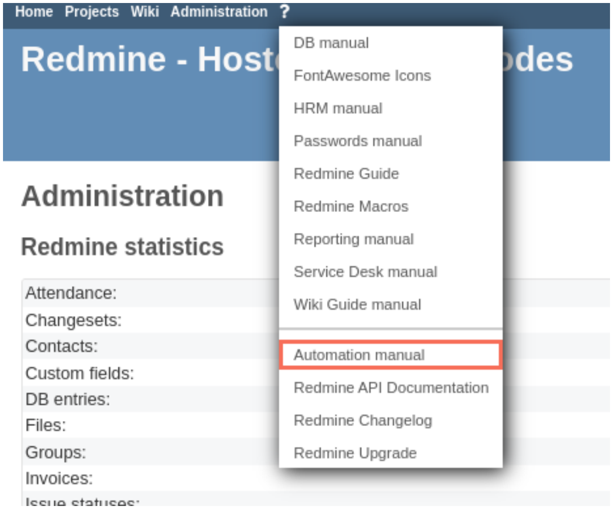
Plugin configuration

If the plugin is installed on your Redmine system basic configuration takes place in the administration area.

Go to: ADMINISTRATIONS / PLUGINS / AUTOMATION

URL: /SETTINGS/PLUGIN/REDMINE_AUTOMATION

Learn more about the configuration and usage of the plugin by visiting the plugin documentation. Available via your Redmine top menu ?


Home Projects Wiki Administration ?
Redmine - Host
odes
Administration
Redmine statistics
Attendance:
Changesets:
Contacts:
Custom fields:
DB entries:
Files:
Groups:
Invoices:
DB manual
FontAwesome Icons
HRM manual
Passwords manual
Redmine Guide
Redmine Macros
Reporting manual
Service Desk manual
Wiki Guide manual
Automation manual
Redmine API Documentation
Redmine Changelog
Redmine Upgrade

Redmine DB

Redmine DB Plugin from AlphaNodes GmbH is a team-enabled solution for managing content (assets) of any kind. It serves as an alternative to Excel spreadsheets, as it can be used to clearly record inventory, objects and data records (e.g. addresses). User defined fields help to use the plugin as flexible as possible. Access (e.g. read, edit, create, delete, etc.) is controlled via roles and rights assignment.

The management of data records takes place on a project-specific and cross-project basis. The possible applications range from the management of license and software contracts to addresses and hardware components.

With the help of the import function, data records already maintained via Excel can be easily read into Redmine and further managed with Redmine DB.

If activated during ongoing operation, additional costs for activation may be incurred. Please contact us if you have any questions. Test the functionality in our Online-Demo.

Features

Among the interesting features of the plugin are:

* Central, structured data storage and management within Redmine
* Can be used for specific projects as well as across projects
* Fast content retrieval using: typing, tags, find-as-you-type live search, filters and options, etc.
* Implementation of Font Awesome icons for visual differentiation
* Unlimited deployment possibilities through custom fields
* Dashboard support
* Easy sharing of DB entries within the project team possible (project-related, cross-project). For example by linking within issues using DB relationships, as well as using macros or custom DB fields.
* CSV import of inventory data for a quick start.
* CSV export for further processing of data in other tools.
* Rest API for connections to external applications such as Webgate etc. possible.

Summary

Description	*Information*
Category	Data management, Project management
Purpose	Asset Management, Data collection, data optimization, information management
Developer	AlphaNodes GmbH
URL	`https://alphanodes.com/redmine-db`
Online Demo	`https://alphanodes.com/redmine-demo`

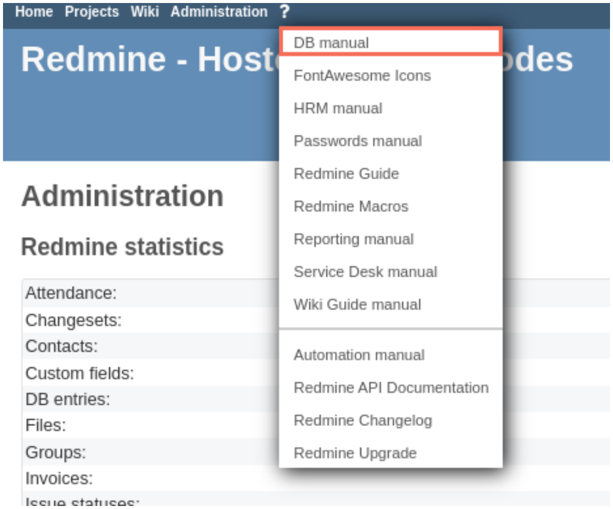
Plugin configuration

If the plugin is installed on your Redmine system basic configuration takes place in the administration area.

