

ZABBIX

PRAKTICKÁ UKÁZKA NAPOJENÍ ZABBIXU NA JIRA SERVICE DESK



1

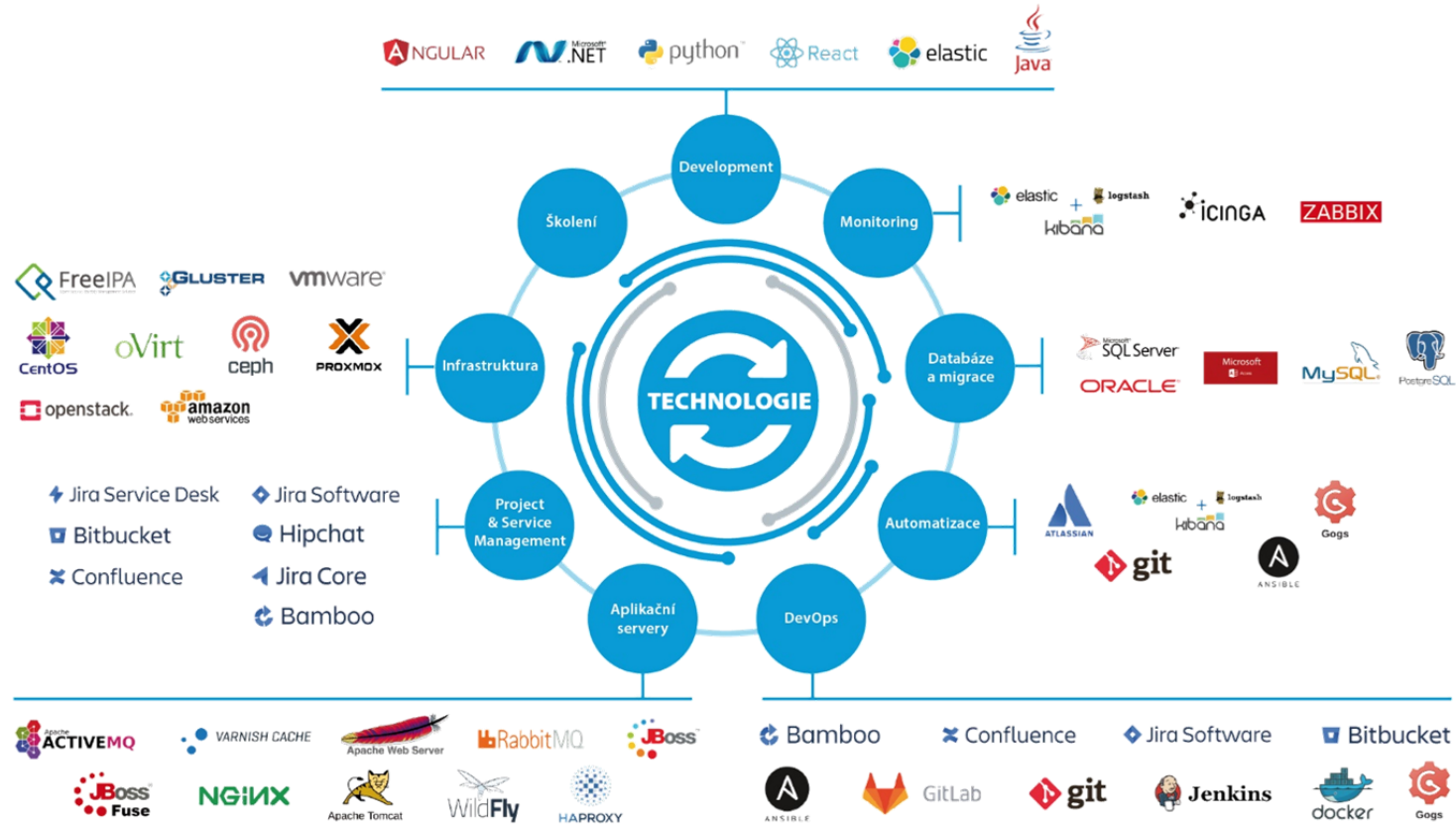
Představení CoreIT



Představení CoreIT

ZABBIX

Jsme mladá společnost složená ze zkušených IT profesionálů, specializující se na komplexní řešení open source. Pro naše klienty poskytujeme strategické partnerství na nejvyšší technologické úrovni v mnoha oblastech jako je DevOps, agilní vývoj, aplikační infrastruktura, monitorování a řešení pro podporu IT služeb. Zabýváme se také obchodními procesy a podporou workflow.



Zabbix v CoreIT

- ⚡ Součástí týmu je jediný certifikovaný trenér pro všechny Zabbix kurzy v České republice a na Slovensku, Tomáš Heřmánek.
- ⚡ Zabbix je nasazen u desítek našich zákazníků.
- ⚡ Pořádáme pravidelné webináře, které pokrývají nejrůznější oblasti Zabbix monitoringu, to vše doplněné o možnosti našich služeb.



Atlassian v CoreIT

- ⚡ Jako Atlassian Silver Solution partneři vám pomůžeme nastavit efektivní týmovou spolupráci díky správně integrovaným nástrojům společnosti Atlassian.
- ⚡ Naše služby v oblasti Atlassian: konzultace a implementace, technická podpora a provoz, prodej licencí



Silver
Solution Partner

2

Co je to webhook?



Co je to webhook?

Pro napojení Zabbixu do Jira Service Desku budeme používat webhook. Co to ale vlastně je?

- Webhook pro média je užitečný pro HTTP volání využívající JavaScript pro přímou integraci s externími systémy jako jsou helpdesky nebo messangery.
- Je dostupný od verze 4.2
- Používá JavaScript
- Zpracovává se na Zabbix serveru



Co je to webhook?

ZABBIX

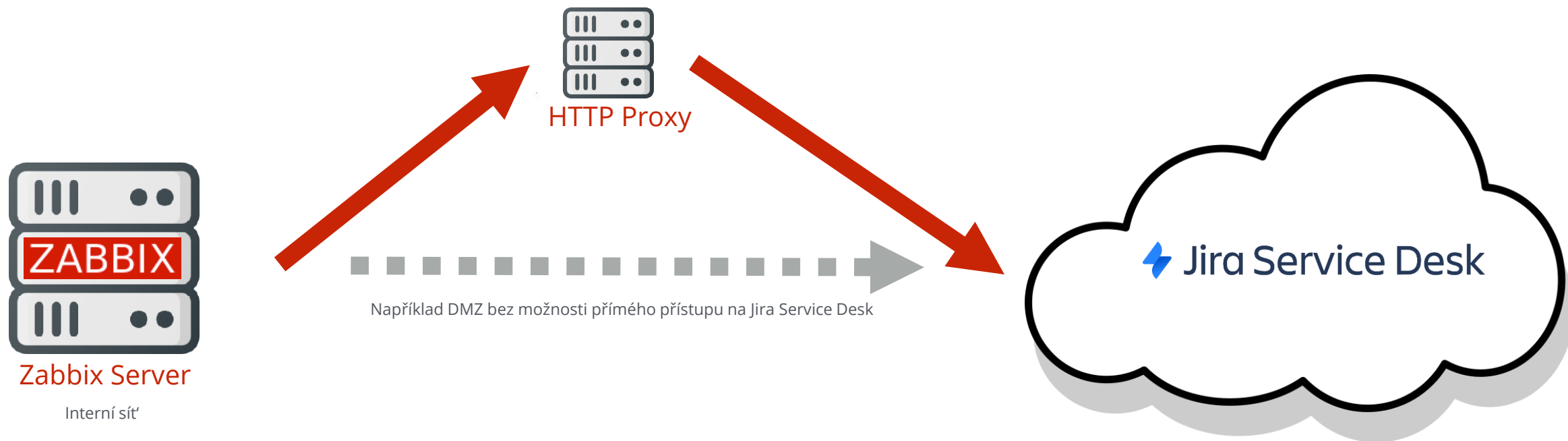


Zabbix Server



Co je to webhook?

ZABBIX



- ⚡ Od verze 5.0
- ⚡ Prázdný parametr se automaticky předvyplní pro nový webhook media "HTTPProxy"

Co je to webhook?

Další nativní media types používající webhook:



Co je to webhook?

ZABBIX

Oblíbené u našich zákazníků

 Jira Service Desk

 Microsoft Teams

 Opsgenie

 REDMINE

 slack

 OTRS

3

Nastavení Jira Service Desk



Co musíme zařídit:

- Vytvořit uživatele s přístupem do Service Desku
- Zjistit Jira Service Desk ID
- Zjistit Jira Service Desk Request type
- V případě použití Custom fieldu je potřeba vytvořit a zjistit jeho ID

Nastavení Jira Service Desk

ZABBIX

Administration > [User management]

CoreIT


Dashboards ▾ Projects ▾ Issues ▾ [Create](#)

🔍 Search



System Dashboard

Introduction



Welcome to Meetup Zabbix

Not sure where to start? Check out the [Jira 101 guide](#) and [Atlassian training course](#).

