Integração Zabbix + OTRS

Aula 3

Download dos pacotes

- Acessar

https://www.otrs.com/otrs-free-help-desk/

Download dos pacotes (cont.)

- Clique no botão em destaque

Download & Install OTRS Free

The open source version of OTRS speeds up your service management!
Download OTRS Free here at no cost and find helpful information regarding
installation, system requirements, releases and the license.

Learn more about it here →
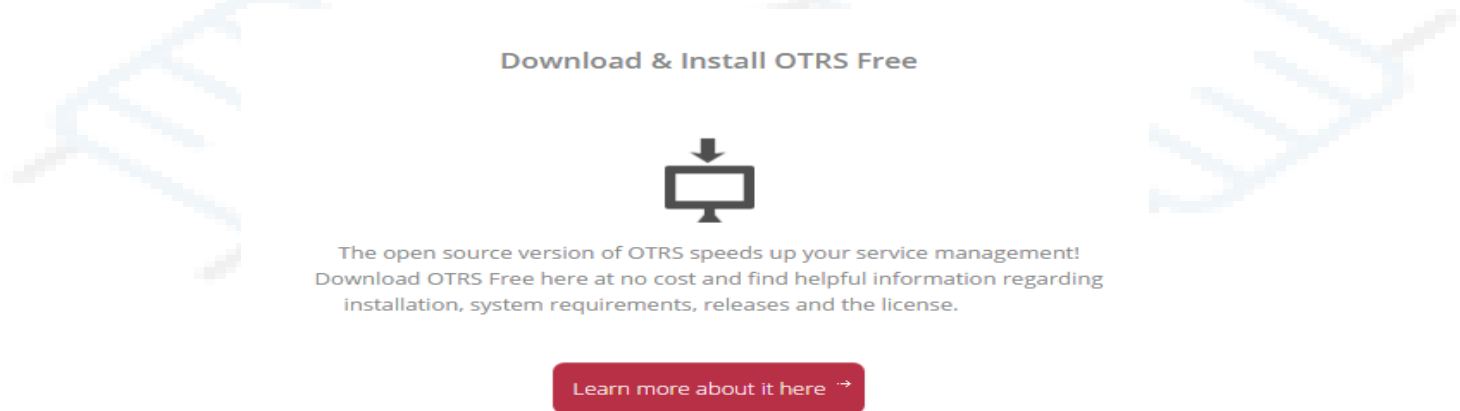
- Ou acesse https://www.otrs.com/download-open-source-help-desk-software-otrs-free/

Download dos pacotes (cont.)

OTRS::ITSM Module Stable Releases

Bundle

OTRS::ITSM 5 Patch Level 13
MD5 Sum: b8557467ce81331886b8c2fd71397f41

General Catalog

OTRS::ITSM General Catalog 5 Patch Level 13
MD5 Sum: 10b6624de0ffc5968fda4d1089becd00

Change Management Module

OTRS::ITSM ChangeManagement 5 Patch Level 13
MD5 Sum: f5ccfa565fd7c2e1cf327197bf232327

Configuration Management Module

OTRS::ITSM Configuration Management 5 Patch Level 13
MD5 Sum: 11494cd41c7e49071e68db740d245aa0

Pacote completo com todos os módulos

Dependências

yum install python-pip

pip install python-otrs

pip install zabbix-api

GitHub do projeto python-otrs

https://github.com/ewsterrenburg/python-otrs

Instalação pacotes OTRS

- Acessar o **Gerenciador de Pacotes** no menu **Administração**

- Em **Ações**, selecione o arquivo ITSM-5.0.13.opm e clique em **Instalar Pacote**