

# Redmine

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<https://en.wikipedia.org/wiki/Redmine>

<https://www.redmine.org/>

<http://demo.redmine.org/> (old)

Slides: <https://www.jpsdomain.org/public/Redmine.pdf> (or .odp)

# Agenda

- What is Redmine
- Why should I care?
- Notes
- Redmine vs. Jira
- How do I install Redmine?
- Redmine Demo
- What next?
- URLs, Wrap up and Q&A

# What is Redmine

- <https://www.redmine.org/>
  - Redmine is a flexible project management web application. Written using the Ruby on Rails framework, it is cross-platform and cross-database.
- <https://en.wikipedia.org/wiki/Redmine>
  - Redmine is a free and open source, web-based project management and issue tracking tool.
  - It allows users to manage multiple projects and associated subprojects.
  - It features per project wikis and forums, time tracking, and flexible, role-based access control.
  - It includes a calendar and Gantt charts to aid visual representation of projects and their deadlines.
  - Redmine integrates with various version control systems and includes a repository browser and diff viewer.

# Why should I care?

- If you need to track or organize issues (tickets) or projects, Redmine is an awesome tool!
- It is GNU v2 software that's not only far cheaper than Jira+Confluence, it's easier and simpler
- Redmine is a single product, Jira + Confluence are 2 unrelated projects that are badly munged together
- Redmine does have lots of paid options, but only if you *want* them

# Redmine Notes

- Users can self-register (or use LDAP/AD) and there are no user license limits!
- Redmine uses modified Textile markup or Markdown, but...it's wiki markup. That makes Windows/GUI people's heads hurt.
  - Pick Textile (original) or Markdown and stick to it, if you change it won't translate the old one!
- Redmine URLs are clear, simple, and don't change.
- Projects are hierarchical, so make the top level your management team, then go down by managers/teams, then finally to projects & sub-projects.
  - When you do that, and populate dates, version/release, dependencies, and time-spent you automatically get:
    - Roadmaps
    - Gantt charts and calendars
    - Time tracking
    - 50,000ft views for management you can then drill-down to any level of detail
    - Wiki
    - Meeting Notes (“News”)
  - Everything is searchable in one place!
  - Like everything else, create groups & attach roles, then add the users to the groups
- There is a *Mastering Redmine* book, but it's from Packt
- RSS for updates: <http://www.redmine.org/projects/redmine/news.atom>

# Redmine vs. Jira 1

- Redmine is a single product, Jira+Confluence are completely different
  - “Jira Software” (project management) is different from “Jira Service Desk” (service desk/dispatch); both require different user licenses
  - Redmine search is global, Jira+Confluence search are fragmented
  - Redmine wiki markup is consistent
    - But it's a lot easier to do text/font colors in Jira
    - And it's “wiki markup”
  - Jira+Confluence “markup” is quite different
    - And Confluence is a disaster as an editor
- Redmine is much cheaper
  - Redmine is Ruby, ATL is Java so it requires more than twice the resources for less than half the performance
    - Redmine gives you everything in 1 small VM, ATL wants a bunch of much bigger VMs
    - My production VM (for <10 users) is 2G RAM, 1 CPU and 30G disk that's 21% used
  - Once set up, Redmine Just Works. ATL products require a lot more JAVA care & feeding.
  - Redmine is without licensing cost, ATL is expensive and user limited
- ATL is more powerful & flexible, but that comes at great cost in both licenses and admin time
  - Jira does Kanban boards better
  - Redmine has
    - \$\$\$ [https://www.redmine.org/plugins/redmine\\_agile](https://www.redmine.org/plugins/redmine_agile)
    - <https://www.redmine.org/plugins/redhopper>

# Redmine vs. Jira 2

- Jira has a 32K limit on comments (because JVE heaps)! Redmine *had* a limit due to DB schema but got rid of that many years ago and due to some great features like *collapse blocks*, that matters.
  - <https://jira.atlassian.com/browse/JRASERVER-28519>
- Redmine Just Does LDAP (AD) integration, ATL requires Crowd, more license costs and VASTLY more complicated and painful setup!
- Redmine doesn't really have a feature comparable to BitBucket (sort of, but mostly not)
  - <http://www.redmine.org/projects/redmine/wiki/RedmineRepositories>
  - Redmine with Subversion starts the SVN daemon!
  - GitLab can replace BitBucket, though with less integration
    - Depending on your needs GitLab itself might do everything you need
  - BitBucket itself has lousy notification emails and it's impossible to watch projects
- The Redmine interface is much simpler and cleaner than the flashy GUI mess of the various ATL products. Jira opens dialog boxes in the middle of the screen that are:
  - cluttered
  - too small
  - obscure the entire rest of the ticket, so you can't see, scroll or refer to anything!

