Utilizing
Frontend scripts to integrate
Service Desks

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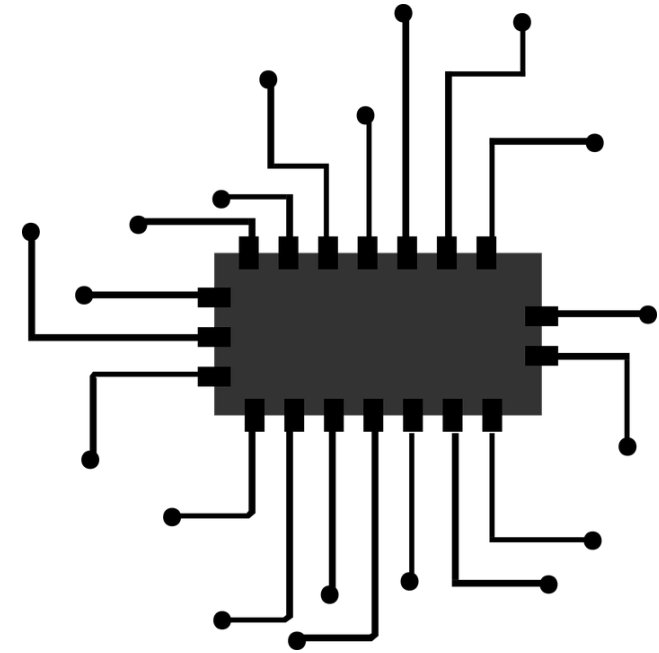
Who am I?

Nathan Liefting
IT Consultant / Zabbix Trainer

Our presentation today

Introduction

1 – Setting up Jira

2 – Setup the frontend script

3 – The result

Let's wrap things up

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Introduction

Media type webhook

Frontend Script webhook

Scripts

* Name	
Scope	Action operation | Manual host action | Manual event action
Type	Webhook | Script | SSH | Telnet | IPMI
Parameters	Name | Value | Action
	Add
* Script	script
* Timeout	30s
Description	
Host group	All
	Add | Cancel

* Name	Jira ServiceDesk
Type	Webhook

Parameters

Name	Value	Action
alert_message	{ALERT.MESSAGE}	Remove
alert_subject	{ALERT.SUBJECT}	Remove
event_recovery_value	{EVENT.RECOVERY.VALUE}	Remove
event_source	{EVENT.SOURCE}	Remove
event_tags_json	{EVENT.TAGSJSON}	Remove
event_update_status	{EVENT.UPDATE.STATUS}	Remove
event_value	{EVENT.VALUE}	Remove
jira_password	<PLACE PASSWORD OR TOKEN	Remove
jira_request_key	{EVENT.TAGS.__zbx_jira_request	Remove
jira_request_type_id	<PLACE REQUEST TYPE ID>	Remove
jira_servicedesk_id	<PLACE SERVICEDESK ID>	Remove
jira_url	<PLACE YOUR JIRA URL>	Remove
jira_user	<PLACE LOGIN>	Remove
Add		

* Script	var Jira = {...
Timeout	30s
Process tags	☑
Include event menu entry	☑
* Menu entry name	Jira ServiceDesk: {EVENT.TAGS.__zbx_jira_requestkey}
* Menu entry URL	{EVENT.TAGS.__zbx_jira_requestlink}
Description	
Enabled	☑
	Update | Clone | Delete | Cancel

1 - Setting up Jira ServiceDesk

We need a few things:

- **jira_url** - Actual URL of your Jira instance. Example: https://company.atlassian.net/
- **jira_user** - Jira user login, in our instance this is my email.
- **jira_password** - Password or API token. See below.
- **jira_project_key** - Numeric key of the Jira project.
- **jira_issue_type** - Number of the issue type to be used when creating new issues from Zabbix.

https://id.atlassian.com/manage/api-tokens

Make sure to check:
https://www.zabbix.com/integrations

2 - Setup the frontend script

Copy parameters or create custom values

2 – Setup the frontend script

Copy script or add custom one

2 – Setup the frontend script

Change or fill in parameters

alert_message:
There is a problem on {HOST.HOST} - {EVENT.NAME} with severity: {EVENT.SEVERITY} since {EVENT.DATE}

alert_subject:
Severity:{EVENT.SEVERITY} Problem on:{HOST.HOST} - {EVENT.NAME}

event_source:
0

As discussed in earlier slide:
jira_password
jira_request_type_id
jira_servicedesk_id
jira_url
jira_user

