

Centreon Open Tickets Documentation

Release 18.10.0

CENTREON

October 25, 2018

 **centreon** 46/52, rue Albert – 75013 Paris – FRANCE

tél +33 (0)1 49 69 97 12 fax +33 (0)1 78 12 00 28 mail contact@centreon.com

SAS au capital de 500 000 € – 483 494 589 RCS Créteil – TVA FR 02 483 494 589

www.centreon.com

Centreon Open Tickets is a community module developed to create tickets to an ITSM platform using API.

Once done provider configuration, the module allows for an operator to create tickets for hosts and services in a non-ok state using a dedicated widget. Indeed, a button associated with each host or service allows you to connect to the API and create the ticket while offering the possibility to acknowledge in same time the object.

Regarding the widget configuration, it is possible to see the created tickets by presenting tickets ID and date of creation of these.

Contents:

About

Centreon Open tickets is a **community module** developed by Centreon team. Though this module has been tested by us, **it cannot be integrated** in the Centreon professional support.

Requests for changes, issues and the pull request will be evaluate as soon as the Centreon team will have time to take them into account.

Any input welcomed!

Release notes

You can find in this chapter all changelogs that give you knowledges about the changes integrated into each releases of Centreon Open Tickets.

Please find here the releases notes of the last major versions:

2.1 Centreon Open Tickets 18.10

Change version number according to new [Centreon Lifecycle Products Policy](#)

2.2 Centreon Open Tickets 1.0.0

Released February 8, 2016

2.2.1 Features

Widgets

Centreon Open tickets includes widgets that can be configured in two ways:

The first way will display in the widget the hosts and services in a non-ok state. By selecting the objects, it is possible to request the creation of a ticket to an ITSM platform. A popup appears to allow the user to write a comment. After creating tickets, objects disappear from this view.

The second way will display in the widget the hosts and services that have an associated ticket.

Configuration

The configuration menu in Centreon web allows to define provider. A provider describe the API use to connect to the ITSM platform to create tickets. Many providers can be defined. When a widget is use in a Centreon web custom view, the user can select provider to use to create tickets.

In this first version, only email provider can be defined and you have to configure the content of the email that will be sent to ITSM platform.

It is very important when you update your system to refer to this section in order to learn about behaviour changes or major changes that have been made on this version.

This will let you know the impact of the installation of this version on the features you use.
If you have requests for change or adding of features, feel free to ask on our [github](#).

Installation

Note: The 'master' branch is aligned to the master branch of Centreon. For Centreon 3.4.6, please use '1.2.x' branch.

3.1 Download sources

Use git to download the module on your Centreon web server:

```
# cd /tmp
# git clone https://github.com/centreon/centreon-open-tickets.git
# cd centreon-open-tickets
# git checkout 1.2.x
```

3.2 Shell installation

Start the installation script using following commands:

```
# bash install.sh -u /etc/centreon
```


The module is now installed on your platform.

3.3 Centreon web installation

Connect to Centreon web interface with an administrator account and go to the menu **Administration > Extensions > Modules**.

Click on the installation icon located at the right of the line of the module:

Administration > Extensions > Modules



Name	Real name	Information	Release	Author	Expiration date	Installed	Status	Actions
centreon-map-server	Centreon Map	Advanced cartography software for Centreon	3.7.0	Centreon	31/05/2015	Yes	✗	✗
centreon-knowledgebase	centreon-knowledgebase	How to link resources to their technical procedures	2.0.0	Merethis	31/05/2015	Yes	✗	✗
centreon-bi-server	Centreon Business Intelligence	Centreon BI 2.2.0. Release note available on the documentation	2.2.0	Centreon Team	31/05/2015	Yes	✗	✗
centreon-dsm	Dynamic Services Management	Dynamic system management for passif return without definition	2.1.0	Centreon	N/A	Yes	?	✗
centreon-csv-loader	Centreon CSV loader	CSV Loader module	1.1.1	Merethis	N/A	Yes	?	✗
centreon-open-tickets	Centreon Open Tickets	Open Tickets Module	1.2.0	Centreon Team	N/A	No	?	
centreon-autodiscovery-server	Centreon Auto Discovery	Auto Discovery Module	2.2.0	Centreon	N/A	Yes	?	✗
centreon-syslog-frontend	Centreon Syslog Frontend	Centreon Syslog Frontend for Centreon Syslog Server module	1.5.3	Centreon	N/A	Yes	?	✗
centreon-bam-server	Centreon Business Activity Monitoring	Business Activity Monitoring package	3.4.1	Centreon	31/05/2015	Yes	✗	✗