Go to: ADMINISTRATIONS / PLUGINS / DB

URL: /SETTINGS/PLUGIN/REDMINE_DB

Learn more about the configuration and usage of the plugin by visiting the plugin documentation. Available via your Redmine top menu ?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FontAwesome Icons
HRM manual
Passwords manual
Redmine Guide
Redmine Macros
Reporting manual
Service Desk manual
Wiki Guide manual
Automation manual
Redmine API Documentation
Redmine Changelog
Redmine Upgrade
Administration
Redmine statistics
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Changesets:
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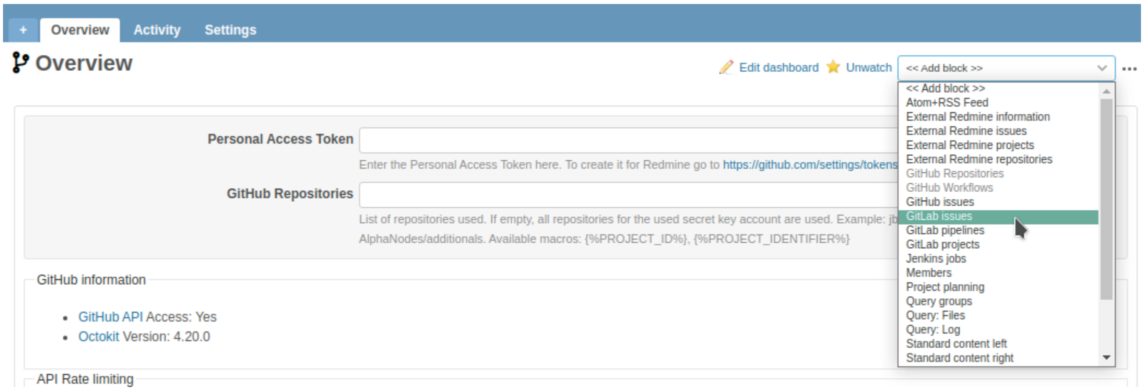
Custom fields:
DB entries:
Files:
Groups:
Invoices:

Redmine DevOps

Redmine DevOps Plugin turns Redmine into an information hub for externally hosted Git repositories. By bundling all data relevant for a project team centrally in Redmine.



Connect external Git repositories or other DevOps tools to Redmine (via GitHub Secret Key, GitLab Private Token, Jenkins API Token, Zabbix access information). Once any of the supported tools (GitHub, GitLab, Zabbix or Jenkins) are linked to Redmine, the commit messages and other developer information are output directly in the Redmine project. Access to the displayed information is controlled via the Roles and Permissions section.

If activated during ongoing operation, additional costs for activation may be incurred. Please contact us if you have any questions. Test the functionality in our Online-Demo.

Features

Among the interesting features of the plugin are:

- Centralized display of external information within a Redmine project (project reference).
- Dashboard support
- Ticket commit link
- GitHub integration

* GitLab Integration
* Failed Jenkins Jobs
* Zabbix hosts & issues
* External Redmine integration possible
* Last Commits

Summary

Description	***Information***
Category	Integration, Repository connector
Purpose	GitHub, GitLab, Jenkins and Zabbix Integration for Redmine
Developer	AlphaNodes GmbH
URL	`https://alphanodes.com/redmine-devops`
Online Demo	`https://alphanodes.com/redmine-demo`

Plugin configuration

If the plugin is installed on your Redmine system basic configuration takes place in the administration area.

