Utilizing Frontend scripts to integrate Service Desks
Who am I?

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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

More content like this
Introduction

Media type webhook

Frontend Script webhook

Scripts
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.

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

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

<table>
<thead>
<tr>
<th>Label</th>
<th>Last accessed</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZBX</td>
<td>Never Accessed</td>
<td>Revoke</td>
</tr>
</tbody>
</table>
2 - Setup the frontend script

Copy parameters or create custom values

- Name
  - Jira ServiceDesk

- Type
  - Webhook

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

Add
2 – Setup the frontend script

Copy script or add custom one

* Script

var Jira = {

  * Timeout

30s

* Process tags

Include event menu entry

* Menu entry name

Jira ServiceDesk: (EVENT.TAGS.__zbkb_jira_requestkey)

* Menu entry URL

(EVENT.TAGS.__zbkb_jira_requestlink)

Description

Frontend script to manually create a Jira ServiceDesk ticket from any Zabbix problem.

Host group

All

User group

All

Required host permissions

Read

Write

Enable confirmation


Confirmation text

Add

Cancel

Test confirmation

1 October 2021
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

<table>
<thead>
<tr>
<th>Time</th>
<th>Severity</th>
<th>Recovery time</th>
<th>Status</th>
<th>Info</th>
<th>Host</th>
<th>Problem</th>
<th>Duration</th>
<th>Ack</th>
<th>Actions</th>
<th>Tags</th>
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<tbody>
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<td>Customer-Server</td>
<td>Link A down</td>
<td></td>
<td>4m 44 20h</td>
<td>No</td>
<td>Gateway: Customer-S.</td>
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<tr>
<td>May</td>
<td></td>
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<tr>
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<td>Not classified</td>
<td></td>
<td>PROBLEM</td>
<td>Customer-Switch</td>
<td>OICTS - MCG</td>
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<td></td>
<td>No</td>
<td>Gateway: gw1-BW103...</td>
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<tr>
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<td>Customer-Server</td>
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<td>Gateway: gw1-BW103...</td>
<td></td>
</tr>
<tr>
<td>2021-02-05 11:59:05</td>
<td>High</td>
<td></td>
<td>PROBLEM</td>
<td>Customer-Switch</td>
<td>ICMP DOWN</td>
<td></td>
<td></td>
<td>No</td>
<td>Gateway: gw1-BW103...</td>
<td></td>
</tr>
</tbody>
</table>

Displaying 6 of 6 found

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Select one button from TRIGGER or HISTORY to create Jira ticket.
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/
More content like this

https://linkedin.com/company/opensource-ict-solutions
Questions?
Giveaway winners

Randy Nelson

Rolf Ljosdal

Lars Baad-jensen