Click on **Install Module** button to install it into Centreon web:

Administration > Extensions > Modules

| **Module Information**

Real name	Centreon Open Tickets
Release	1.2.0
Author	Centreon Team
Additional Information	Open Tickets Module


Click on **Back** button to complete installation:

Administration > Extensions > Modules

| **Module Information**

Real name	Centreon Open Tickets
Release	1.2.0
Author	Centreon Team
Additional Information	Open Tickets Module

Module installed and registered
SQL file included



Your module is now available:

Name	Real name	Information	Release	Author	Expiration date	Installed	Status	Actions
centreon-map-server	Centreon Map	Advanced cartography software for Centreon	3.7.0	Centreon	31/05/2015	Yes	✘	✘
centreon-knowledgebase	centreon-knowledgebase	How to link resources to their technical procedures	2.0.0	Merethis	31/05/2015	Yes	✘	✘
centreon-bi-server	Centreon Business Intelligence	Centreon BI 2.2.0. Release note available on the documentation	2.2.0	Centreon Team	31/05/2015	Yes	✘	✘
centreon-dsm	Dynamic Services Management	Dynamic system management for passif return without definition	2.1.0	Centreon	N/A	Yes	?	✘
centreon-csv-loader	Centreon CSV loader	CSV Loader module	1.1.1	Merethis	N/A	Yes	?	✘
centreon-open-tickets	Centreon Open Tickets	Open Tickets Module	1.2.0	Centreon Team	N/A	Yes	?	✘
centreon-autodiscovery-server	Centreon Auto Discovery	Auto Discovery Module	2.2.0	Centreon	N/A	Yes	?	✘
centreon-syslog-frontend	Centreon Syslog Frontend	Centreon Syslog Frontend for Centreon Syslog Server module	1.5.3	Centreon	N/A	Yes	?	✘
centreon-bam-server	Centreon Business Activity Monitoring	Business Activity Monitoring package	3.4.1	Centreon	31/05/2015	Yes	✘	✘

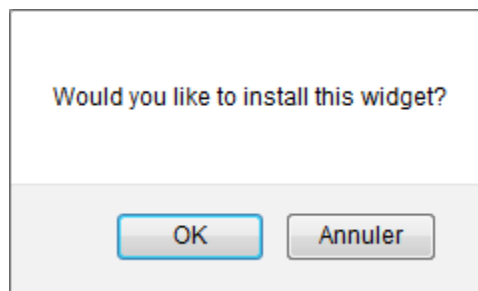
3.4 Centreon Open tickets widgets installation

Connect to Centreon web interface with an administrator account and go to the menu **Administration > Extensions > Widgets**.







Click on the installation icon located at the right of the line of the widget:

Title	Description	Version	Author	Actions
Graph Monitoring	Widget for displaying RRD graphs	1.3.0	Centreon	✘
Host Monitoring	Widget for displaying host monitoring information	1.4.2	Centreon	✘
Hostgroup Monitoring	Widget for displaying hostgroup monitoring information	1.3.0	Centreon	✘
Open Tickets	Widget for opening tickets	1.2.0	Centreon	⚙️
Service Monitoring	Widget for displaying service monitoring information	1.4.2	Centreon	✘
Servicegroup Monitoring	Widget for displaying servicegroup monitoring information	1.3.1	Centreon	✘

A popup appear to confirm installation, click on **OK**:



The widget is now installed:

Title	Description	Version	Author	Actions
Graph Monitoring	Widget for displaying RRD graphs	1.3.0	Centreon	
Host Monitoring	Widget for displaying host monitoring information	1.4.2	Centreon	
Hostgroup Monitoring	Widget for displaying hostgroup monitoring information	1.3.0	Centreon	
Open Tickets	Widget for opening tickets	1.2.0	Centreon	
Service Monitoring	Widget for displaying service monitoring information	1.4.2	Centreon	
Servicegroup Monitoring	Widget for displaying servicegroup monitoring information	1.3.1	Centreon	

Configuration

4.1 Provider definition

Connect to Centreon web interface with an administrator account and go to the menu **Configuration > Notifications > Open Tickets > Rules**.

Click on **Add** button:

Configuration > Notifications > Rules

Search

 Search Filters

More actions... Add 30 ▼

Rules	Status	Options
No rule found		

More actions... Add 30 ▼

Define **Rule name** and select **Provider**:

Configuration > Notifications > Rules

General Advanced Save

Rules

General information

Rule name *

Provider *

▼
 BmcItsm
 Gipi
Mail
 Otrs
 Simple

Save

A new form appear. Define the name of the rule using **Rule name** field and select **Mail** as provider. New fields appear linked to the provider.