3 – The result

Use your button from problem page or dashboards

3 – The result

See your ticket come in
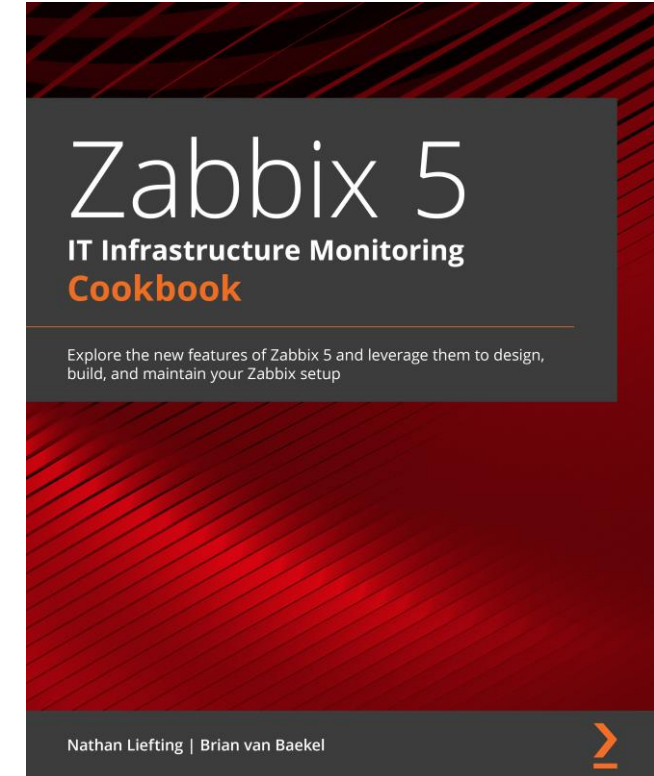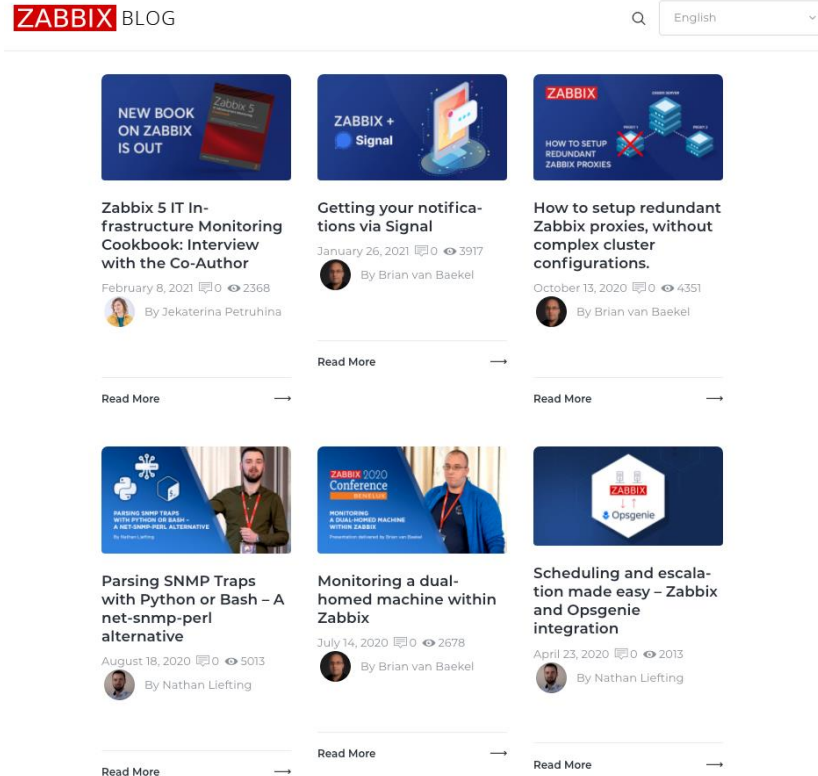
Let's wrap things up

- Copy over Zabbix default media type values

- Think of what your message should state

- Change the values in the script

- Click problem name to create a ticket

- Enjoy!

For a complete text guide see:
https://blog.zabbix.com/setting-up-manual-ticket-creation-using-zabbix-frontend-scripts/15550/
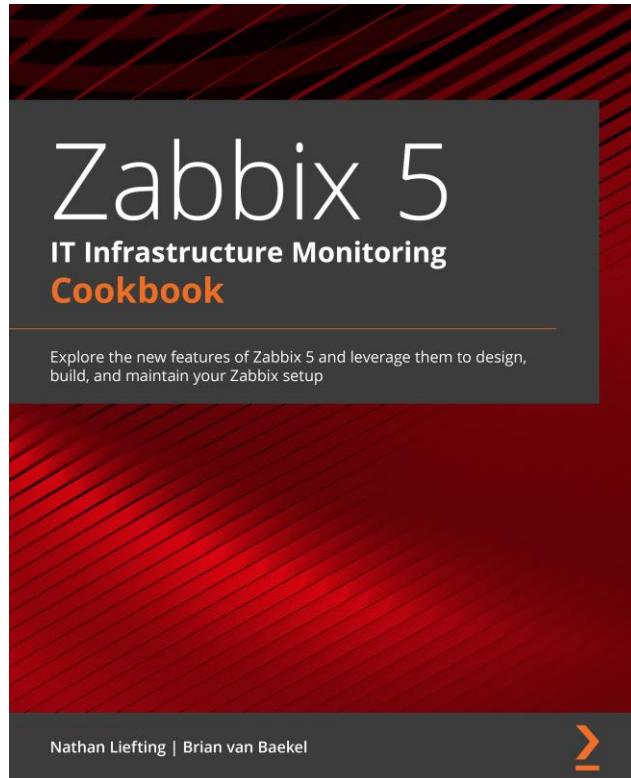
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Questions?

Giveaway winners

Randy Nelson

Rolf Ljosdal

Lars Baad-jensen

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