

## Supplemental Release Notes for the Enterprise Quickstart + Zendesk Connector Virtual Appliance

This document describes the new features included in the Enterprise Quickstart + Zendesk Connector Virtual Appliance. This document supplements the Enterprise Quickstart SUSE-Powered Virtual Appliance release notes. New users should consult both documents before proceeding with installation.

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## SECTION 1 – INSTALLATION

Download the virtual appliance package (zip) and the release notes from your account page.

### Installation

Install the Virtual Appliance as described in virtual appliance release notes.

### Login Access to Portal

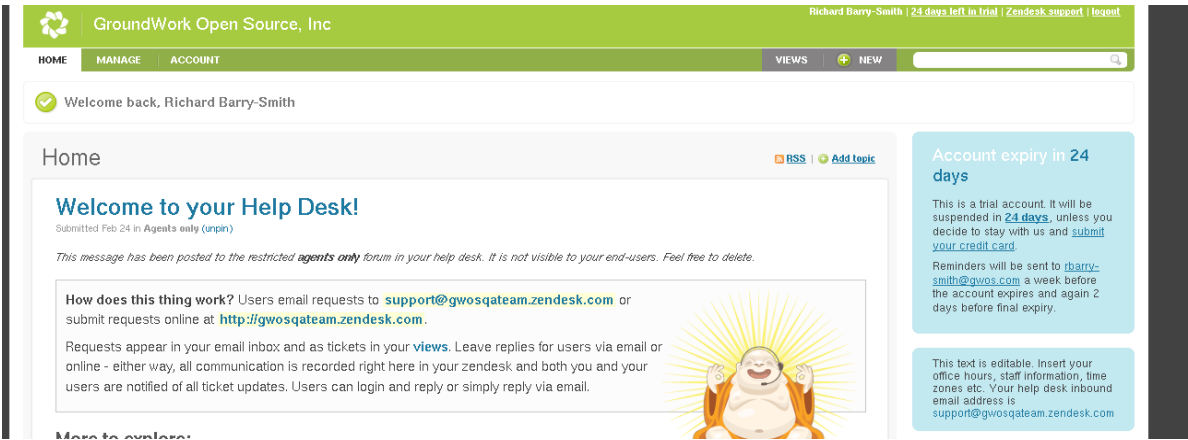
The “admin” user is a specially privileged user. It is used in the creation of shared dashboards. The admin user, with the administrator role has access to all of the portlets. The Zendesk portlet is part of the administrator role. First login as the user ‘admin’ with default password ‘admin’ and changing the default admin password is highly recommended.

### Configuring Zendesk

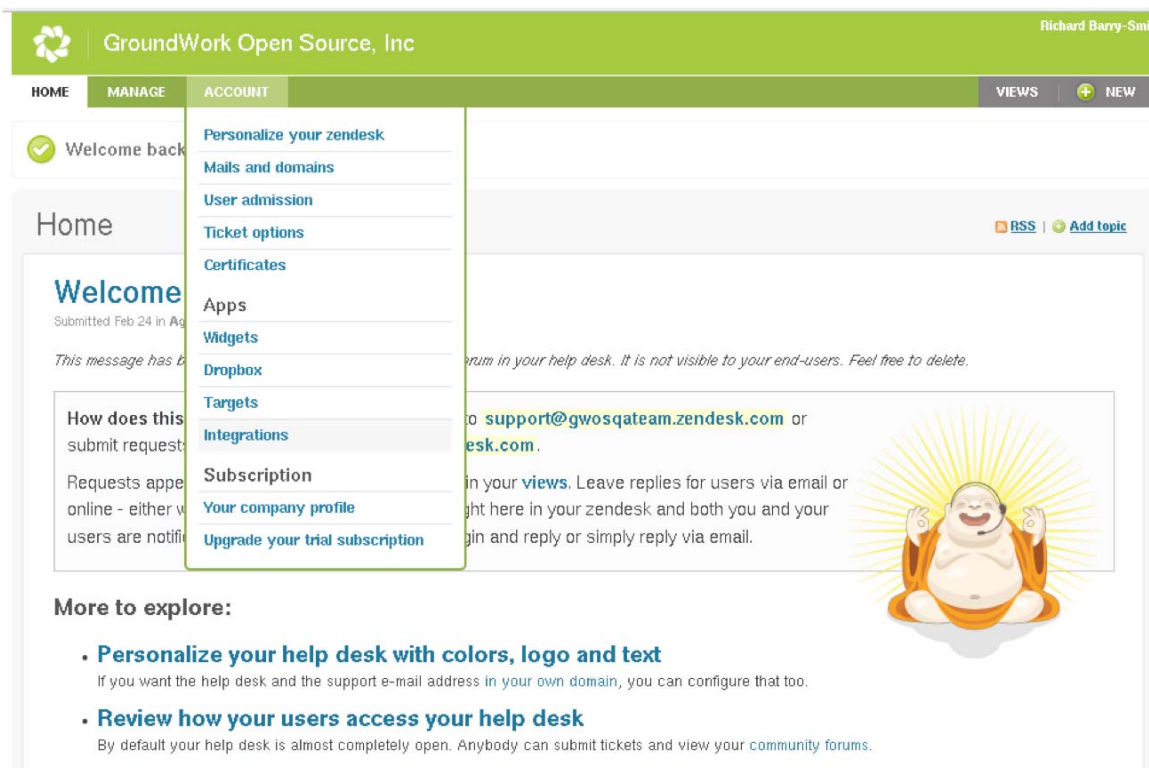
To install the Zendesk portlet application, the administrator must have a registered Zendesk account. If you do not have a zendesk account, you can obtain one by logging in to the GroundWork portal as the admin user and following the new account sign-up link. A new pop up window will appear to create your Zendesk account.