You can [customize this text](#) in the Administration section.


Assigned to Me

You currently have no [issues](#) assigned to you. Enjoy your day!

Activity Stream

Your Company Jira

Today



Tomas Hermanek created [MEET-1 - What am I looking at?](#)

- You are now looking at an issue in one of your preset queues. This is where your agents work on your end users' requests.
- On your left hand side are the queues where you can easily see all requests coming from your end users.
- You can also see

[Read more](#) »

31 minutes ago [Comment](#) [Watch](#)

- JIRA ADMINISTRATION
- Applications
- Projects
- Issues
- Manage apps
- User management**
- Latest upgrade report
- System

Nastavení Jira Service Desk

ZABBIX

⚡ Vyplňte své heslo pro eskalaci práv a potvrďte ho tlačítkem „Confirm“

CoreIT

Dashboards ▾

Projects ▾

Issues ▾

Create

Search



Administrator Access

⚠ If you were sent to this page from a link obtained from an untrusted source please proceed with caution or validate the link source before continuing.

You have requested access to an administrative function in Jira and are required to validate your credentials below.

Username **tomas.hermanek@coreit.cz** [Not You?](#)

Password

Atlassian Jira [Project Management Software](#) (v8.13.0#813000-sha1:8c68d80) · [About Jira](#) · [Report a problem](#)

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ATlassian

Nastavení Jira Service Desk

ZABBIX

🔊 Klikněte na tlačítko „Create user“ a vytvořte tak nového uživatele

⚠️ You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

CoreIT

Dashboards ▾

Projects ▾

Issues ▾

Create

🔍 Search



Administration 🔍 Search Jira admin



Applications Projects Issues Manage apps User management Latest upgrade report System

USER MANAGEMENT

Users

Groups

Anonymization

Jira user server

USER DIRECTORIES

User Directories

Users

Invite users

Create user

Filter users

Name, username or email contains 🔍

In group

Any ▾

Application access

All Users ▾

Status

All Users ▾

Users per page

20 ▾

Filter

Reset

Displaying users 1 to 1 of 1.

Full name	Username	Login details	Group name	Applications	Directory	Actions
Tomas Hermanek	tomas.hermanek@coreit.cz tomas.hermanek@coreit.cz	Count: 6 Last: Just now	jira-administrators jira-servicedesk-users	JIRA Service Desk	Jira Internal Directory	Edit ...

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▲ ATlassian

Nastavení Jira Service Desk

ZABBIX

⚡ Vyplňte pole označená červeně, nezapomeňte zakliknout přístup do Jira Service Desku a poté klikněte na tlačítko „Create user“

⚠ You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

CoreIT

Dashboards ▾

Projects ▾

Issues ▾

Create

Search



Create new user

Email address*	<input type="text" value="zabbix@coreit.cz"/>
Full name*	<input type="text" value="Zabbix"/>
Username*	<input type="text" value="zabbix"/>
Password	<input type="password" value="....."/>

If you do not enter a password, one will be generated automatically.

Send notification email ⓘ

Application access JIRA Service Desk

Create another

Create user Cancel

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[Report a problem](#)

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Nastavení Jira Service Desk

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Po všech předchozích krocích uvidíte nové uživatele stejně jako na obrázku níže

You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

CoreIT Dashboards ▾ Projects ▾ Issues ▾ [Create](#) Search

Administration Search Jira admin Back to project: Meetup

Applications Projects Issues Manage apps [User management](#) Latest upgrade report System

USER MANAGEMENT
Users
Groups
Anonymization
Jira user server
USER DIRECTORIES
User Directories

Users

Filter users In group Application access Status Users per page

Name, username or email contains Any All Users All Users 20 Filter Reset

Displaying users 1 to 2 of 2.

Full name	Username	Login details	Group name	Applications	Directory	Actions
Zabbix	zabbix zabbix@coreit.cz	Never logged in	jira-servicedesk-users	JIRA Service Desk	Jira Internal Directory	Edit ...
Tomas Hermanek	tomas.hermanek@coreit.cz tomas.hermanek@coreit.cz	Count: 10 Last: 1 minute ago	jira-administrators jira-servicedesk-users	JIRA Service Desk	Jira Internal Directory	Edit ...

Nastavení Jira Service Desk

ZABBIX

Administration > [Issues]

⚠ You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

CoreIT

Dashboards ▾

Projects ▾

Issues ▾

Create

🔍 Search



Administration 🔍 Search Jira admin

Applications Projects Issues Manage apps **User management** Latest upgrade report System

USER MANAGEMENT

Users

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Jira user server

USER DIRECTORIES

User Directories

Users

Filter users

Name, username or email contains 🔍

In group

Any ▾

Application access

All Users ▾

Status

All Users ▾

Users per page

20 ▾

Filter

Reset

Displaying users 1 to 2 of 2.

Full name	Username	Login details	Group name	Applications	Directory	Actions
Zabbix	zabbix zabbix@coreit.cz	Never logged in	jira-servicedesk-users	JIRA Service Desk	Jira Internal Directory	Edit ...
Tomas Hermanek	tomas.hermanek@coreit.cz tomas.hermanek@coreit.cz	Count: 21 Last: Just now	jira-administrators jira-servicedesk-users	JIRA Service Desk	Jira Internal Directory	Edit ...

JIRA ADMINISTRATION

Applications

Projects

Issues

Manage apps

User management

Latest upgrade report

System

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Nastavení Jira Service Desk

ZABBIX

Custom fields > [Add custom field]

You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

CoreIT

Dashboards ▾

Projects ▾

Issues ▾

Create

Search



Administration

Search Jira admin

Applications Projects **Issues** Manage apps User management Latest upgrade report System

ISSUE TYPES

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Field configuration schemes

PRIORITIES

Priorities

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Time tracking

Issue linking

Custom fields

Add custom field

Add extra fields to your issues to define them more precisely. From simple text fields to development summaries, you can create different types of custom fields and configure how they're displayed to your users. Here you can manage your existing custom fields, or create new ones.

Search... Project: All Type: All Screen: All

Name	Type	Available Contexts	Screens	Actions
Approvals LOCKED Provides search options for Jira Service Desk approvals information. This custom field is created programmatically and required by Service De	Approvals	Global (all projects)	0 screens	
Approvers Contains users needed for approval. This custom field was created by Jira Service Desk.	User Picker (multiple users)	Global (all projects)	1 screen	
Customer Request Type LOCKED Holds information about which Service Desk was used to create a ticket. This custom field is created programmatically and must not be modif	Customer Request Type Custom Field	Global (all projects)	0 screens	
Development LOCKED Development Summary Field for Jira Software use only.	Development Summary	Global (all projects)	0 screens	
Epic Color LOCKED Epic Colour field for Jira Software use only.	Color of Epic	Global (all projects)	0 screens	
Epic Link LOCKED Choose an epic to assign this issue to.	Epic Link Relationship	Global (all projects)	0 screens	
Epic Name LOCKED Provide a short name to identify this epic.	Name of Epic	Global (all projects)	0 screens	
Epic Status LOCKED Epic Status field for Jira Software use only.	Status of Epic	Global (all projects)	0 screens	
Linked major incidents LOCKED A custom field to store major incidents linked to an issue. This custom field is created programmatically and required by Service Desk.	Linked major incidents	Global (all projects)	0 screens	
Organizations LOCKED	Organizations	Global (all projects)	1 screen	

Nastavení Jira Service Desk

ZABBIX

Pro Váš Custom field si zvolte typ „Text Field (single line)“ a klikněte na „Next“

You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

CoreIT Dashboards ▾ Projects ▾ Issues ▾ Create

Administration Search Jira admin

Applications Projects **Issues** Manage apps User management Latest upgrade report System

Custom fields

Add extra fields to your issues to define them more precisely. Here you can manage your existing custom fields, or create new ones.

Search... Project: All

Name

Name	Screens	Actions
Approvals LOCKED Provides search options for Jira Service Desk approvals information.	0 screens	⚙️
Approvers Contains users needed for approval. This custom field was created by Service Desk.	1 screen	⚙️
Customer Request Type LOCKED Holds information about which Service Desk was used to create the issue.	0 screens	⚙️
Development LOCKED Development Summary Field for Jira Software use only.	0 screens	⚙️
Epic Color LOCKED Epic Colour field for Jira Software use only.	0 screens	⚙️
Epic Link LOCKED Choose an epic to assign this issue to.	0 screens	⚙️
Epic Name LOCKED Provide a short name to identify this epic.	0 screens	⚙️
Epic Status LOCKED Epic Status field for Jira Software use only.	0 screens	⚙️
Linked major incidents LOCKED A custom field to store major incidents linked to an issue. This custom field is created programmatically and required by Service Desk.	0 screens	⚙️
Organizations LOCKED Stores the organizations that are associated with a Service Desk customer portal requests. This custom field is created programmatically and	1 screen	⚙️

Select a Field Type

Search

- All
- Standard**
- Advanced

<input type="text"/>	Select List (single choice) A single select list with a configurable list of options.
<input type="text"/>	Text Field (multi-line) A multiline text area custom field to allow input of longer text strings.
<input type="text"/>	Text Field (single line) A basic single line text box custom field to allow simple text input.
<input type="text"/>	URL Field Allow the user to input a single URL.
<input type="text"/>	User Picker (single user) Choose a user from the user base via a popup picker window.