Go to: ADMINISTRATIONS / PLUGINS / DEVOPS

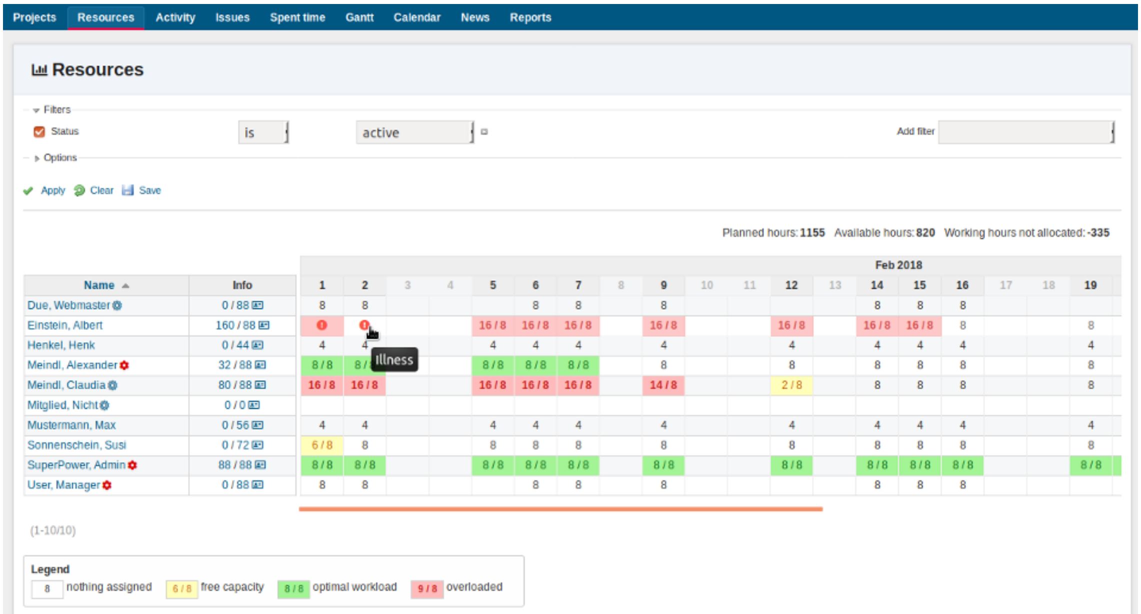
URL: /SETTINGS/PLUGIN/REDMINE_DEVOPS

Redmine HRM Plugin

Redmine HRM Plugin is a commercial solution for managing employee resources in projects. Automated and agile usable. Project-related as well as cross-project resource view.

For better planning and execution of projects and tasks in the team. In addition to the possibility of vacation planning, the plugin can be used to manage any type of attendance or absences. The Redmine Reporting plugin is required.

If activated during ongoing operation, additional costs for activation may be incurred. Please contact us if you have any questions. Test the functionality in our Online-Demo.



Features

Among the interesting features of the plugin are:

* Management of attendances and / or absences (office work, home office, vacation, special leave, training, etc.)

* Assignment of superiors to grant approvals for absences
* Define own user types (internal, external, customer, etc.)
* Individual authorizations and menus per user type
* Central overview of employee resources in a separate area
* Allocation hints in case of problems
* Dashboard support
* Own rights management enables administration of users outside the administration area (e.g. for employees of the human resources department)

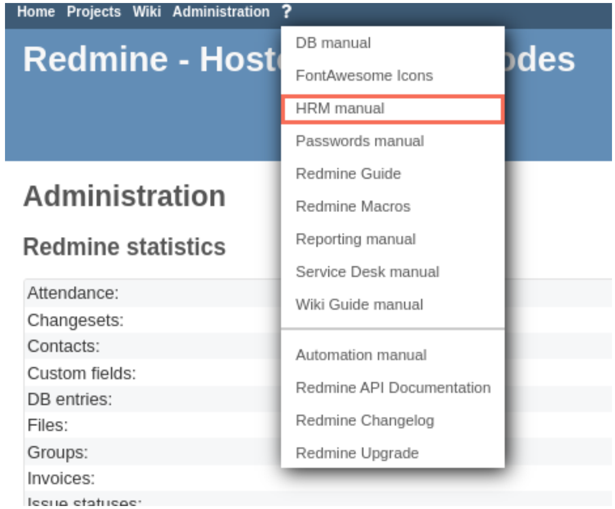
Summary

Description	***Information***
Category	Project management
Purpose	Attendance management, Holiday management, Resource planning
Developer	AlphaNodes GmbH
URL	`https://alphanodes.com/redmine-hrm`
Online Demo	`https://alphanodes.com/redmine-demo`