The screenshot shows the 'Edit zendesk integration Preferences' page in the GroundWork portal. At the top, there is a navigation bar with links: Dashboards, My GroundWork, Event Console, Status, Reports, Configuration, Auto Discovery, Administration, Nagios, and zendesk. Below the navigation bar, the page title is 'Edit zendesk integration Preferences'. A yellow banner contains the text: 'Please enter below the credential for your Zendesk account. If you don't have an account click here to sign up for a zendesk account.' The form has four input fields: 'User Id', 'Password', 'Token', and 'Zendesk-Url'. Below these fields is a 'Save Preferences' button. The footer of the page says 'Powered by JBoss Portal'.

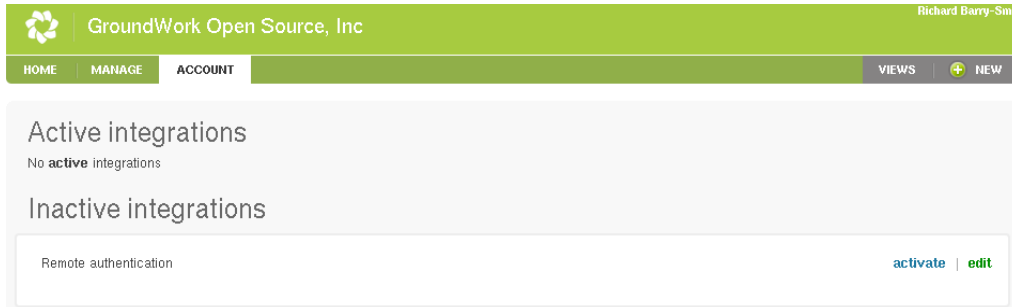
After filling out the web forms the zendesk credentials will be generated. The credentials will include a username, password and zendesk URL. Please make a note of them as they will needed later to configure the Zendesk integration in the GroundWork server. This is an example of the Zendesk Home page after successfully completing the account set up:



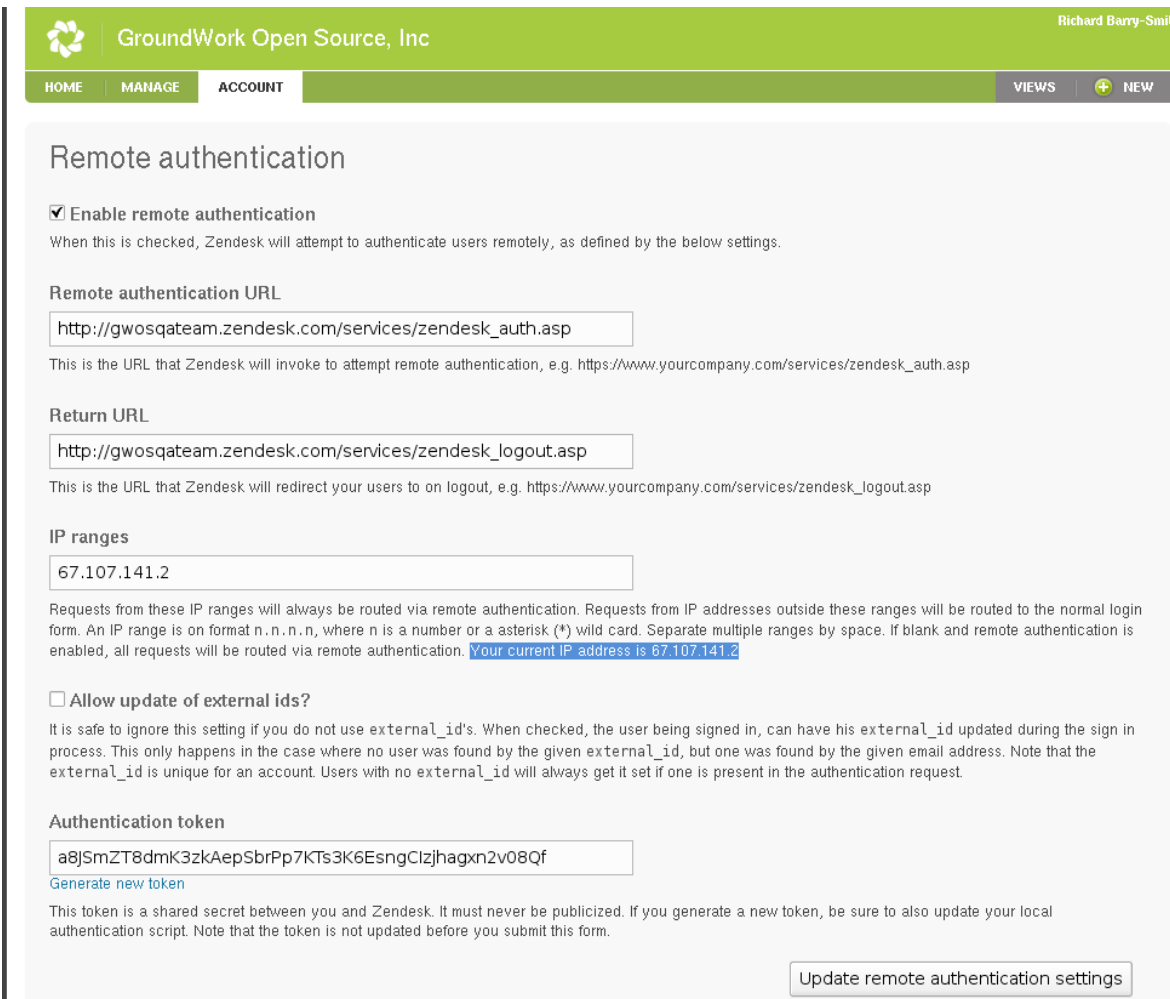
In order to provide single sign-on between Zendesk and GroundWork Monitor an authentication token must be generated. This is configured in the Zendesk application by navigating to the Account -> Integrations menu item.



Now select the Inactive Integrations link:



Complete the integrations form as shown below, substituting your helpdesk name and ip addresses as needed. Copy the authentication token value to the clipboard – we'll need it later to configure GroundWork Monitor.



Once this process is completed, select the Zendesk tab in the GroundWork Monitor application and provide the Zendesk credentials including the authentication token from the previous step.

**Edit zendesk integration Preferences**

Please enter below the credential for your Zendesk account. If you don't have an account [click here](#) to sign up for a zendesk account.

User Id :

Password :

Token :

Zendesk-Url :

Powered by JBoss Portal

Press the save preferences button. This completes the configuration process. The helpdesk homepage will now appear in the Groundwork Monitor portal.

## SECTION 2 – FEATURES

The virtual appliance provides multiple connections between the monitoring dashboards and the Zendesk helpdesk. The following key features are provided out-of-the-box.