# Redmine vs. Jira 3

- If you move a ticket in Jira, the ticket number and URL change!
- Jira does not clearly label comments and the URLs are really long and ugly
- Jira work-logs and comments are different (wait, what?) and the only way to see both is the “all” tab that also includes a lot of other system noise! (See the “IMO: Jira is conceptually broken at the highest level” slide)
- If you use both Jira tickets and Confluence meeting note action items, the ONLY way to see all your open items is to use widgets in Confluence! So my ticket dashboard must be in the wiki! Wait, WHAT?
  - Good news: it can pull in bits from other places, so it might make a good SPOG (Single Pane of Glass)
- Redmine changes are 1 operation (change state, add time, change % done, make a comment) while most of those are separate operations in Jira, thus resulting in more steps and more notification spam
  - Jira notifications can have a “window” during which changes only send 1 email. That actually works pretty well, but introduces “windows size” latency to ticket communications
  - Redmine is very structured and hierarchical, and makes it very easy for managers to look at any level (or altitude) or details & progress. AFAICT, Jira and Confluence are just chaos.
- Jira does “@mentions” Redmine doesn’t
  - There are some plugins but I find them buggy



# Redmine vs. Jira 4

- Jira & BitBucket do not allow you to “watch” the entire project only individual tickets or repos, respectively (there are hack-arounds, but...)
  - Confluence does allow you to watch an entire space
- In Redmine it's trivial for people to "watch" whole projects and to personally control the level notification. In Jira this is painful:
  - <https://community.atlassian.com/t5/Jira-questions/Watch-all-issues-in-a-certain-Project/qaq-p/111509>
  - Created 2002: <https://jira.atlassian.com/browse/JRASERVER-426>
  - Open since 2004: <https://jira.atlassian.com/browse/JRASERVER-5006>
  - <https://community.atlassian.com/t5/Jira-questions/Get-email-notifications-for-new-Jira-issues/qaq-p/41759>
  - <https://community.atlassian.com/t5/Jira-questions/Set-default-watchers-for-a-project/qaq-p/448373>

# Redmine vs. Jira URLs

- Redmine:
  - <http://firestar/redmine/issues/1#note-1>
- Jira:
  - Ugly example: <https://servicedesk.example.com/browse/PROJ-123?focusedCommentId=45678&page=com.atlassian.jira.plugin.system.isuetabpanels:comment-tabpanel#comment-45678>
  - Redundant but WORKS:  
<https://servicedesk.example.com/browse/PROJ-123?focusedCommentId=45678#comment-45678>
  - FAILS:
    - <https://servicedesk.example.com/browse/PROJ-123?focusedCommentId=45678>
    - <https://servicedesk.example.com/browse/PROJ-123#comment-45678>

# IMO: Jira is conceptually broken at the highest level

- <https://community.atlassian.com/t5/Jira-Service-Desk-questions/time-tracking-on-comments/qaq-p/663239>
  - *I want the log work options to show up every time someone comments on the ticket.*
    - JP: Yes, of course. Duh. Yet based on the UI Jira clearly thinks:
      - *Comments are designed to be a collaborative "I have something to say about this" function. Logging time is about recording work done. The functions have nothing to do with each other.*
- I can sort-of see why someone would think that in theory, but in practice that creates artificial fragmentation that defeats the purpose of the ticket! The work is gonna get done based on the comments and collaboration, and you need to be able to see all of it together, in order, for the ticket to make sense. That's 4x as true when you've been interrupted and have to get back to the ticket at later date. How can it possibly make sense to have to look in 2 places and mentally collate the flows to catch yourself back up? Or you can try to remember to use the non-default "all" view then have to filter out of a bunch of useless noise.
- The "*The functions have nothing to do with each other*" line really makes my head explode! They have EVERYTHING to do with each other and they are in fact THE SAME THING! The **only** difference is whether or not you need to record any time.