Plugin configuration

If the plugin is installed on your Redmine system basic configuration takes place in the administration area.
Go to: ADMINISTRATIONS / PLUGINS / HRM
URL: /SETTINGS/PLUGIN/REDMINE_HRM

Learn more about the configuration and usage of the plugin by visiting the plugin documentation. Available via your Redmine top menu ?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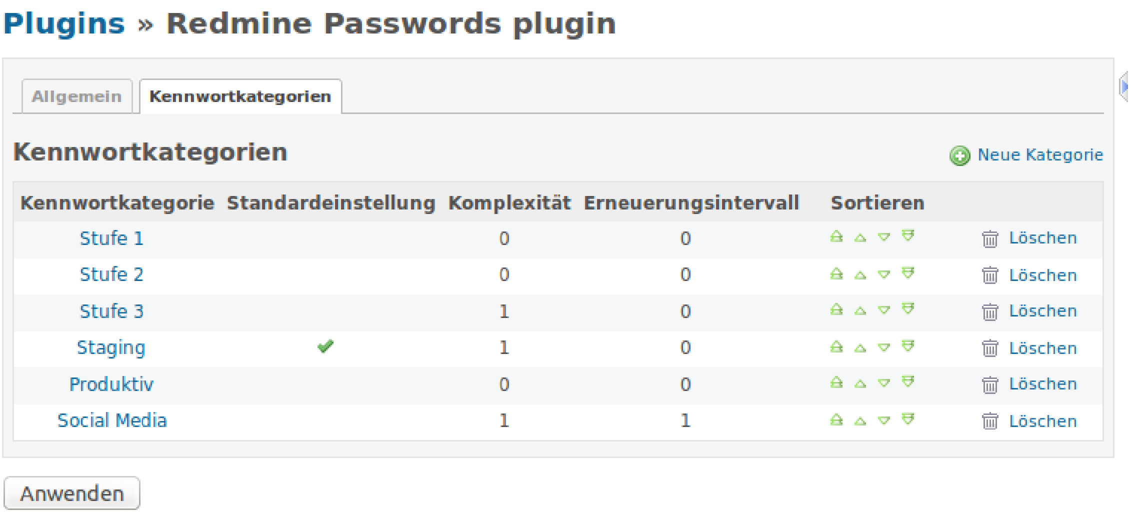
Redmine Changelog
Redmine Upgrade

Redmine Passwords

Redmine Passwords Plugin is a team-ready solution for secure password management and sharing in Redmine. Multiple people assigned to a project can access the database at the same time and use it in the team. The access (e.g. read, edit, create, delete, import, export etc.) is controlled by the roles and permission assignment in the Redmine administration area.

The administration of the passwords takes place via a password overview (project-related and cross-project). The passwords and the associated description field are stored in the database in encrypted form. The following encryption standard is used *Advanced Encryption Standard (AES)*.



Features

Among the interesting features of the plugin are:

- Encrypted storage of passwords in the database (AES)
- Simple password overview by means of password lists
- Creation of security audits for the existing passwords

* Password generator facilitates automated creation of secure passwords for users (configurable according to company policies)
* Fast retrieval of passwords using password categories, tags, custom password lists, etc.
* Use of macros for integration into wiki pages, issue descriptions, etc.
* Implementation of Font Awesome icons
* Dashboard support
* Project-related as well as cross-project linking to password entries from other content (issues) via password relationships possible

Summary

Description	*Information*
Category	Project management, Security
Purpose	Team password management
Developer	AlphaNodes GmbH
URL	`https://alphanodes.com/redmine-passwords`
Online Demo	`https://alphanodes.com/redmine-demo`

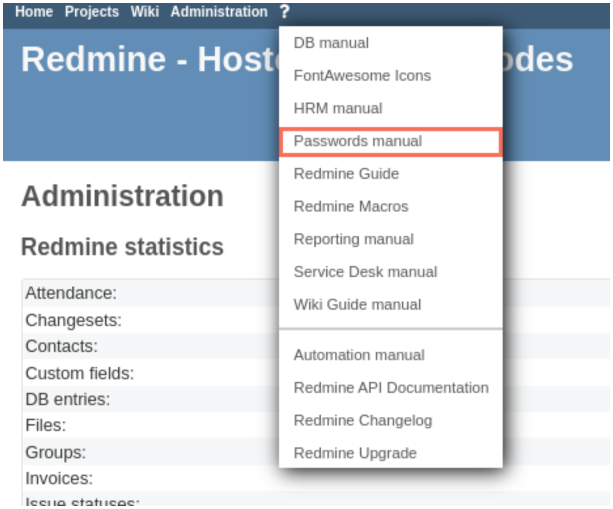
Plugin configuration

If the plugin is installed on your Redmine system basic configuration takes place in the administration area.