### Creating a Help Desk Ticket

Helpdesk tickets can be created from the event console for all application types (Nagios, Syslog, SNMPTRAP and System.) To generate a Help Desk Ticket:

1. Select the Event Console application
2. Select a CRITICAL or DOWN event in the All Open Events tab.
3. Press the Actions button and select “Create a HelpDesk Ticket”
- 4.

Received By	Status	Message	Application Type	Severity	Last Detected	First Detected
02/25/2010 12:47:57 AM	OK	Foundation-Nagios status check process started.	SYSTEM	OK	02/25/2010 12:47:57 AM	02/08/2010 11:22:27 AM
02/25/2010 12:34:35 AM	OK	OK - total %CPU for process java : 21.1	NAGIOS	OK	02/25/2010 12:34:34 AM	02/25/2010 12:34:34 AM
02/16/2010 10:09:13 AM	CRITICAL	CRITICAL - total %CPU for process java : 84.0	NAGIOS	CRITICAL	02/16/2010 10:08:55 AM	02/16/2010 10:08:55 AM
02/08/2010 8:08:56 PM	OK	TCP OK - 0.002 second response time on port 4913	NAGIOS	OK	02/08/2010 8:08:55 PM	02/08/2010 8:08:55 PM
02/08/2010 8:06:16 PM	OK	OK - total %CPU for process java : 28.9	NAGIOS	OK	02/08/2010 8:06:15 PM	02/08/2010 8:06:15 PM
02/08/2010 7:59:26 PM	CRITICAL	Connection refused	NAGIOS	CRITICAL	02/08/2010 7:58:55 PM	02/08/2010 7:58:55 PM
02/08/2010 7:59:26 PM	OK	TCP OK - 0.006 second response time on port 5667	NAGIOS	OK	02/08/2010 7:57:57 PM	02/08/2010 7:57:57 PM

In order to verify the created ticket, click on the “OPEN TICKET” public filter in the left hand tree for the application type selected. When viewed through the filter the “TicketNo” and “Operator” fields are populated with the Zendesk ticket number and creating user are set.

**Select All**   **Actions**   **Resume Incoming Events**

Total = 25

Received By GW	Message	Application Type	Severity	Last Detected	First Detected	service	acknowledged
02/25/2010 12:34:35	Nagios Acknowledge	NAGIOS	Ok	02/25/2010 12:34:34 AM	02/25/2010 12:34:34 AM	local_cpu_java	
02/16/2010 10:09:13	Create a HelpDesk Ticket	NAGIOS	Critical	02/16/2010 10:08:55 AM	02/16/2010 10:08:55 AM	local_cpu_java	
02/08/2010 8:08:56 PM	TCP OK - 0.002 second response time on port 4913	NAGIOS	Ok	02/08/2010 8:08:55 PM	02/08/2010 8:08:55 PM	tcp_gw_listener	
02/08/2010 8:06:16 PM	OK - total %CPU for process java : 28.9	NAGIOS	Ok	02/08/2010 8:06:15 PM	02/08/2010 8:06:15 PM	local_cpu_java	
02/08/2010 7:59:26 PM	HTTP OK HTTP/1.1 200 OK - 1260 bytes in 0.028 seconds	NAGIOS	Ok	02/08/2010 7:57:14 PM	02/08/2010 7:57:14 PM	tcp_http	

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## Viewing Help Desk Tickets in GroundWork

In order to close tickets in the Zendesk application, the admin must select the Solved status from the Status dropdown. This will move the state of the ticket to “Solved” in Zendesk. The Events associated to the ticket in GroundWork will be moved to CLOSED state. Zendesk by default will close solved tickets after a configurable period of time. Once the ticket is closed, the event will appear in the Event Console under the CLOSED TICKET Public Filter. Below is a view of the CLOSED filter.