[Find more custom fields](#) **Next** Cancel

Nastavení Jira Service Desk

ZABBIX

⚡ Vyplňte libovolný název (v našem případě „Environment“) a klikněte na „Create“

You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

CoreIT Dashboards ▾ Projects ▾ Issues ▾ **Create** Search

Administration Search Jira admin Back to project: Meetup

Applications Projects **Issues** Manage apps User management Latest upgrade report System

ISSUE TYPES
Issue types
Issue type schemes
Sub-tasks

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Issue type screen schemes

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Custom fields
Field configurations
Field configuration schemes

PRIORITIES
Priorities
Priority schemes

ISSUE FEATURES
Time tracking
Issue linking

Custom fields

Add extra fields to your issues to define them more precisely. Custom fields are displayed to your users. Here you can manage your existing custom fields, or create new ones.

Search... Project: All Add custom field

Name

Approvals LOCKED
Provides search options for Jira Service Desk approvals information.

Approvers
Contains users needed for approval. This custom field was created programmatically.

Customer Request Type LOCKED
Holds information about which Service Desk was used to create the issue.

Development LOCKED
Development Summary Field for Jira Software use only.

Epic Color LOCKED
Epic Colour field for Jira Software use only.

Epic Link LOCKED
Choose an epic to assign this issue to.

Epic Name LOCKED
Provide a short name to identify this epic.

Epic Status LOCKED
Epic Status field for Jira Software use only.

Linked major incidents LOCKED
A custom field to store major incidents linked to an issue. This custom field is created programmatically and required by Service Desk.

Organizations LOCKED
Stores the organizations that are associated with a Service Desk customer portal requests. This custom field is created programmatically and required by Service Desk.

Custom field	Global scope	Screens	Actions
Approvals	Global (all projects)	0 screens	⚙️
Approvers	Global (all projects)	1 screen	⚙️
Customer Request Type	Global (all projects)	0 screens	⚙️
Development	Global (all projects)	0 screens	⚙️
Epic Color	Global (all projects)	0 screens	⚙️
Epic Link	Global (all projects)	0 screens	⚙️
Epic Name	Global (all projects)	0 screens	⚙️
Epic Status	Global (all projects)	0 screens	⚙️
Linked major incidents	Global (all projects)	0 screens	⚙️
Organizations	Global (all projects)	1 screen	⚙️

Configure 'Text Field (single line)' Field

Name* Environment

Description

Previous **Create** Cancel

Nastavení Jira Service Desk

ZABBIX

⚡ Nevyplňujte žádná pole, pouze klikněte na „Update“

⚠ You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

CoreIT

Dashboards ▾ Projects ▾ Issues ▾ [Create](#)

🔍 Search



Administration 🔍 Search Jira admin

Applications Projects **Issues** Manage apps User management Latest upgrade report System

ISSUE TYPES

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ISSUE FEATURES

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Issue linking

ISSUE ATTRIBUTES

Associate field Environment to screens

Associate the field Environment to the appropriate screens. You must associate a field to a screen before it will be displayed. New fields will be added to the end of a tab.

Screen	Tab	Select
Default Screen	Field Tab	<input type="checkbox"/>
Jira Service Desk Pending Reason screen	Field Tab	<input type="checkbox"/>
Jira Service Desk Pending Reason screen - 2	Field Tab	<input type="checkbox"/>
Jira Service Desk Pending Reason screen - 3	Field Tab	<input type="checkbox"/>
Jira Service Desk Resolve Issue Screen	Field Tab	<input type="checkbox"/>
Jira Service Desk Resolve Issue Screen - 2	Field Tab	<input type="checkbox"/>
Jira Service Desk Resolve Issue Screen - 3	Field Tab	<input type="checkbox"/>
MEET: Jira Service Desk Screen	Default	<input type="checkbox"/>
MEET: Task Management Create Issue Screen	Field Tab	<input type="checkbox"/>
MEET: Task Management Edit/View Issue Screen	Field Tab	<input type="checkbox"/>
PM: Simple Issue Tracking Resolve Issue Screen	Field Tab	<input type="checkbox"/>
Resolve Issue Screen	Field Tab	<input type="checkbox"/>
Workflow Screen	Field Tab	<input type="checkbox"/>
Workflow Screen - 2	Field Tab	<input type="checkbox"/>
Workflow Screen - 3	Field Tab	<input type="checkbox"/>
Workflow Screen - 4	Field Tab	<input type="checkbox"/>

[Update](#) [Cancel](#)

Nastavení Jira Service Desk

ZABBIX

🔊 Zde si vyfiltrujete Váš Custom field a v „Actions“ klikněte na „Edit“

⚠️ You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

CoreIT

Dashboards ▾

Projects ▾

Issues ▾

Create

🔍 Search



Administration

🔍 Search Jira admin

🔊 Back to project: Meetup

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Custom fields

Add custom field

Add extra fields to your issues to define them more precisely. From simple text fields to development summaries, you can create different types of custom fields and configure how they're displayed to your users. Here you can manage your existing custom fields, or create new ones.

env 🔍 Project: All ▾ Type: All ▾ Screen: All ▾

Name	Type	Available Contexts	Screens	Actions
Environment	Text Field (single line)	Global (all projects)	0 screens	

- Configure
- Edit**
- Translate
- Screens
- Delete

Nastavení Jira Service Desk

ZABBIX

⚡ Zde na nic neklikejte, pouze si zkopírujte z url adresy ID, budete ho později potřebovat

The screenshot shows a web browser window with the URL `https://trainer.coreit.cz/jira/secure/admin/EditCustomField/default.jspx?id=10202`. The page title is "Administration" and the breadcrumb is "Issues > Edit Custom Field Details". The main content area is titled "Edit Custom Field Details" and includes a warning: "If the search template is changed, manual reindexing must follow". The form contains the following fields:

- Field Name:** Environment
- Description:** A large text area for describing the custom field.
- Search Template:** A dropdown menu currently set to "Number Searcher". A note below it states: "Note that changing a custom field searcher may require a re-index."

At the bottom of the form, there are two buttons: "Update" and "Cancel". The left sidebar contains a navigation menu with categories like "ISSUE TYPES", "WORKFLOWS", "SCREENS", "FIELDS", "PRIORITIES", and "ISSUE FEATURES". The "Custom fields" option under "FIELDS" is highlighted.

Nastavení Jira Service Desk

Projects > [Meetup (MEET)]

You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

Administration

Search Jira admin

Applications | Projects | **Issues** | Management | Latest upgrade report | System

- ISSUE TYPES
 - Issue types
 - Issue type schemes
 - Sub-tasks
- WORKFLOWS
 - Workflows
 - Workflow schemes
- SCREENS
 - Screens
 - Screen schemes
 - Issue type screen schemes
- FIELDS
 - Custom fields**
 - Field configurations
 - Field configuration schemes
- PRIORITIES
 - Priorities
 - Priority schemes
- ISSUE FEATURES
 - Time tracking

- CURRENT PROJECT
- Meetup (MEET)**
 - Service Desk
 - Business
 - View All Projects
 - Import External Project
 - Create project

Environment

A description of this particular custom field. You can include Wiki markup.

Search Template:

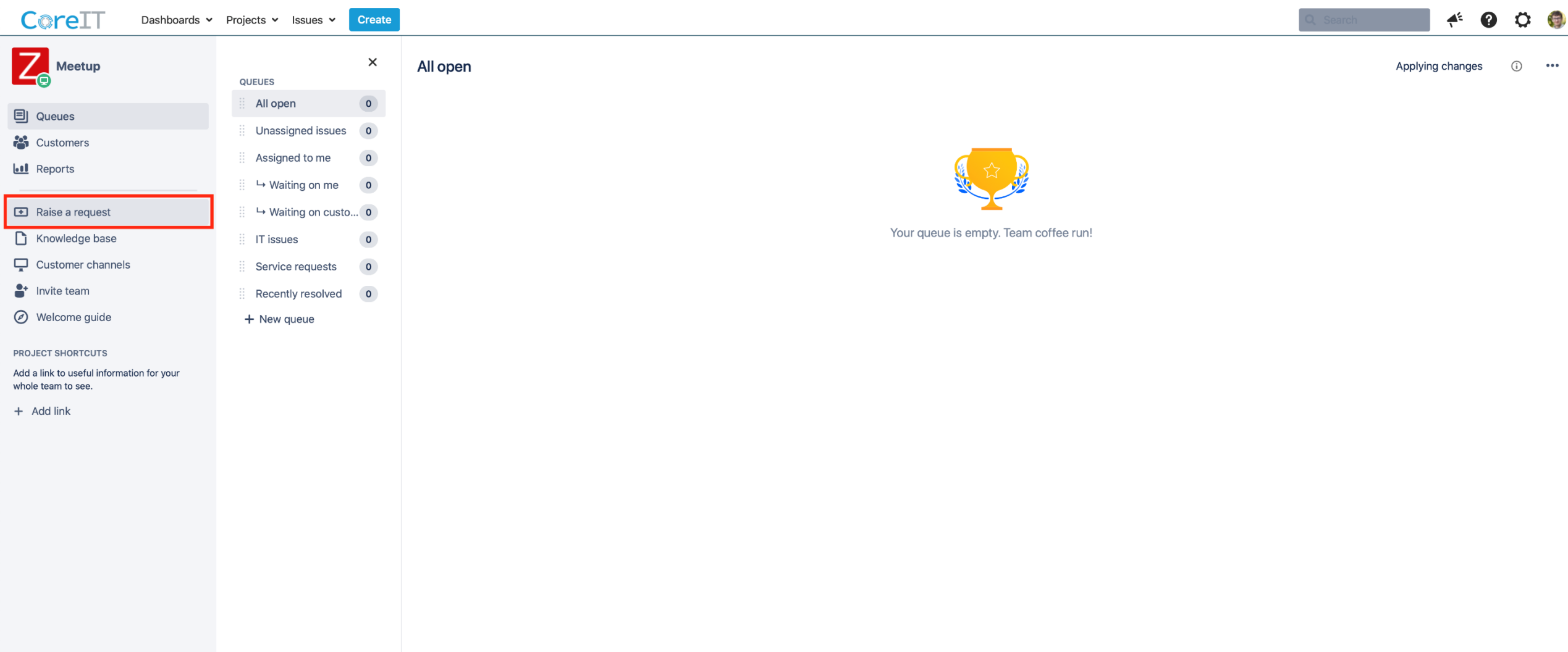
Note that changing a custom field searcher may require a [re-index](#).

Update Cancel

Nastavení Jira Service Desk

ZABBIX

🔊 Klikněte na „Raise a request“ a v novém okně se Vám otevře stránka



The screenshot displays the Jira Service Desk interface. At the top left, the 'CoreIT' logo is visible, followed by navigation tabs for 'Dashboards', 'Projects', and 'Issues', and a 'Create' button. A search bar is located at the top right. The left sidebar contains a 'Meetup' section with a red border around the 'Raise a request' button. Below this are sections for 'Queues' and 'Project Shortcuts'. The main content area shows a list of queues under the heading 'All open', with the 'All open' queue selected. The message 'Your queue is empty. Team coffee run!' is displayed in the center of the main area.

CoreIT Dashboards ▾ Projects ▾ Issues ▾ Create

Search

Applying changes ⓘ ⋮

Meetup

- Queues
- Customers
- Reports
- Raise a request**
- Knowledge base
- Customer channels
- Invite team
- Welcome guide

PROJECT SHORTCUTS

Add a link to useful information for your whole team to see.

+ Add link

QUEUES

- All open 0
- Unassigned issues 0
- Assigned to me 0
- ↳ Waiting on me 0
- ↳ Waiting on custo... 0
- IT issues 0
- Service requests 0
- Recently resolved 0
- + New queue

All open

Your queue is empty. Team coffee run!

Nastavení Jira Service Desk

ZABBIX

⚡ Zkopírujte z url poslední číslo, poté okno zavřete a vraťte se do původního okna, viz předchozí slide



Help Center

Add announcement

Requests



Help Center

Meetup

Welcome! You can raise a Meetup request from the options provided.

What do you need help with?



General

Need approval



Incident

Zabbix Meetup



IT help

Get general tech support, like help with the Wi-Fi or printing.



Computer support

If you have problems with your laptop, let us know here.



Purchase under \$100

Order something small, like a keyboard. If it's under \$100, you don't need approval.



Employee exit

Moving on to better things? Start your transition here.



New employee

Onboard a new hire.

Nastavení Jira Service Desk

ZABBIX

[Projects settings]

CoreIT

Dashboards ▾ Projects ▾ Issues ▾ [Create](#)

🔍 Search



Queues

Customers

Reports

Raise a request

Knowledge base

Customer channels

Invite team

Welcome guide

PROJECT SHORTCUTS

Add a link to useful information for your whole team to see.

+ Add link

×

QUEUES

- All open 0
- Unassigned issues 0
- Assigned to me 0
- ↳ Waiting on me 0
- ↳ Waiting on custo... 0
- IT issues 0
- Service requests 0
- Recently resolved 0

+ New queue

All open



Your queue is empty. Team coffee run!

Applying changes



⚙️ Project settings



Nastavení Jira Service Desk

ZABBIX

Screens > [MEET: Jira Service Desk Screen]

You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

CoreIT

Dashboards ▾ Projects ▾ Issues ▾ [Create](#)

Search



Project settings



Summary



Details



Re-index project



Delete project



Request types



Customer permissions



Language support



Portal settings



Email requests



Customer notifications



Satisfaction settings



Knowledge base



SLAs



Calendars



Automation



Incident management



Issue types



IT Help



Service Request



Service Request with Appro...



Sub-task



Task



Workflows



Screens



Fields



Edit your project's screens

Screens group together the fields that are visible on an issue type. You can change which fields are visible by editing the screen, providing the screen isn't shared with other projects. To do so, select a screen and start editing. Check out our [screens documentation](#) for more info.

Screens

A screen defines how fields are displayed for an issue. Different screens can be used when an issue is created, viewed, edited, or transitioned through a workflow.

The screen scheme defines which screens apply to each issue type. To change the screens used, you can select a different screen scheme, or modify the current scheme.

[Learn more about Screens](#)

Scheme used by this project: MEET: Jira Service Desk Issue Type Screen Scheme

MEET: Jira Service Desk Screen Scheme **DEFAULT**

These 5 issue types...

- IT Help
- Service Request
- Service Request with Approvals
- Task
- Sub-task

...use this screen scheme

Operation	Screen
Create Issue	MEET: Jira Service Desk Screen
Edit Issue	MEET: Jira Service Desk Screen
View Issue	MEET: Jira Service Desk Screen

Nastavení Jira Service Desk

ZABBIX

Zde si vyfiltrujete „env“ a odklikněte „Environment Text Field...“, který jste si dříve vytvořili

You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

CoreIT

Dashboards ▾ Projects ▾ Issues ▾ **Create**

Search



Project settings



- Summary
- Details
- Re-index project
- Delete project
- Request types
- Customer permissions
- Language support
- Portal settings
- Email requests
- Customer notifications
- Satisfaction settings
- Knowledge base
- SLAs
 - Calendars
- Automation
- Incident management

- Issue types
 - IT Help
 - Service Request
 - Service Request with Appro...
 - Sub-task
 - Task

Workflows

MEET: Jira Service Desk Screen

Default

Field	Type
Summary	System field
Issue Type	System field
Reporter	System field
Component/s	System field
Attachment	System field
Due Date	System field
Description	System field
Linked Issues	System field
Assignee	System field
Priority	System field
Labels	System field
Request participants	Request Participants
Approvers	User Picker (multiple users)
Organizations	Organizations

env

Environment

Text Field (single line)

Add

Nastavení Jira Service Desk

ZABBIX

Po zvolení filtru klikněte na „Add“

You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

CoreIT

Dashboards ▾

Projects ▾

Issues ▾

Create

Search



Project settings



Summary



Details



Re-index project



Delete project



Request types



Customer permissions



Language support



Portal settings



Email requests



Customer notifications



Satisfaction settings



Knowledge base



SLAs



Calendars



Automation



Incident management



Issue types



IT Help



Service Request



Service Request with Appro...



Sub-task



Task

MEET: Jira Service Desk Screen

Default

Field	Type
Summary	System field
Issue Type	System field
Reporter	System field
Component/s	System field
Attachment	System field
Due Date	System field
Description	System field
Linked Issues	System field
Assignee	System field
Priority	System field
Labels	System field
Request participants	Request Participants
Approvers	User Picker (multiple users)
Organizations	Organizations

Environment

Add

Nastavení Jira Service Desk

ZABBIX

📶 Po úspěšném přidání uvidíte potvrzení stejně jako na obrázku níže

⚠️ You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

CoreIT

Dashboards ▾

Projects ▾

Issues ▾

Create

🔍 Search



Project settings

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Calendars

Automation

Incident management

Issue types

IT Help

Service Request

Service Request with Appro...

