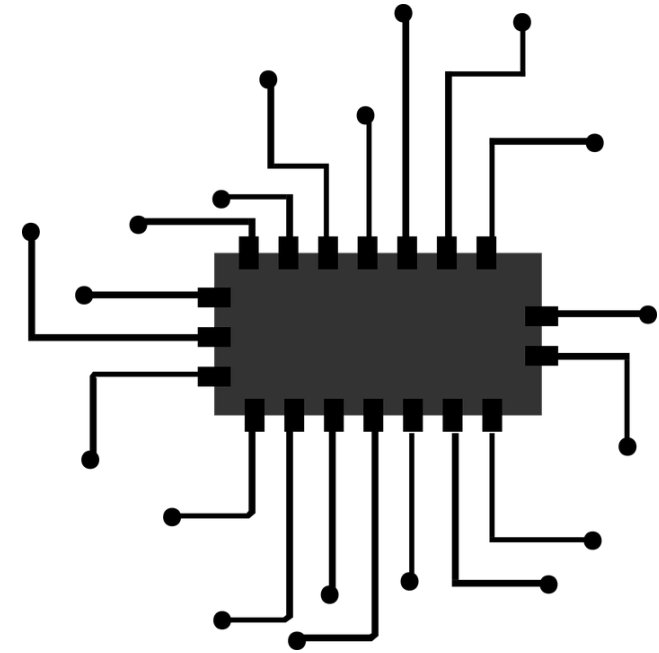


Utilizing Frontend scripts to integrate Service Desks



Who am I?



Nathan Liefing
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

Form for creating a new script:

- Name:
- Scope: ☒ Action operation ☐ Manual host action ☐ Manual event action
- Type: ☒ Webhook ☐ Script ☐ SSH ☐ Telnet ☐ IPMI
- Parameters table:

Name	Value	Action
Add		
- Script:
- Timeout:
- Description:
- Host group:
-

Form for editing a Jira ServiceDesk webhook:

- Name:
- Type:
- Parameters table:

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_requestkey}	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:
- Timeout:
- Process tags: ☒
- Include event menu entry: ☒
- Menu entry name:
- Menu entry URL:
- Description:
- Enabled: ☒
-

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>

API Tokens

Create API token

Revoke all API tokens

Your API tokens need to be treated as securely as any other password. You can only create a maximum of 25 tokens at a time.

Label	Last accessed	Action
ZBX	Never Accessed	Revoke

Make sure to check:

<https://www.zabbix.com/integrations>



2 - Setup the frontend script

Copy parameters or create custom values

Media type Message templates 5 Options

* Name

Type

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](#)



* Name

Scope

Menu path

Type


Parameters

Name	Value	Action
alert_message	{ALERT.MESSAGE}	Remove
alert_subject	{ALERT.SUBJECT}	Remove
event_recovery_value	{EVENT.RECOVERY.VALUE}	Remove
event_source	{EVENT.SOURCES}	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](#)

2 – Setup the frontend script

Copy script or add custom one

* Script 

Timeout

Process tags ☒

Include event menu entry ☒


* Menu entry name

* Menu entry URL

Description

Enabled ☒



* Script 

* Timeout

Description

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

Host group

User group

Required host permissions ☒ Read ☐ Write

Enable confirmation ☐

Confirmation text

2 – Setup the frontend script

Change or fill in parameters

* Name

Scope ☐ Action operation ☐ Manual host action ☒ Manual event action

Menu path

Type ☒ Webhook ☐ Script ☐ SSH ☐ Telnet ☐ IPMI

Name	Value	Action
alert_message	There is a problem on {HOST.HO\$	Remove
alert_subject	Severity:{EVENT.SEVERITY} Prot	Remove
event_recovery_value	{EVENT.RECOVERY.VALUE}	Remove
event_source	0	Remove
event_tags_json	{EVENT.TAGSJSON}	Remove
event_update_status	{EVENT.UPDATE.STATUS}	Remove
event_value	{EVENT.VALUE}	Remove
jira_password	634jsd734JDFJ883mr7j8joHf666	Remove
jira_request_key	{EVENT.TAGS.__zbx_jira_reques	Remove
jira_request_type_id	118	Remove
jira_servicedesk_id	15	Remove
jira_url	https://company.atlassian.net/	Remove
jira_user	nathan@company.nl	Remove
Add		