Mail	
From *	{Suser.email}
To *	ggarnier@centreon.com
Subject *	Issue {Sticket_id} - {include file="file:Scentreon_open_tickets_path/}

Define dedicated field linked to the provider:

- **From** is the email address for the sender (By default, email of the user who create the ticket)
- **To** is the email address of the receiver
- **Subject** is the subject of the email.

Note: Please read documentation of your ITSM to select correct text.

The email will be in HTML format. So you can modify headers of the email by addind or removing predefined parameters:

+ Add a new entry											
Headers	<table border="1"> <tr> <td>Name :</td> <td>MIME-Version</td> <td>Value :</td> <td>1.0</td> <td> </td> </tr> <tr> <td>Name :</td> <td>Content-Type</td> <td>Value :</td> <td>text/html; charset=utf8</td> <td> </td> </tr> </table>	Name :	MIME-Version	Value :	1.0	 	Name :	Content-Type	Value :	text/html; charset=utf8	 
Name :	MIME-Version	Value :	1.0	 							
Name :	Content-Type	Value :	text/html; charset=utf8	 							

The **Body** form allow to format the content of the email. Is divided into several part and is formatted using HTML norm and Smarty variables.

Note: Please read the official Smarty documentation to use [Smarty variables](#).

The first part (first <div>) is used to setup the name of the user will try to create a ticket and the date of the action:

```
<div>
{$user} open ticket at {$smarty.now|date_format:"%d/%m/%y %H:%M:%S"}
</div>
```

The second part (second <div>) is used to write custom message (written from the popup will appear) when the user try to create a ticket:

```
<div>
{$custom_message}
</div>
```

A HTML block is used to format the two latest parts:

```
{assign var="table_style" value="border-collapse: collapse; border: 1px solid black;"}
{assign var="cell_title_style" value="background-color: #D2F5BB; border: 1px solid black; text-align: center;"}
{assign var="cell_style" value="border-bottom: 1px solid black; padding: 5px;"}

```

The **Body** contains a bloc to display in a HTML tab information about host's information and another one for service's information. You can modify this blocs to insert needed information according to your ITSM API.

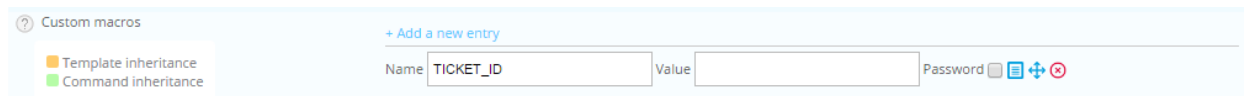
If you want to acknowledge automatically hosts and services when you create a ticket you can check the box **Acknowledge**.

4.2 Hosts and services configuration

To define if a host or a service have a ticket, the module will change custom macros linked to the object. So you have to associate first these macros to all monitored objects.

The best way is to create this macros to a template of host and a template of service inherited by all objects.

Edit the template and add the following custom macros:



4.3 Widget configuration

To use the widget you have to add it into a custom view. Go to **home > Custom Views** menu, select your view and click on **Add widget** button.

Define a title for your widget (for example: Open-Tickets) and select the widget **Open Tickets**. Do the same manipulation to add again this widget.

On the first widget, to open ticket, click on the **configuration** button:

- Select the **Rule** previously defined
- **Don't check** the box **Opened Tickets**
- Select other filters
- **Don't check** the boxes **Display Ticket ID** and **Display Ticket Time**

On the second widget, to display opened tickets, click on the **configuration** button:

- Select the **Rule** previously defined
- Check the box **Opened Tickets**
- Select other filters
- Check the boxes **Display Ticket ID** and **Display Ticket Time**