Sub-task

Task

MEET: Jira Service Desk Screen

||| Default ✎ +

Field	Type
Summary	System field
Issue Type	System field
Reporter	System field
Component/s	System field
Attachment	System field
Due Date	System field
Description	System field
Linked Issues	System field
Assignee	System field
Priority	System field
Labels	System field
Request participants	Request Participants
Approvers	User Picker (multiple users)
Organizations	Organizations
Environment	Text Field (single line)

Field name

Add

Nastavení Jira Service Desk

ZABBIX

Request types > [General]

⚡ Vyplňte políčka „Request name“ a „Description (Optional)“ a poté klikněte na „Create request type“

⚠ You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

CoreIT Dashboards ▾ Projects ▾ Issues ▾ Create

Search

Project settings

- Summary
- Details
- Re-index project
- Delete project
- Request types**
- Customer permissions
- Language support
- Portal settings
- Email requests
- Customer notifications
- Satisfaction settings
- Knowledge base
- SLAs
 - Calendars
- Automation
- Incident management

Issue types

- IT Help
- Service Request







Request types

GROUPS

- General**
- Need approval

Hidden from portal 0

+ Add group

Icon	Request name	Issue type	Description (Optional)	Actions
	Incident	IT Help	Zabbix Meetup	Create request type
	IT help	IT Help	Get general tech support, like help with the Wi-Fi or printing.	Edit fields Edit groups 1 x
	Computer support	IT Help	If you have problems with your laptop, let us know here.	Edit fields Edit groups 1 x
	Purchase under \$100	IT Help	Order something small, like a keyboard. If it's under \$100, you don't need approval.	Edit fields Edit groups 1 x
	Employee exit	Service Request	Moving on to better things? Start your transition here.	Edit fields Edit groups 1 x
	New employee	Service Request	Onboard a new hire.	Edit fields Edit groups 1 x

Nastavení Jira Service Desk

ZABBIX

🔊 Po vytvoření „Request type“ klikněte na jeho tlačítko „Edit fields“

⚠️ You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

CoreIT

Dashboards ▾

Projects ▾

Issues ▾

Create

🔍 Search



Project settings



Summary

Details

Re-index project

Delete project

Request types

Customer permissions

Language support

Portal settings

Email requests

Customer notifications

Satisfaction settings

Knowledge base

SLAs

Calendars

Automation

Incident management

IT Help

Service Request

Service Request with Appro...

Sub-task

Task

Request types

GROUPS

General

Need approval

Hidden from portal 0

+ Add group

General

Icon	Request name	Issue type	Description (Optional)	Actions
	<input type="text"/>	IT Help		Create request type
	Incident	IT Help	Zabbix Meetup	Edit fields Edit groups 1 x
	IT help	IT Help	Get general tech support, like help with the Wi-Fi or printing.	Edit fields Edit groups 1 x
	Computer support	IT Help	If you have problems with your laptop, let us know here.	Edit fields Edit groups 1 x
	Purchase under \$100	IT Help	Order something small, like a keyboard. If it's under \$100, you don't need approval.	Edit fields Edit groups 1 x
	Employee exit	Service Request	Moving on to better things? Start your transition here.	Edit fields Edit groups 1 x
	New employee	Service Request	Onboard a new hire.	Edit fields Edit groups 1 x

Add existing request type

Create request type

Edit fields

Edit groups 1 x

Edit fields

Edit groups 1 x

Edit fields

Edit groups 1 x

Edit fields

Edit groups 1 x

Edit fields

Edit groups 1 x

Edit fields

Edit groups 1 x

Nastavení Jira Service Desk

ZABBIX

Zde na nic neklikajte, pouze si zkopírujte z url adresy request type ID, budete ho později potřebovat

The screenshot shows the Jira Service Desk administration interface. The browser address bar contains the URL: `https://trainer.coreit.cz/jira/service desk/admin/MEET/request-types/request-type/8`. A notification at the top states: "You have temporary access to administrative functions. Drop access if you no longer require it. For more information, refer to the documentation." The main navigation bar includes "CoreIT", "Dashboards", "Projects", "Issues", and a "Create" button. The left sidebar lists various settings categories, with "Request types" selected. The main content area is titled "Project settings" and "Request types Incident". It shows that the request form is linked to the "IT Help" issue type. There is a section for "Help and instructions" with a text input field and a "Links" field containing the placeholder `[link name|http://example.com]`. Below this is a "Visible fields" table:

Display name	Required	Field help (Optional)	Actions
Summary	Yes		Hide Remove

At the bottom, there is a section for "Hidden fields with preset values" which is currently empty, with the text: "This Request Type has no hidden fields."

Nastavení Jira Service Desk

ZABBIX

[Add a field]

⚠ You have temporary access to administrative functions. [Drop access](#) if you no longer require it. For more information, refer to the [documentation](#).

CoreIT

Dashboards ▾ Projects ▾ Issues ▾ [Create](#)

🔍 Search



Project settings



- Summary
- Details
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- Delete project
- Request types**
- Customer permissions
- Language support
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- Satisfaction settings
- Knowledge base
- SLAs
 - Calendars
- Automation
- Incident management

- Issue types
- IT Help
 - Service Request
 - Service Request with Appro...
 - Sub-task

Request types

Incident

[View this request form](#)

[Fields](#) [Workflow Statures](#)

This request form is linked to the following issue type: **IT Help** (1 of 11 field/s used)

[Add a field](#)

Help and instructions (Optional)

Links

Visible fields

Display name	Required	Field help (Optional)	Actions
Summary	Yes		Hide Remove

Hidden fields with preset values

Name	Preset value	Actions
This Request Type has no hidden fields.		

Nastavení Jira Service Desk

ZABBIX

⚡ Zaklikněte „Description“ + „Environment“ a klikněte na tlačítko „Apply“

The screenshot shows the Jira Service Desk interface. On the left is a sidebar with 'Project settings' and various options like 'Request types', 'Customer permissions', and 'Automation'. The main area displays 'Request types' for an 'Incident' project, with a 'Fields' tab selected. A modal dialog titled 'Add a field' is open, showing a list of fields available for the 'IT Help' issue type. The 'Description' and 'Environment' fields are checked and highlighted with red boxes. At the bottom of the dialog, the 'Apply' button is also highlighted with a red box.

Add a field

Showing available fields from the linked issue type: **IT Help**

You can add fields to this issue type by editing the create screen for this project.

- Select all
- Component/s
- Attachment
- Due Date
- Description**
- Linked Issues
- Assignee
- Priority
- Labels
- Request participants
- Approvers
- Environment**

Apply Cancel

Nastavení Jira Service Desk

ZABBIX

Po úspěšném přidání uvidíte Vámi zadané pole „Environment“ a v kolonce „Required“ bude „No“

CoreIT

Dashboards ▾ Projects ▾ Issues ▾ [Create](#)

Search



Project settings



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Automation

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Issue types

IT Help

Service Request

Service Request with Appro...

Sub-task

Task

Workflows

Request types

Incident

[View this request form](#)

[Fields](#) [Workflow Statuses](#)

This request form is linked to the following issue type: **IT Help** (3 of 12 field/s used)

[Add a field](#)

Help and instructions (Optional)

Links

Visible fields

Display name	Required	Field help (Optional)	Actions
Summary	Yes		Hide Remove
Description	No		Hide Remove
Environment	No		Hide Remove

Hidden fields with preset values

Name	Preset value	Actions
This Request Type has no hidden fields.		

4

Nastavení ZABBIX



- ⚡ Ujistěte se, že máte verzi Zabbixu 5.0
- ⚡ Stáhněte si Jira Service Desk media type z odkazu na následujícím slidu. Po čisté instalaci poslední verze Zabbix serveru je medium již přítomno
- ⚡ Naimportujte šablonu do Zabbixu

Nastavení ZABBIX

ZABBIX

https://git.zabbix.com/projects/ZBX/repos/zabbix/browse/templates/media/jira_servicedesk/media_jira_servicedesk.xml

ZABBIX Projects Repositories

Search for code, commits or repositories... Q Log In

Zabbix / Zabbix

Source

master ... Zabbix / templates / media / jira_servicedesk / media_jira_servicedesk.xml

Tikhon Uskov authored e4a50417d33 28 Apr 2020

Source view Diff to previous History

Blame Raw file

```
1 <?xml version="1.0" encoding="UTF-8"?>
2 <zabbix export>
3   <version>5.0</version>
4   <date>2020-04-28T10:16:41Z</date>
5   <media_types>
6     <media_type>
7       <name>Jira ServiceDesk</name>
8       <type>WEBHOOK</type>
9       <parameters>
10        <parameter>
11          <name>alert_message</name>
12          <value>{ALERT.MESSAGE}</value>
13        </parameter>
14        <parameter>
15          <name>alert_subject</name>
16          <value>{ALERT.SUBJECT}</value>
17        </parameter>
18        <parameter>
19          <name>event_recovery_value</name>
20          <value>{EVENT.RECOVERY.VALUE}</value>
21        </parameter>
22        <parameter>
23          <name>event_source</name>
24          <value>{EVENT.SOURCE}</value>
25        </parameter>
26        <parameter>
27          <name>event_tags_json</name>
28          <value>{EVENT.TAGSJSON}</value>
29        </parameter>
30        <parameter>
31          <name>event_update_status</name>
32          <value>{EVENT.UPDATE.STATUS}</value>
33        </parameter>
34        <parameter>
35          <name>event_value</name>
36          <value>{EVENT.VALUE}</value>
37        </parameter>
38        <parameter>
39          <name>jira_password</name>
40          <value>&lt;PLACE PASSWORD OR TOKEN&gt;</value>
41        </parameter>
42        <parameter>
43          <name>jira_request_key</name>
44          <value>{EVENT.TAGS.__zbx_jira_requestkey}</value>
45        </parameter>
46        <parameter>
47          <name>jira_request_type_id</name>
48          <value>&lt;PLACE REQUEST TYPE ID&gt;</value>
49        </parameter>
50        <parameter>
51          <name>jira_servicedesk_id</name>
```