Go to: ADMINISTRATIONS / PLUGINS / PASSWORDS

URL: /SETTINGS/PLUGIN/REDMINE_PASSWORDS

Learn more about the configuration and usage of the plugin by visiting the plugin documentation. Available via your Redmine top menu ?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Wiki
Administration
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Redmine statistics
Attendance:
Changesets:
Contacts:
Custom fields:
DB entries:
Files:
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Invoices:
DB manual
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Passwords manual
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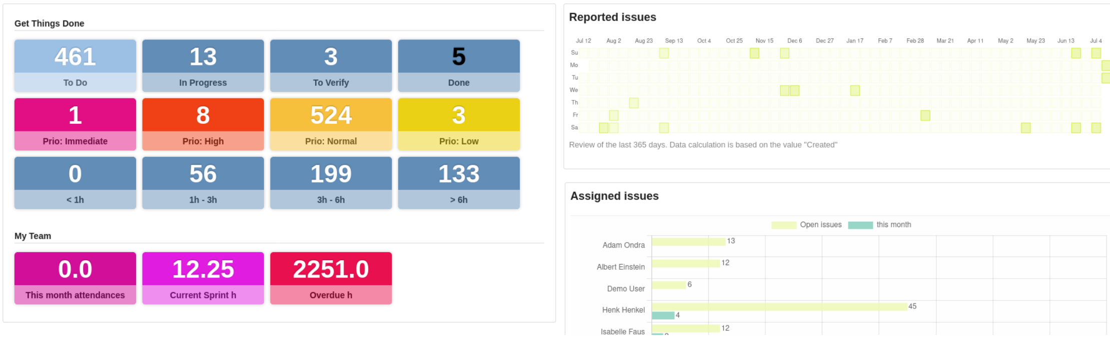
Redmine Macros
Reporting manual
Service Desk manual
Wiki Guide manual
Automation manual
Redmine API Documentation
Redmine Changelog
Redmine Upgrade

Redmine Reporting

The Reporting plugins helps you to control, analyze and optimize your projects in an easy way. Bottlenecks will be visible and you get more transparency on what is going on in your team. And in case of emergency you get the chance to countersteer. Purpose: Productivity increasement.

If activated during ongoing operation, additional costs for activation may be incurred. Please contact us if you have any questions. Test the functionality in our Online-Demo.



Features

Among the interesting features of the plugin are:

- Redmine and system statistics for administrators.
- Logbook of all system activities (e.g. for security officers)
- Indexing of Wiki activities
- Display of the last user logins and observed content (e.g. projects, wiki pages)
- Effort distribution of projects to determine project performance
- In combination with the Redmine HRM plugin display of upcoming birthdays
- Numerous graphs and diagrams for issues and project evaluations
- Individually customizable project list with own Live-Search and applicable for budget overview

* Project related budget planning and hourly rates
* Filterable version list for overview of all existing versions in Redmine
* Filterable file list for an overview of all files stored in Redmine
* Extensive reports as well as report export in various formats
* PDF reports for distribution to customers and stakeholders with logo and company information
* Implementation of *Fontawesome* Icons[2] for project list improvement
* Within the issue details output of the so-called round trips and the issue lifetime
* Use of counter boxes with threshold values for systematic completion of tasks and reminder of date-relevant content
* Simple SLA functionality for issues related to individual projects
* Dashboard support
* Task board view for issues
* Burndown chart for versions
* Assignment of TAGs for projects and much more

Summary

Description	***Information***
Category	Project management, Reports, Charts, Gadgets
Purpose	Graphical evaluations and reports, workflow visualization, PDF export, budget control, usability improvements
Developer	AlphaNodes GmbH
URL	`https://alphanodes.com/redmine-reporting`
Online Demo	`https://alphanodes.com/redmine-demo`

