

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.

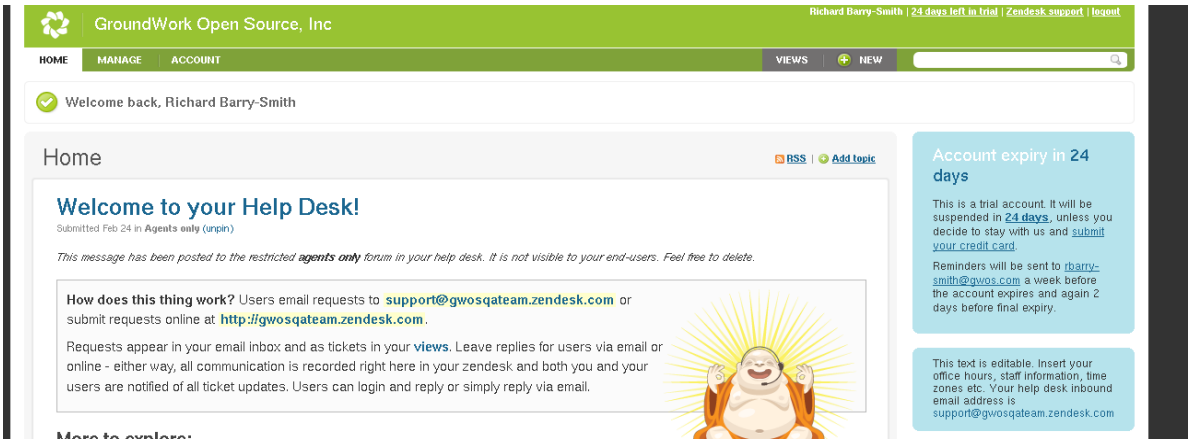
Login Access to Portal

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.

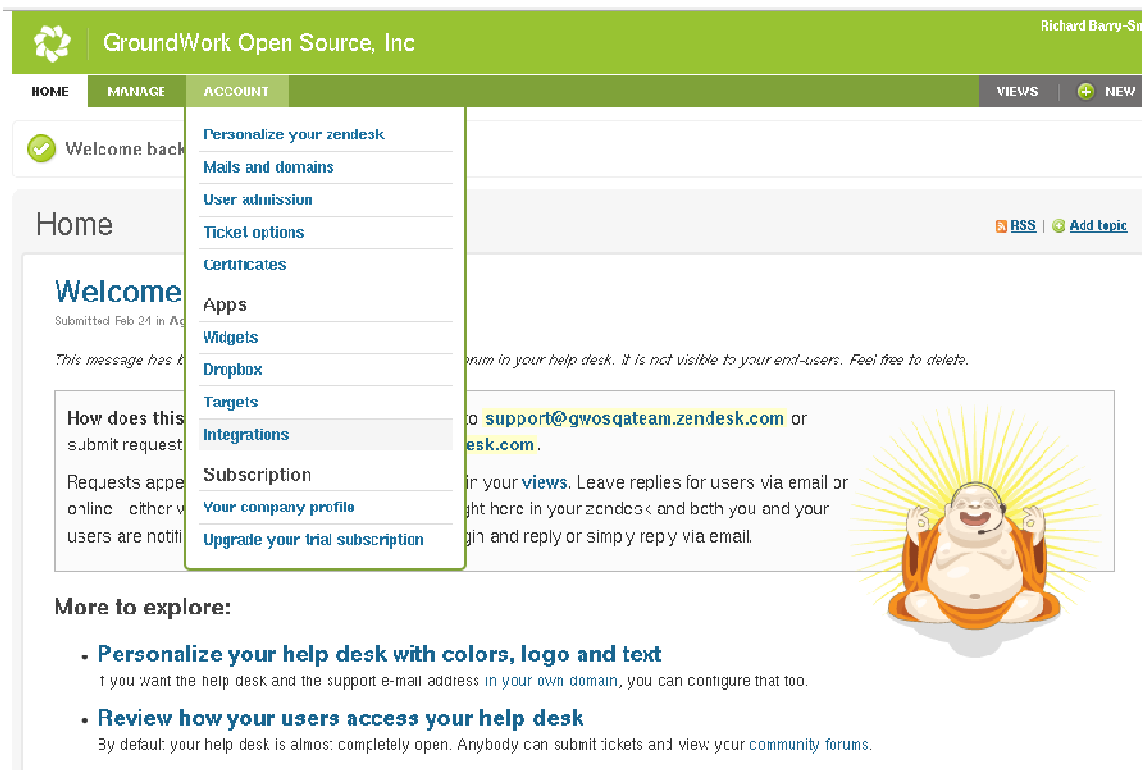
Configuring Zendesk

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.