Nastavení ZABBIX

ZABBIX

Administration > Media types > [Import]

ZABBIX << ☰

Meetup

Monitoring

Inventory

Reports

Configuration

Administration

- General
- Proxies
- Authentication
- User groups
- Users
- Media types**
- Scripts
- Queue

Media types

Create media type **Import**

Filter

Name Status **Any** Enabled Disabled

Apply **Reset**

<input type="checkbox"/>	Name	Type ▲	Status	Used in actions	Details	Action
<input type="checkbox"/>	Email	Email	Enabled		SMTP server: "mail.example.com", SMTP helo: "example.com", SMTP email: "zabbix@example.com"	Test
<input type="checkbox"/>	Email (HTML)	Email	Enabled		SMTP server: "mail.example.com", SMTP helo: "example.com", SMTP email: "zabbix@example.com"	Test
<input type="checkbox"/>	SMS	SMS	Enabled		GSM modem: "/dev/ttyS0"	Test
<input type="checkbox"/>	Redmine	Webhook	Enabled			Test
<input type="checkbox"/>	SysAid	Webhook	Enabled			Test
<input type="checkbox"/>	SolarWinds Service Desk	Webhook	Enabled			Test
<input type="checkbox"/>	iLert	Webhook	Enabled			Test
<input type="checkbox"/>	OTRS	Webhook	Enabled			Test
<input type="checkbox"/>	Zammad	Webhook	Enabled			Test
<input type="checkbox"/>	ServiceNow	Webhook	Enabled			Test
<input type="checkbox"/>	Zendesk	Webhook	Enabled			Test
<input type="checkbox"/>	Telegram	Webhook	Enabled			Test
<input type="checkbox"/>	Jira with CustomFields	Webhook	Enabled			Test

Nastavení ZABBIX

ZABBIX

⚡ Choose File > vyberte Váš stažený template a klikněte na „Import“

The screenshot shows the ZABBIX web interface with the 'Import' page. The left sidebar contains navigation options: Monitoring, Inventory, Reports, Configuration, and Administration (expanded). Under Administration, 'Media types' is selected. The main content area shows the 'Import' configuration for a file named 'media_jira_servicedesk.xml'. The 'Import file' field is highlighted with a red box. Below it, there are three columns: 'Rules', 'Update existing', and 'Delete missing'. The 'Rules' column lists various ZABBIX components, and the 'Create new' column has a checked box for 'Media types'. The 'Import' button is also highlighted with a red box.

Rules	Update existing	Create new	Delete missing
Groups		<input type="checkbox"/>	
Hosts	<input type="checkbox"/>	<input type="checkbox"/>	
Templates	<input type="checkbox"/>	<input type="checkbox"/>	
Template screens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Template linkage		<input type="checkbox"/>	<input type="checkbox"/>
Applications		<input type="checkbox"/>	<input type="checkbox"/>
Items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discovery rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Triggers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graphs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web scenarios	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Screens	<input type="checkbox"/>	<input type="checkbox"/>	
Maps	<input type="checkbox"/>	<input type="checkbox"/>	
Images	<input type="checkbox"/>	<input type="checkbox"/>	
Media types	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Value mappings	<input type="checkbox"/>	<input type="checkbox"/>	

⚡ Po úspěšném importu se zobrazí hláška „Imported successfully“

✓ Imported successfully

Nastavení ZABBIX

ZABBIX

Administration > General > GUI > [Macros]

The screenshot displays the ZABBIX Administration interface. On the left is a dark blue navigation sidebar with the following items: ZABBIX, Meetup, Monitoring, Inventory, Reports, Configuration, Administration (highlighted with a red box), Proxies, Authentication, User groups, Users, Media types, Scripts, and Queue. The Administration menu is expanded, showing a sub-menu with the following items: GUI (highlighted with a red box), Autoregistration, Housekeeping, Images, Icon mapping, Regular expressions, Macros (highlighted with a red box), Value mapping, Working time, Trigger severities, Trigger displaying options, Modules, and Other. The main content area shows the 'GUI' configuration page. It includes a 'Default theme' dropdown menu set to 'Blue', a 'Maximum number of filter results' input field with the value '1000', an 'Items per page inside table cell' input field with the value '50', a 'Show server is down' checkbox which is checked, and an 'Update' button. The ZABBIX logo is visible in the top right corner of the page.

Nastavení ZABBIX

ZABBIX

Do Zabbixu musíte zadat následující makra:

- ⚡ `{$ZABBIX.URL}` = `https://trainer.coreit.cz/zabbix` (adresa vašeho Zabbix serveru)
- ⚡ `{$JIRA.URL}` = `https://trainer.coreit.cz/jira/` (adresa vašeho Jira serveru)
- ⚡ `{$JIRA.USER}` = Zabbix (Váš Zabbix user)
- ⚡ `{$JIRA.PASS}` = Vaše heslo vložené jako secret text z důvodu bezpečnosti

ZABBIX << Meetup

Macros

Macro	Value	Description
<code>{\$JIRA.PASS}</code>	*****	Heslo pro jira servicedesk (vlozeno jako secret text)
<code>{\$JIRA.URL}</code>	<code>https://trainer.coreit.cz/jira</code>	Jira URL
<code>{\$JIRA.USER}</code>	<code>zabbix</code>	Uzivatel jira servicedesku
<code>{\$SNMP_COMMUNITY}</code>	<code>public</code>	description
<code>{\$ZABBIX.URL}</code>	<code>http://trainer.coreit.cz/zabbix</code>	Adresa zabbix serveru

Add

Update

Nastavení ZABBIX

ZABBIX

Administration > Media types > [Jira ServiceDesk]

🔍 Můžete použít vyhledávací filtr na slovo "Jira"

Media types

Create media type Import

Filter

Name Jira Status Any Enabled Disabled

Apply Reset

<input type="checkbox"/>	Name	Type	Status	Used in actions	Details	Action
<input type="checkbox"/>	Jira	Webhook	Enabled			Test
<input type="checkbox"/>	Jira with CustomFields	Webhook	Enabled			Test
<input type="checkbox"/>	Jira ServiceDesk	Webhook	Enabled	Jira Servicedesk		Test

0 selected Enable Disable Export Delete

Displaying 3 of 3 found

Nastavení ZABBIX

ZABBIX

- ⚡ Vyplňte všech 5 povinných parametrů
- ⚡ Můžete přidat i vlastní parametr pro custom field
- ⚡ Nezapomeňte kliknout na [Update] na konci stránky

Media types

Media type Message templates Options

Name Jira ServiceDesk

Type Webhook

Parameters	Name	Value	Action
	alert_message	{ALERT.MESSAGE}	Remove
	alert_subject	{ALERT.SUBJECT}	Remove
	customfield_10202	{EVENT.TAGS.ENVIRONMENT}	Remove
	event_recovery_value	{EVENT.RECOVERY.VALUE}	Remove
	event_source	{EVENT.SOURCE}	Remove
	event_tags_json	{EVENT.TAGS.JSON}	Remove
	event_update_status	{EVENT.UPDATE.STATUS}	Remove
	event_value	{EVENT.VALUE}	Remove
	jira_password	{JIRA.PASS}	Remove
	jira_request_key	{EVENT.TAGS.__zbx_jira_request	Remove
	jira_request_type_id	8	Remove
	jira_servicedesk_id	1	Remove
	jira_url	{JIRA.URL}	Remove
	jira_user	{JIRA.USER}	Remove

[Add](#)

Nastavení ZABBIX

ZABBIX

Administration > Users > [Admin]

ZABBIX Meetup

Monitoring
Inventory
Reports
Configuration
Administration
General
Proxies
Authentication
User groups
Users
Media types
Scripts
Queue

Support

Users

User group: All [Create user](#)

Filter

Alias: Name: Surname: User type: **Any** Zabbix User Zabbix Admin Zabbix Super Admin

[Apply](#) [Reset](#)

<input type="checkbox"/>	Alias ▲	Name	Surname	User type	Groups	Is online?	Login	Frontend access	Debug mode	Status
<input type="checkbox"/>	Admin	Zabbix	Administrator	Zabbix Super Admin	Zabbix administrators	Yes (2020-10-13 11:44:22)	Ok	System default	Disabled	Enabled
<input type="checkbox"/>	guest			Zabbix User	Disabled, Guests	No	Ok	Internal	Disabled	Disabled

0 selected [Unblock](#) [Delete](#)

Displaying 2 of 2 found

Nastavení ZABBIX

ZABBIX

⚡ Klikněte na „Media“, poté na „Add“. Otevře se Vám vyskakovací okno, kde vyplňte všechna požadovaná pole a klikněte na „Add“

The screenshot shows the ZABBIX web interface. On the left is a navigation sidebar with the 'Administration' section expanded to 'Users'. The main content area is titled 'Users' and has three tabs: 'User', 'Media', and 'Permissions'. The 'Media' tab is active and contains a table with columns: 'Media', 'Type', 'Send to', 'When active', 'Use if severity', 'Status', and 'Action'. An 'Add' button is highlighted in the 'Action' column. Below the table are 'Update', 'Delete', and 'Cancel' buttons. A modal window titled 'Media' is open, showing configuration fields: 'Type' (Jira ServiceDesk), 'Send to' (null), 'When active' (1-7,00:00-24:00), 'Use if severity' (checkboxes for Not classified, Information, Warning, Average, High, Disaster), and 'Enabled' (checkbox). The 'Add' button in the modal is also highlighted.