[2] http://fontawesome.io/icons/

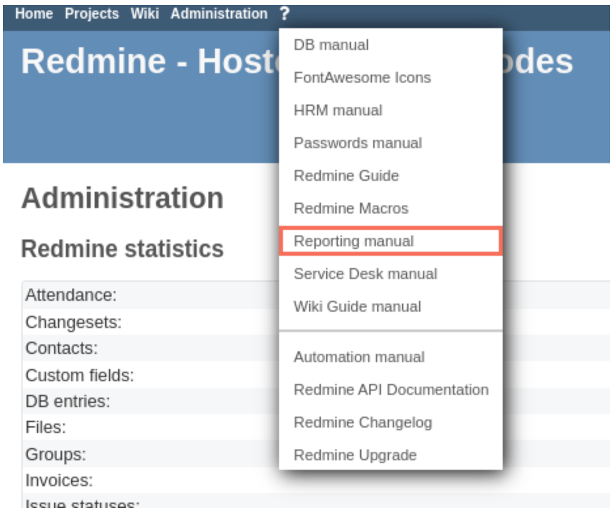
Plugin configuration

If the plugin is installed on your Redmine system basic configuration takes place in the administration area.

Go to: ADMINISTRATIONS / PLUGINS / REPORTING

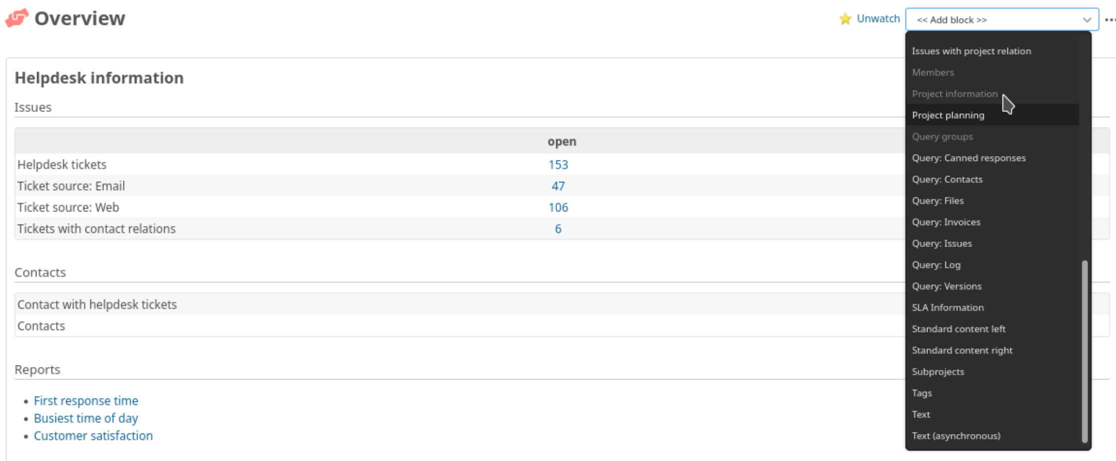
URL: /SETTINGS/PLUGIN/REDMINE_REPORTING

Learn more about the configuration and usage of the plugin by visiting the plugin documentation. Available via your Redmine top menu ?



Redmine ServiceDesk

The Service Desk Plugin is an extension for Redmine. It provides support teams in IT, service and product development with a functional service desk for more efficient handling and communication with external incoming email requests.



If activated during ongoing operation, additional costs for activation may be incurred. Please contact us if you have any questions. Test the functionality in our Online-Demo.

Features

Among the interesting features of the plugin are:

- Managing helpdesk request via incoming emails or webform
- Managing contacts
- Using ignore list for spam contacts and emails
- Canned responses management for helpdesk tickets, regular Redmine issues (global or private)
- Invoice management
- Connect a HTML5 webform with a Redmine project

Summary

Description	*Information*
Category	Help & Support via eMail for external users without Redmine account
Purpose	Handling incoming email requests via Redmine
Developer	AlphaNodes GmbH
URL	`https://alphanodes.com/redmine-servicedesk`
Online Demo	`https://alphanodes.com/redmine-demo`