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:

The screenshot shows the GroundWork Open Source, Inc. Account page. The top navigation bar includes HOME, MANAGE, ACCOUNT, VIEWS, and a NEW button. The main content area is titled 'Active integrations' and shows 'No active integrations'. Below this is the 'Inactive integrations' section, which contains a single entry: 'Remote authentication'. To the right of this entry are two links: 'activate' and 'edit'.

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.

The screenshot shows the 'Remote authentication' form. It includes the following sections:

- Enable remote authentication:** A checkbox that is checked. Below it, a note states: 'When this is checked, Zendesk will attempt to authenticate users remotely, as defined by the below settings.'
- Remote authentication URL:** A text input field containing 'http://gwosqteam.zendesk.com/services/zendesk_auth.asp'. Below it, a note states: 'This is the URL that Zendesk will invoke to attempt remote authentication, e.g. https://www.yourcompany.com/services/zendesk_auth.asp'.
- Return URL:** A text input field containing 'http://gwosqteam.zendesk.com/services/zendesk_logout.asp'. Below it, a note states: 'This is the URL that Zendesk will redirect your users to on logout, e.g. https://www.yourcompany.com/services/zendesk_logout.asp'.
- IP ranges:** A text input field containing '67.107.141.2'. Below it, a note states: 'Requests from these IP ranges will always be routed via remote authentication. Requests from IP addresses outside these ranges will be routed to the normal login form. An IP range is on format n.n.n.n, where n is a number or an asterisk (*) wild card. Separate multiple ranges by space. If blank and remote authentication is enabled, all requests will be routed via remote authentication. Your current IP address is 67.107.141.2'.
- Allow update of external ids?:** An unchecked checkbox. Below it, a note states: 'It is safe to ignore this setting if you do not use external_id's. When checked, the user being signed in, can have his external_id updated during the sign in process. This only happens in the case where no user was found by the given external_id, but one was found by the given email address. Note that the external_id is unique for an account. Users with no external_id will always get it set if one is present in the authentication request.'
- Authentication token:** A text input field containing 'a8JSmZT8dmK3zkAepSbrPp7KTs3K6EsnGClzjhagxn2v08Qf'. Below it, a link 'Generate new token' is provided. A note states: 'This token is a shared secret between you and Zendesk. It must never be publicized. If you generate a new token, be sure to also update your local authentication script. Note that the token is not updated before you submit this form.'

At the bottom right of the form is a button labeled 'Update remote authentication settings'.

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 - 0.008 second response time on port 5687	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.

Identical features are included in the status viewer event console:

Viewing the Help Desk Tickets in Zendesk

To find tickets in the Zendesk helpdesk click on the Zendesk tab and select either the “Recent” or “Views” tab. The ticket includes a URL link back to the affected device or service in the GroundWork status viewer.

Request received: 127.0.0.1 - CRITICAL: Connection refused

From: **GWOS** (support@spb.zendesk.com)

You may not know this sender. [Mark as safe](#) | [Mark as junk](#)

Sent: Wed 2/24/10 5:08 PM

To: Simon B

In replies all text above this line is added to the ticket

Ticket #2: 127.0.0.1 - CRITICAL: Connection refused

Your request (#2) has been received, and is being reviewed by our support staff.

To review the status of the request and add additional comments, follow the link below:
<http://spb.zendesk.com/tickets/2>

Simon B, Feb 24 16:07 (AKST):

<http://gwm.groundwork.groundworkopensource.com/portal/status/HostView+1?name=127.0.0.1&svcmd=create&path=127.0.0.1>

Simon B, Feb 24 16:07 (AKST):

127.0.0.1 - CRITICAL: Connection refused

This email is a service from GWOS

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 top navigation bar includes links for Dashboards, My GroundWork, Event Console (selected), Status, Reports, Configuration, Auto Discovery, Administration, Nagios, zendesk, and Resources. The Event Console section is active, displaying a list of events filtered by 'CLOSED NAGIOS TICKETS'. The table below shows the details of these events.

Received By GW	Message Count	Device	Status	Message	Application Type	Severity	Last Detected	First Detected	Service	Acknowledge Comment	Acknowledge By	Application Code	Application Name	Event Type	Logger Name	Operator	Sub Component	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 11:14:54 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: 85.7	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 10:45:42 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, rfx.nan, 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

HOMEMANAGEACCOUNT

VIEWSNEW

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

Reference	Summary
<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.