Nastavení ZABBIX

ZABBIX

📡 Klikněte na tlačítko „Update“

The screenshot shows the ZABBIX web interface. On the left is a dark blue sidebar with the ZABBIX logo and navigation menu items: Monitoring, Inventory, Reports, Configuration, and Administration. The Administration menu is expanded, showing sub-items: General, Proxies, Authentication, User groups, Users (highlighted), Media types, Scripts, and Queue. The main content area is titled 'Users' and has three tabs: 'User', 'Media', and 'Permissions'. The 'Media' tab is active, displaying a table with one entry:

Media	Type	Send to	When active	Use if severity	Status	Action
	Jira ServiceDesk	null	1-7,00:00-24:00	N I W A H D	Enabled	Edit Remove

Below the table, there are three buttons: 'Update' (highlighted with a red box), 'Delete', and 'Cancel'. At the bottom left of the sidebar, there is a 'Support' link.

Nastavení ZABBIX

ZABBIX

Configuration > Actions > [Create action]

ZABBIX << Meetup

Monitoring
Inventory
Reports
Configuration
Host groups
Templates
Hosts
Maintenance
Actions
Event correlation
Discovery
Services
Administration

Support

Trigger actions ▾ Create action

Filter

Name Status **Any** Enabled Disabled

Apply Reset

<input type="checkbox"/> Name ▲	Conditions	Operations	Status
<input type="checkbox"/> Report problems to Zabbix administrators		Send message to user groups: Zabbix administrators via all media	Disabled

0 selected Enable Disable Delete Displaying 1 of 1 found

Nastavení ZABBIX

ZABBIX

⚡ Vyplňte název akce „Jira Servicedesk“ a klikněte na „Add“. Ve vyskakovacím okně vyplňte všechna požadovaná pole.

The screenshot shows the ZABBIX web interface. On the left is a navigation sidebar with the ZABBIX logo and menu items: Meetup, Monitoring, Inventory, Reports, Configuration, Host groups, Templates, Hosts, Maintenance, Actions, Event correlation, Discovery, Services, and Administration. The main content area is titled 'Actions' and has two tabs: 'Action' and 'Operations'. The 'Action' tab is active, showing a form for creating a new action. The 'Name' field is filled with 'Jira Servicedesk' and is highlighted with a red box. Below it is a table for 'Conditions' with columns 'Label', 'Name', and 'Action'. An 'Add' button is highlighted with a red box. There is an 'Enabled' checkbox checked and a note: '* At least one operation must exist.' At the bottom are buttons for 'Update', 'Clone', 'Delete', and 'Cancel'. A 'New condition' dialog box is open in the foreground, also with a red border. It contains fields for 'Type' (set to 'Tag value'), 'Tag' (set to 'Alerter'), 'Operator' (set to 'equals'), and 'Value' (set to 'JIRA'). There are 'Add' and 'Cancel' buttons at the bottom of the dialog.

Actions

Condition Name:

Label	Name	Action
<input type="button" value="Add"/>		

Enabled:

* At least one operation must exist.

New condition

Type:

Tag:

Operator: equals does not equal contains does not contain

Value:

Nastavení ZABBIX

ZABBIX

- ZABBIX
- Meetup
- Monitoring
- Inventory
- Reports
- Configuration
- Host groups
- Templates
- Hosts
- Maintenance
- Actions
- Event correlation
- Discovery
- Services
- Administration
- Support
- Share
- Help
- User settings

Actions

Default operation step duration: 1h

Pause operations for suppressed problems:

Operations	Steps	Details	Start in	Duration	Action
	Add				

Recovery operations: [Details](#) [Add](#)

Update operations: [Details](#) [Add](#)

* At least one operation must exist.

[Update](#) [Clone](#) [Delete](#) [Cancel](#)

Operation details

Operation type: **Send message**

Steps: 1 - 1 (0 - infinitely)

Step duration: 0 (0 - use action default)

* At least one user or user group must be selected.

Send to user groups:

User group	Action
	Add

Send to users:

User	Action
Admin (Zabbix Administrator)	Remove
	Add

Send only to: Jira ServiceDesk

Custom message:

Conditions:

Label	Name	Action
		Add

[Add](#) [Cancel](#)

Nastavení ZABBIX

ZABBIX

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- Event correlation
- Discovery
- Services
- Administration

Actions

Operations

* Default operation step duration 1h

Pause operations for suppressed problems

Steps	Details	Start in	Duration	Action
1	Send message to users: Admin (Zabbix Administrator) via Jira ServiceDesk	Immediately	Default	Edit Remove

[Add](#)

Details	Action
Add	

Details	Action
Add	

* At least one operation must exist.

[Update](#) [Clone](#) [Delete](#) [Cancel](#)

Operation details

Operation type **Send message**

* At least one user or user group must be selected.

User group	Action
Add	

User	Action
Admin (Zabbix Administrator)	Remove

[Add](#)

Send only to **Jira ServiceDesk**

Custom message

[Add](#) [Cancel](#)

- Support
- Share
- Help
- User settings

Nastavení ZABBIX

ZABBIX

- ZABBIX
- Meetup
- Monitoring
- Inventory
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- Event correlation
- Discovery
- Services
- Administration

Actions

Operations

* Default operation step duration 1h

Pause operations for suppressed problems

Operations	Steps	Details	Start in	Duration	Action
	1	Send message to users: Admin (Zabbix Administrator) via Jira ServiceDesk	Immediately	Default	Edit Remove
		Add			

Recovery operations	Details	Action
	Send message to users: Admin (Zabbix Administrator) via Jira ServiceDesk	Edit Remove
	Add	

Update operations	Details
	Add

* At least one operation must exist.

[Update](#) [Clone](#) [Delete](#) [Cancel](#)

Operation details

Operation type **Send message**

* At least one user or user group must be selected.

Send to user groups	User group	Action
	Add	

Send to users	User	Action
	Admin (Zabbix Administrator)	Remove
	Add	

Send only to **Jira ServiceDesk**

Custom message

[Add](#) [Cancel](#)

- Support
- Share
- Help
- User settings

Nastavení ZABBIX

ZABBIX

- ZABBIX
- Meetup
- Monitoring
- Inventory
- Reports
- Configuration
- Host groups
- Templates
- Hosts
- Maintenance
- Actions
- Event correlation
- Discovery
- Services
- Administration

Actions

Action Operations

* Default operation step duration

Pause operations for suppressed problems

Operations	Steps	Details	Start in	Duration	Action
	1	Send message to users: Admin (Zabbix Administrator) via Jira ServiceDesk	Immediately	Default	Edit Remove
		Add			

Recovery operations	Details	Action
	Send message to users: Admin (Zabbix Administrator) via Jira ServiceDesk	Edit Remove
	Add	

Update operations	Details	Action
	Send message to users: Admin (Zabbix Administrator) via Jira ServiceDesk	Edit Remove
	Add	

* At least one operation must exist.

[Update](#) [Clone](#) [Delete](#) [Cancel](#)

- Support
- Share
- Help
- User settings

5

Otestování napojení



Otestování napojení

ZABBIX

The screenshot displays the Zabbix web interface. On the left is a dark sidebar with navigation items: Monitoring, Dashboard, Problems, Hosts, Overview, Latest data, Screens, Maps, Discovery, Services, Inventory, Reports, Configuration, Administration, Support, Share, Help, and User settings. The main content area is titled 'Meetup' and contains a 'Problems' table with columns: Time, Recovery time, Status, Info, Host, Problem • Severity, Duration, Ack, Actions, and Tags. The table is currently empty, showing 'No data found.'. Below the table is a 'Map' section featuring a server rack icon with the ZABBIX logo on the middle server and a large 'Jira Service Desk' logo. A context menu is open over the Jira logo, listing options: HOST, Inventory, Latest data, Problems, Graphs, Screens, Web, Configuration, SCRIPTS, Detect operating system, Meetup (highlighted), Ping, and Traceroute. A sub-menu is open for 'Meetup', showing 'DOWN' and 'UP' options.