Tickets management

Open-tickets
🔍 🗑️ ⌵

-- More actions --

prev 1 2 3 ... next

S	Host	Service	Status	Duration	Last Check	Tries	Status information
	fw-casablanca	nbr-connect	CRITICAL	3M 3w 14h 32m	2016-10-11 13:49:06	3/3 (H)	Number of connection : 195
	lb-bip-cluster-idf	virtualsevice-status-ldapmaster	CRITICAL	15m 23s	2016-10-11 13:49:13	1/1 (H)	Virtualsevice 'ldapmaster' is down.
	lb-bip-idf-1	realservice-status-imap5	CRITICAL	1m 10s	2016-10-11 13:48:26	1/1 (H)	Realservice 'imap5' is down.
	lb-bip-idf-2	realservice-status-imap3	CRITICAL	3M 3w 16h 18m 48s	2016-06-20 14:18:39	1/1 (H)	Realservice 'imap3' is down.
		realservice-status-smtp1	CRITICAL	11m 59s	2016-10-11 13:47:37	1/1 (H)	Realservice 'smtp1' is down.
	ldap-baudelaire-slave	disk-/var/lib/ldap	UNKNOWN	6M 2d 12h 18s	2016-10-11 13:45:25	3/3 (H)	
	ldap-byron-slave	disk-/home	WARNING	2m 47s	2016-10-11 13:48:49	3/3 (H)	Disk /home - used : 135.33 Go - size : 168.00 Go -
		disk-/var/lib/ldap	WARNING	46m 11s	2016-10-11 13:45:25	3/3 (H)	Disk /var/lib/ldap - used : 47.93 Go - size : 54.0
		load	WARNING	6m 57s	2016-10-11 13:44:39	3/3 (H)	Load Average : 2.47, 1.88, 1.89
	ldap-keats-master	memory	UNKNOWN	6M 2d 12h 9m 18s	2016-10-11 13:46:40	3/3 (H)	

Opened-tickets
🔍 🗑️ ⌵

-- More actions --

S	Host	Service	Ticket ID	Ticket Time	Ticket Subject
---	------	---------	-----------	-------------	----------------

Advanced Configuration

5.1 List definition

Before opening a ticket, an user can choose some options in a popup. An option can be a select list. In the configuration provider, you can configure it in `Lists` and `Custom list definition`. For each entry in `Lists`, you can define:

- **Id** : alphanumeric value (must be unique)
- **Label** : displayed in the popup
- **Type** : which kind of list. There is 3 kinds of lists
 - Provider lists (data from the ticketing software directly)
 - Centreon lists (like `Host group`)
 - Custom lists (data from `Custom list definition` configuration. **Id** fields must be identical)
- **Mandatory** : checked it if the user needs to set the option

The image shows a screenshot of the 'Open Service Ticket' form and its configuration. The form on the left has fields for 'Otrs queue', 'Otrs priority', 'Otrs state', 'Otrs type', 'Otrs customer user', and 'Urgency'. The configuration on the right is divided into 'Lists' and 'Custom list definition'. Arrows point from the form fields to their respective configuration entries. The 'Urgency' field is highlighted with a red circle in the configuration.

Lists						
Id	Label	Type	Filter	Mandatory		
otrs_queue	Otrs queue	Otrs queue		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
otrs_priority	Otrs priority	Otrs priority		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
otrs_state	Otrs state	Otrs state		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
otrs_type	Otrs type	Otrs type		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
otrs_customeruser	Otrs customer user	Otrs customer user		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
urgency	Urgency	Custom		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Custom list definition			
Id	Value	Default	
urgency	1	<input type="checkbox"/>	<input type="checkbox"/>
urgency	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>
urgency	3	<input type="checkbox"/>	<input type="checkbox"/>

The module stores the user list selection in an array (can be used in smarty section like `body` or mapping `ticket` arguments). There are 3 fields (**LIST_ID** must be replaced):

- `{ $select.LIST_ID.id }`

- {\$select.LIST_ID.value}
- {\$select.LIST_ID.label}

5.2 Chaining rules

After opening a ticket, you may need to send an email. The chaining rules system is designed to do it:

- Create a new rule with the name `emailme` and the provider `Mail`
- Configure the `emailme` in the rule of your opening system

Configuration > Notifications > Rules

General

Advanced

| Rules

Common

Formatting popup	<pre style="font-family: monospace; font-size: 0.9em; border: 1px solid #ccc; padding: 5px;"> <table class="table"> <tr> <td class="FormHeader" colspan="2"><h3 style="color: #00bfb3;">{\$title}</h3></td> </tr> <tr> <td class="FormRowField" style="padding-left:15px;"> {\$custom_message.label}</td> </pre>
Confirm popup autoclose	<input type="checkbox"/>
Macro Ticket ID *	<input type="text" value="TICKET_ID"/>
Chain rules	<div style="border: 2px solid red; padding: 5px; display: flex; align-items: center;"> Provider : <div style="border: 1px solid #ccc; padding: 2px 10px; display: flex; align-items: center;"> emailme ▼ </div> <div style="margin-left: 10px; display: flex; align-items: center;"> + - x </div> </div>


5.3 Commands

After opening a ticket, you can also configure some commands to be executed.