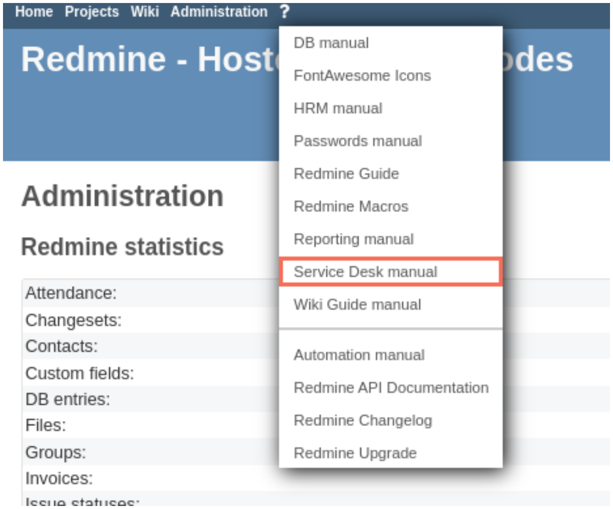
Plugin configuration

If the plugin is installed on your Redmine system basic configuration takes place in the administration area.

Go to: ADMINISTRATIONS / PLUGINS / SERVICE DESK

URL: /SETTINGS/PLUGIN/REDMINE_SERVICEDESK

Learn more about the configuration and usage of the plugin by visiting the plugin documentation. Available via your Redmine top menu ?


Home
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Redmine Changelog
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Redmine Wiki Guide

The Redmine Wiki Guide plugin is an extension for Redmine and integrates seamlessly with the existing Redmine Wiki. It enables Redmine users to find content in the wiki faster and more accurately by using the project-wide Live-Search, TAGs or Wiki Guide buttons.

If activated during ongoing operation, additional costs for activation may be incurred. Please contact us if you have any questions. Test the functionality in our Online-Demo.

Features

Among the interesting features of the plugin are:

* Macros for wiki panels (Important, Info, Attention, etc.).
* Better search-as-you-type live search
* Tagging of wiki pages
* Knowledgebase functionality: wiki guide buttons based on TAGs, Missing pages, Confidential Pages, Orphaned Pages etc.
* Release workflows (one-step, two-step)
* Directly usable, as it is built on top of existing wiki. No own content types necessary.

Summary

Description	*Information*
Category	Help & Support, Employee Self-Service
Purpose	Knowledgebase functional extensions for Redmine Standard Wiki
Developer	AlphaNodes GmbH
URL	`https://alphanodes.com/redmine-wiki-guide`
Online Demo	`https://alphanodes.com/redmine-demo`

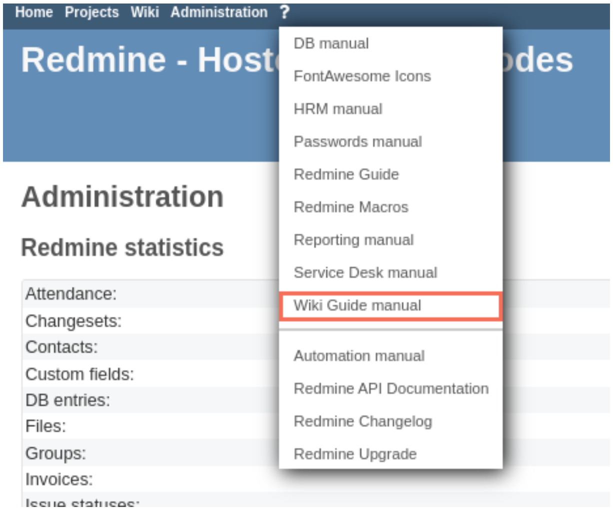
Plugin configuration

If the plugin is installed on your Redmine system basic configuration takes place in the administration area.

Go to: ADMINISTRATIONS / PLUGINS / WIKI GUIDE

URL: /SETTINGS/PLUGIN/REDMINE_WIKI_GUIDE

Learn more about the configuration and usage of the plugin by visiting the plugin documentation. Available via your Redmine top menu ?



Thank you

Thank you for choosing a Redmine managed hosting plan at AlphaNodes (`https://alphanodes.com`). We hope that this documentation will make it easier for you to get started with Redmine and that it will provide your employees with a useful document for a quick introduction to Redmine administration. For support requests login to the customer account and create a support issue at: `https://pm.alphanodes.com`

Good luck with your activities in Redmine.

Learn more about our Redmine Managed Application Hosting offers here: `https://alphanodes.com/redmine-hosting`