Otestování napojení

ZABBIX

The screenshot shows the Zabbix web interface. The top navigation bar includes the Zabbix logo, a search bar, and an 'Edit dashboard' button. The left sidebar contains a menu with categories: Monitoring (Dashboard, Problems, Hosts, Overview, Latest data, Screens, Maps, Discovery, Services), Inventory, Reports, Configuration, Administration, Support, Share, Help, and User settings. The main content area is titled 'Meetup' and shows a table of 'Problems'. A single problem is listed for the host 'Jira Servicedesk', with the message 'Meetup application is DOWN! (Down (0))'. The problem is highlighted in yellow. Below the table, there is a 'Map' section with a server rack icon and a Zabbix logo. A modal window titled 'Meetup/DOWN' is open, displaying the command `zabbix_sender -z 127.0.0.1 -s "Jira Servicedesk" -k meetup -o 0` and its output: `Response from "127.0.0.1:10051": "processed: 1; failed: 0; total: 1; seconds spent: 0.000040" sent: 1; skipped: 0; total: 1`. A 'Cancel' button is visible at the bottom of the modal. In the background, a large 'Jira Service Desk' logo is partially visible.

Time	Recovery time	Status	Info	Host	Problem • Severity	Duration	Ack	Actions	Tags
10:25:58				Jira Servicedesk	Meetup application is DOWN! (Down (0))	5s	No	1	Alerter: JIRA ENVIRONMENT: Prod... Last Value: Down (0) ...

```
zabbix_sender -z 127.0.0.1 -s "Jira Servicedesk" -k meetup -o 0

Response from "127.0.0.1:10051": "processed: 1; failed: 0; total: 1; seconds spent: 0.000040"
sent: 1; skipped: 0; total: 1
```


Otestování napojení

ZABBIX

The screenshot shows the Zabbix web interface. The top left has the ZABBIX logo and navigation icons. A sidebar on the left contains a search bar and a menu with categories: Monitoring (Dashboard, Problems, Hosts, Overview, Latest data, Screens, Maps, Discovery, Services), Inventory, Reports, Configuration, Administration, Support, Share, Help, and User settings. The main content area is titled 'Meetup' and shows a 'Problems' table. The table has columns for Time, Recovery time, Status, Info, Host, Problem • Severity, Duration, Ack, Actions, and Tags. A single problem is listed: 'Meetup application is DOWN! (Down (0))' on host 'Jira.Servicedesk', with a duration of 15s and an acknowledgment status of 'No'. The problem row is highlighted in yellow. To the right of the table, there are several notification popups with details like 'Alerter: JIRA', 'ENVIRONMENT: Prod...', and 'Last Value: Down (0)'. Below the table is a 'Map' section containing an illustration of three server racks. The middle rack has a red label with the word 'ZABBIX' in white. To the right of the server racks is the Jira Service Desk logo (a blue lightning bolt) and the text 'Jira Service Desk' in a large, dark blue font.

Time	Recovery time	Status	Info	Host	Problem • Severity	Duration	Ack	Actions	Tags
10:25:58		PROBLEM		Jira.Servicedesk	Meetup application is DOWN! (Down (0))	15s	No	1	Alerter: JIRA ENVIRONMENT: Prod... Last Value: Down (0) ...

Otestování napojení

ZABBIX

The screenshot displays the Zabbix web interface. The top navigation bar includes the ZABBIX logo, a search bar, and an 'Edit dashboard' button. The left sidebar contains a menu with categories like Monitoring, Inventory, Reports, Configuration, Administration, Support, Share, Help, and User settings. The main content area is titled 'Meetup' and shows a 'Problems' table with one entry: 'Meetup application is DOWN! (Down (0))' on host 'Jira Servicedesk'. The problem is highlighted in yellow. Below the table is a 'Map' section with a diagram showing three server racks. The middle rack is labeled 'ZABBIX'. To the right of the racks is the Jira Service Desk logo and text.

Time	Recovery time	Status	Info	Host	Problem • Severity	Duration	Ack	Actions	Tags
10:25:58		PROBLEM		Jira Servicedesk	Meetup application is DOWN! (Down (0))	15s	No	1	Alerter: JIRA ENVIRONMENT: Prod... Last Value: Down (0) ...

Map

Jira Service Desk

Otestování napojení

ZABBIX

Jak to vypadá v Jiře

CoreIT

Dashboards ▾ Projects ▾ Issues ▾ **Create**

Search



Z Meetup

Queues

Customers

Reports

Raise a request

Knowledge base

Customer channels

Invite team

Welcome guide

PROJECT SHORTCUTS

Add a link to useful information for your whole team to see.

+ Add link

Z Meetup / MEET-7
Meetup application is DOWN!

Edit Comment Assign More ▾ Respond to customer In progress Workflow ▾ Admin ▾

Export ▾

Details

Type: IT Help Status: **WAITING FOR SUPP...** (View Workflow)
Priority: Medium Resolution: Unresolved
Component/s: None
Labels: None
Environment: Production

SLAs

7h 58m ⌚ Time to first response within 8h 📅
1d 7h ⌚ Time to resolution within 1d 8h 📅

Description

Problem started at 10:25:58 on 2020.10.14
Problem name: Meetup application is DOWN!
Host: Jira Servicedesk
Severity: Warning
Operational data: Down (0)
Original problem ID: 104
<https://www.coreit.cz/prvni-cesky-zabbix-online-meetup/>

People

Assignee: ? Unassigned
[Assign to me](#)
Reporter: **Z** Zabbix
Request participants: None
Organizations: None
Votes: 0 [Vote for this issue](#)
Watchers: 0 [Start watching this issue](#)

Attachments

Drop files to attach, or [browse](#).

Service Desk request

Request type: ⚠ Incident
Customer status: Waiting for support
Channel: API
[View customer request](#) 📄

Activity

All **Comments** Work Log History Activity

Z Zabbix added a comment - Just now **REPORTER**

Problem has been resolved in 1m 15s at 10:27:13 on 2020.10.14
Problem name: Meetup application is DOWN!
Host: Jira Servicedesk
Severity: Warning
Original problem ID: 104

Dates

Created: 1 minute ago
Updated: Just now

Otestování napojení

Jira webhook podporuje následující typy fieldu:

- String
- URL
- Number
- Datetime
- Single-select
- Multi-select
- Checkbox
- Radio button

6

Ukázka





Děkuji za pozornost





ČESKÝ

ZABBIX 

MEETUP ONLINE '20



Hlavní organizátor:

CoreIT

Spoluorganizátoři:

D A T A
S Y S

ICZ

TOTALSERVICE
Vše o IT veď sloužíti



OTÁZKY A ODPOVĚDI



- Všichni účastníci jsou ztlumeni, abychom eliminovali hluk
- Otázky prosím pište do sekce Q&A, ne do chatu
- Chat používejte pro diskuzi, networking nebo potlesk
- Pokud chcete vložit na sociální média nějaký příspěvek týkající se této akce, použijte hashtag: **#ZabbixMeetupOnline**

Attend a Webinar

Zabbix offers free webinars about Zabbix Monitoring Solution. Webinar topics cover such areas as Zabbix Monitoring Solution architecture, elements, capabilities and setup options, areas of application, scalability and performance, services delivered by Zabbix.

While all of these webinars are intended for general public, in some cases previous experience of using Zabbix Monitoring Solution might be required to fully follow path of the discussion.

Webinars are organized using Webex collaboration software. While speaker delivers presentation, webinar attendees are welcome to ask their questions using chat.



Next webinars in Czech:

<https://www.zabbix.com/webinars?language=czech>

Professional training program

ZABBIX

Zabbix training is designed to ensure knowledge transfer between the best experts in Zabbix and trainees in a short period of time.

Level 1

Zabbix Certified User (Available Online)

Use Zabbix frontend to view information. Know potential of Zabbix

1 day

Level 2

Zabbix Certified Specialist (Available Online)

Setup & configure Zabbix in SMBs or configure Zabbix in large companies

5 days

Zabbix Certified Specialist Update

Designed for Zabbix 4.0 Certified Specialists only

1 day

Level 3

Zabbix Certified Professional (Available Online)

Manage big, distributed, highly loaded installations in large companies

3 days

Zabbix Certified Professional Update

Designed for Zabbix 4.0 Certified Professionals only

1 day

Level 4

Zabbix Certified Expert

Design & maintain highly efficient & loaded setups with expertise in API, HA/DR, and DB partitioning

5 days

Become Zabbix certified without attending the training.

If you are certain of your knowledge, ZCU, ZCS and ZCP exams can be purchased separately.

https://www.zabbix.com/training?language=czech#training_schedule

Zabbix demo

ZABBIX



Jak Zabbix funguje, co umí a s čím vám pomůže: <https://www.coreit.cz/monitoring-it-prostredi/>

Kontakty

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