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

Time	Severity	Recovery time	Status	Info	Host	Problem	Duration	Ack	Actions	Tags
2021-05-04 13:58:15	High		PROBLEM	Customer-Server	Link A down		4m 4d 20h	No		Gateway: Customer-S...
May										
2021-02-05 17:16:11	Not classified		PROBLEM	Customer-Switch	OICTS - MC			No		Gateway: gw1-BW103...
2021-02-05 17:16:11	Not classified		PROBLEM	Customer-Switch	OICTS - MC			No		Gateway: gw1-BW103...
2021-02-05 17:16:11	Not classified		PROBLEM	Customer-Switch	OICTS - MC			No		Gateway: gw1-BW103...
2021-02-05 12:00:07	High		PROBLEM	Customer-Server	ICMP D			No		Gateway: BW1035 Problem: Reachability
2021-02-05 11:59:05	High		PROBLEM	Customer-Switch	ICMP DOW			No		Gateway: gw1-BW103... Problem: Reachability

0 selected Mass update

Displaying 6 of 6 found

TRIGGER	
Problems	
Configuration	
HISTORY	
Test links	
SCRIPTS	
ServiceDesk	Create Jira ticket

3 – The result

See your ticket come in

Back

OICTS-93

Severity:High Problem on:Customer-Server - Link A down

Create subtask

Link issue

Timetracker

Nathan Liefing

raised this request via API

[View request in portal](#)

Description

There is a problem on Customer-Server - Link A down with severity: High since 2021.05.04

Hide details

Similar requests

Activity

Show:

All

Comments

History

Work log

Oldest first

Add internal note / Reply to customer

Pro tip: press **M** to comment

Open

SLAs

7h 59m

Time to first response within 8h

47h 59m

Time to resolution within 48h

Pinned fields

Assignee

Unassigned

Reporter

Nathan Liefing

Organizations

None

Request participants

None

Details

Request Type

Emailed request

Knowledge base

2 related articles

Due date

None

Priority

P3 - Minor

More fields

Labels, Approvers, Time tracking, Original estimate

Created 38 seconds ago

Updated 38 seconds ago

Configure

Let's wrap things up

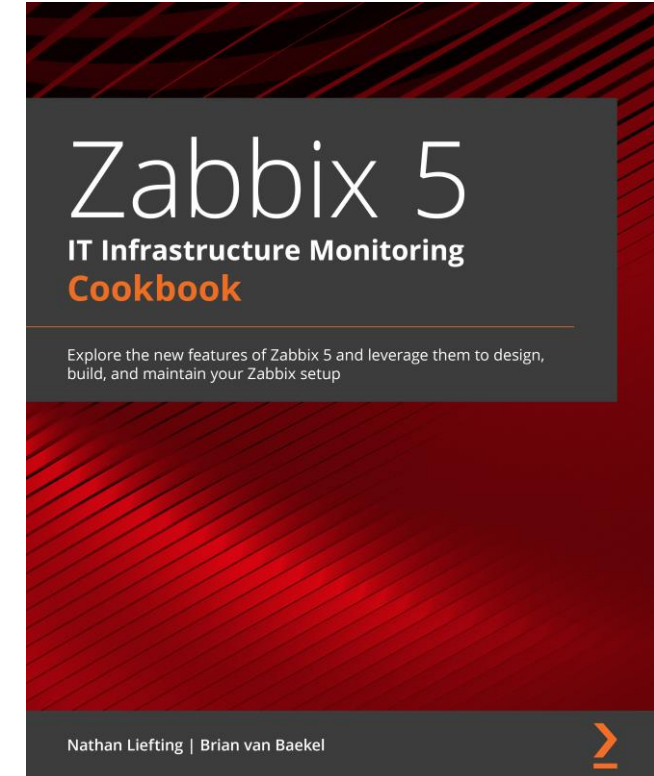
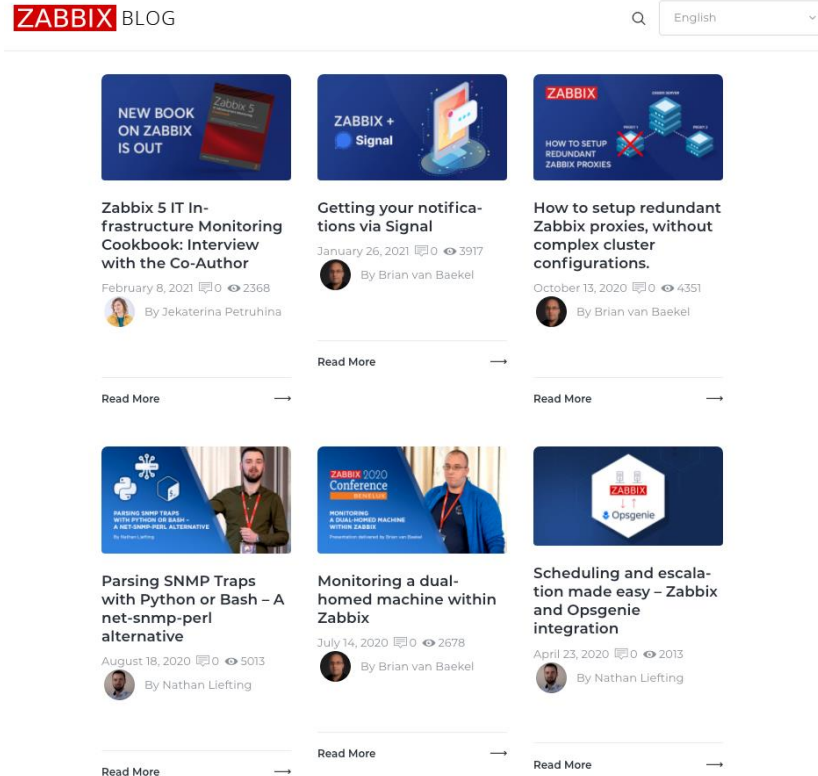
- Copy over Zabbix default media type values
- Think of what your message should state
- Change the values in the script
- Click problem name to create a ticket
- Enjoy!

For a complete text guide see:

<https://blog.zabbix.com/setting-up-manual-ticket-creation-using-zabbix-frontend-scripts/15550/>



More content like this



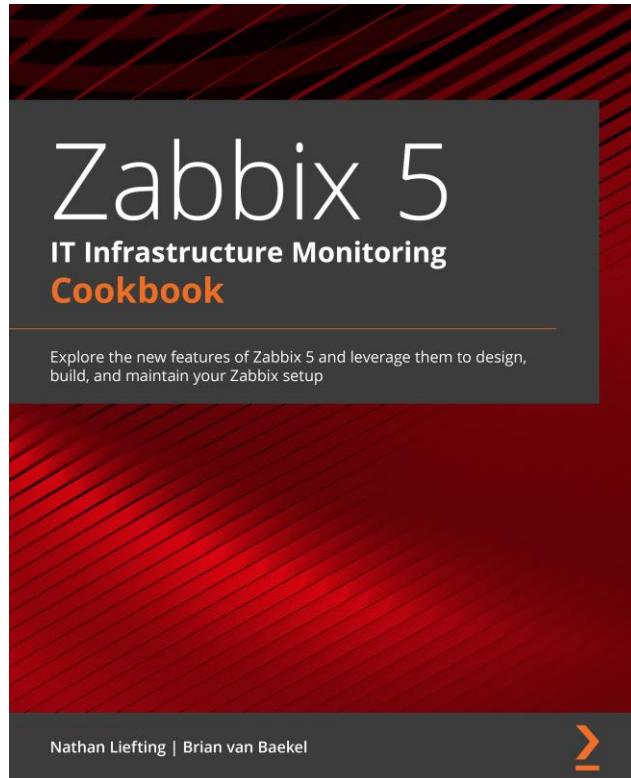
<https://linkedin.com/company/opensource-ict-solutions>



Questions?



Giveaway winners



Randy Nelson

Rolf Ljosdal

Lars Baad-jensen



Opensource ICT Solutions