# How do I install Redmine?

- Native Ruby on Rails
  - <http://www.redmine.org/projects/redmine/wiki/RedmineInstall#Requirements>
  - [https://www.redmine.org/projects/redmine/wiki/HowTo\\_Install\\_Redmine\\_on\\_Ubuntu\\_step\\_by\\_step](https://www.redmine.org/projects/redmine/wiki/HowTo_Install_Redmine_on_Ubuntu_step_by_step)
  - Many, many other guides
- <https://www.turnkeylinux.org/redmine>
  - AWS
  - 785MB VM
  - 653MB ISO
  - VMDK
  - OpenStack
  - Xen
  - Docker
- <https://bitnami.com/stack/redmine> (Now owned by VMware)
  - Cloud
  - Docker
  - Kubernetes
  - Win / Mac / Linux: **everything** under `/opt/redmine/`, symlink it!
    - `sudo ./bitnami-redmine-4.0.4-5-linux-x64-installer.run`
  - Virtual Machines

# Demo

- Start/Stop (Bitnami installs are unusual)
  - `sudo /opt/redmine/ctlscript.sh stop apache`
  - `sudo /opt/redmine/ctlscript.sh stop mysql`
  - Etc...
- Web UI
  - Main screen (<http://firestar/redmine/>)
  - Do:
    - Admin
      - Create users & Groups
      - Create projects
    - Create issues and play around
    - Create wikis & news

# What next?

- Backups

- <https://www.redmine.org/projects/redmine/wiki/RedmineBackupRestore>
- There are both DB and file system components
- Dump the DB, then tar (or whatever) the dump & the files
  - I can provide my *redmine\_backup.sh* if needed

- Upgrades

- Depends on your installation method
- But it's Ruby on Rails, so it's not that hard
- <https://docs.bitnami.com/installer/apps/redmine/#how-to-upgrade-redmine>
- <http://www.redmine.org/projects/redmine/wiki/RedmineUpgrade>

# URLs, Wrap-up and Q&A

## ▪ URLs:

- <https://en.wikipedia.org/wiki/Redmine>
- <https://www.redmine.org/>
- <http://demo.redmine.org/> (old)
- <http://www.redmine.org/projects/redmine/news.atom>
- <https://www.redmine.org/projects/redmine/wiki/RedmineBackupRestore>
- [https://www.redmine.org/plugins/redmine\\_agile](https://www.redmine.org/plugins/redmine_agile)
- <https://www.redmine.org/plugins/redhopper>
- <https://jira.atlassian.com/browse/JRASERVER-28519>
- ATL "spin" on tickets: <https://jira.atlassian.com/browse/JRASERVER-28519#comment-724620> and previous
- <http://www.redmine.org/projects/redmine/wiki/RedmineRepositories>
- <https://community.atlassian.com/t5/Jira-questions/Watch-all-issues-in-a-certain-Project/qaq-p/111509>
- <https://community.atlassian.com/t5/Jira-questions/Watch-A-Project/qaq-p/222526>
- Created 2002: <https://jira.atlassian.com/browse/JRASERVER-426>
- Open since 2004: <https://jira.atlassian.com/browse/JRASERVER-5006>
- <https://community.atlassian.com/t5/Jira-questions/Get-email-notifications-for-new-Jira-issues/qaq-p/41759>
- <https://community.atlassian.com/t5/Jira-questions/Set-default-watchers-for-a-project/qaq-p/448373>
- <http://www.redmine.org/projects/redmine/wiki/RedmineInstall#Requirements>
- [https://www.redmine.org/projects/redmine/wiki/HowTo\\_Install\\_Redmine\\_on\\_Ubuntu\\_step\\_by\\_step](https://www.redmine.org/projects/redmine/wiki/HowTo_Install_Redmine_on_Ubuntu_step_by_step)
- <https://www.turnkeylinux.org/redmine>
- <https://bitnami.com/stack/redmine>
- <https://docs.bitnami.com/installer/apps/redmine/#how-to-upgrade-redmine>
- <http://www.redmine.org/projects/redmine/wiki/RedmineUpgrade>

## ▪ Questions?

- I'm on the PLUG list... [jp@jpsdomain.org](mailto:jp@jpsdomain.org)