The screenshot shows the GroundWork Event Console interface. The left sidebar contains a 'System Filters' tree with 'All Open Events' and 'Filter Events' (Applications, HostGroups, ServiceGroups, Operation Status). Below it are 'Public Filters' including 'All Events', 'Critical', 'Warning', 'Nagios Warning', 'Last 5 SNMPTRAP Warning', 'Last 10 Minutes NAGIOS Critical', 'OPEN NAGIOS TICKETS', 'OPEN SNMPTRAP TICKETS', 'OPEN SYSLOG TICKETS', 'CLOSED NAGIOS TICKETS' (selected), 'CLOSED SNMPTRAP TICKETS', and 'CLOSED SYSLOG TICKETS'. The main area is titled 'Event Console' and shows a list of events filtered by 'CLOSED NAGIOS TICKETS'. The table has columns: Received By GW, Message Count, Device, Status, Message, Application Type, Severity, Last Detected, First Detected, service, acknowledgeComment, acknowledgeBy, applicationCode, applicationName, event type, loggerName, operator, subComponent, and Ticket ID. The table displays 5 events, all with a status of 'CRITICAL' or 'DOWN' and a severity of 'CRITICAL'. The events are related to Nagios monitoring of CPU usage and host reachability.

Received By GW	Message Count	Device	Status	Message	Application Type	Severity	Last Detected	First Detected	service	acknowledgeComment	acknowledgeBy	applicationCode	applicationName	event type	loggerName	operator	subComponent	Ticket ID
02/24/2010 11:29:06 AM	2	localhost	CRITICAL	CRITICAL - total %CPU for process java: 87.3	NAGIOS	CRITICAL	02/24/2010 11:29:06 AM	02/24/2010 11:12:52 AM	local_cpu_java					SERVICE ALERT		admin	localhostlocal_cpu_java	25
02/24/2010 11:43:58 AM	1	localhost	CRITICAL	CRITICAL - total %CPU for process java: 80.7	NAGIOS	CRITICAL	02/24/2010 11:43:58 AM	02/24/2010 11:43:54 AM	local_cpu_java					SERVICE ALERT		admin	localhostlocal_cpu_java	30
02/25/2010 10:23:42 AM	1	localhost	CRITICAL	CRITICAL - total %CPU for process java: 65.7	NAGIOS	CRITICAL	02/25/2010 10:23:42 AM	02/25/2010 10:23:42 AM	local_cpu_java					SERVICE ALERT		admin	localhostlocal_cpu_java	28
02/25/2010 10:45:43 AM	1	localhost	CRITICAL	CRITICAL - total %CPU for process java: 87.4	NAGIOS	CRITICAL	02/25/2010 10:45:43 AM	02/25/2010 10:45:42 AM	local_cpu_java					SERVICE ALERT		admin	localhostlocal_cpu_java	26
02/26/2010 5:01:33 PM	1	maloja	DOWN	CRITICAL - 172.28.113.201: Host unreachable @ 172.28.113.58, rfa.nat, lost 100%	NAGIOS	CRITICAL	02/26/2010 5:01:32 PM	02/26/2010 5:01:32 PM						HOST ALERT		admin	maloja	33


## Automatically acknowledging events when tickets are closed

We suggest events be automatically acknowledged when the related ticket is closed. This ensures all events are acknowledged and consistency between the ticketing and monitoring system is maintained. By default tickets marked as resolved are closed after 4 days (96 hours) we suggest this be reduced:

From the Zendesk menu select Manage -> Automations link under the Business Rules.

Edit the title, “Close ticket 4 days after status is set to solved” to a title that represents your environment.

Press the edit option in the UI and change the business rules to a time that meets your environment.



GroundWork Open Source, Inc


Richard Barry-Smith

HOME

MANAGE

ACCOUNT

VIEWS

 NEW

Automation title

Close ticket 4 days after status is set to solved

Meet 


all

 of the following conditions:

Status

Is


Solved




Hours since solved

Greater than

96



Add condition




Meet 


any

 of the following conditions:

-- Click to select condition --



Add condition



Preview match for the conditions above

## ***SECTION 3 – KNOWN ISSUES AND LIMITATIONS***

<b>Reference</b>	<b>Summary</b>
<u>GWMON-8413</u>	User session timeout message may be seen in the Zendesk application after a period of inactivity. The reload button is provided to restart the session.
<u>GWMON-8383</u>	When multiple events are selected in the event console both events are tagged with the ticket number, only the last event is imported into the Zendesk ticket.
<u>GWMON-8381</u>	Generated links back to the GroundWork server may contain the address "127.0.0.1." This address will be incorrect in some cases.