General **Advanced**

Rules

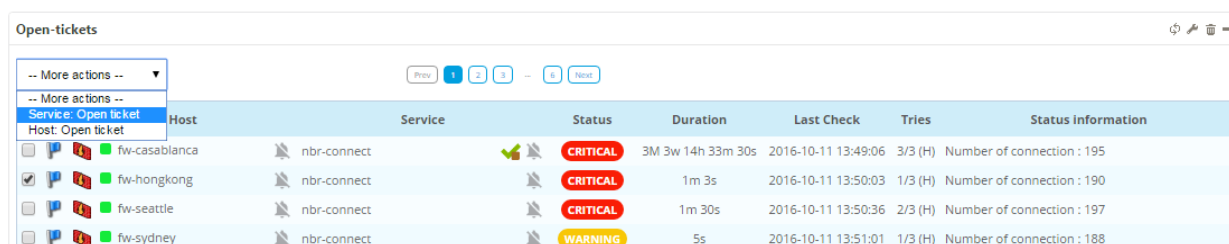
Common

Formatting popup	<pre><table class="table"> <tr> <td class="FormHeader" colspan="2"><h3 style="color: #000fb3;">{\$title}</h3></td> </tr> <tr> <td class="FormRowField" style="padding-left:15px;"> {\$custom_message.label}</td> </tr> </table></pre>
Confirm popup autoclose	<input type="checkbox"/>
Macro Ticket ID *	TICKET_ID
Chain rules	+ Add a new entry Nothing here, no macros found
Commands	+ Add a new entry Command : <input >>="" debug.txt"="" tmp="" type="text" value="/bin/echo " {\$ticket_id}"=""/>  

Save

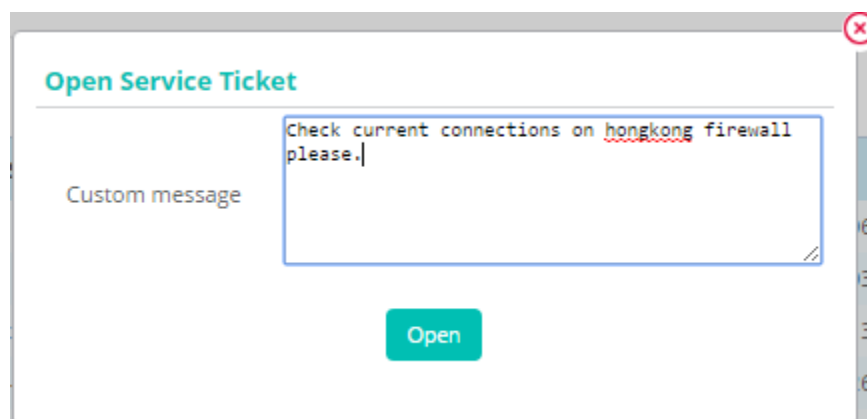
6.1 Open a ticket

To open a ticket, select object using checkbox and in the – **More actions** – menu select needed action:



Host	Service	Status	Duration	Last Check	Tries	Status information
<input type="checkbox"/> fw-casablanca	nbr-connect	✔	3M 3w 14h 33m 30s	2016-10-11 13:49:06	3/3 (H)	Number of connection : 195
<input checked="" type="checkbox"/> fw-hongkong	nbr-connect	CRITICAL	1m 3s	2016-10-11 13:50:03	1/3 (H)	Number of connection : 190
<input type="checkbox"/> fw-seattle	nbr-connect	CRITICAL	1m 30s	2016-10-11 13:50:36	2/3 (H)	Number of connection : 197
<input type="checkbox"/> fw-sydney	nbr-connect	WARNING	5s	2016-10-11 13:51:01	1/3 (H)	Number of connection : 188

A popup appear to define a comment. Click on **Open** button to open ticket:



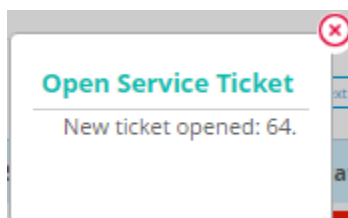
Open Service Ticket

Custom message

Check current connections on hongkong firewall please.

Open

Once the ticket created the popup displays the ticket ID:



Open Service Ticket

New ticket opened: 64.

Select objects disappear form the widget to open tickets:

Tickets management

Open-tickets

-- More actions --

Prev 1 2 3 - 4 Next

S	Host	Service	Status	Duration	Last Check	Tries	Status information
<input type="checkbox"/>	fw-casablanca	nbr-connect	CRITICAL	3M 3w 14h 43m 20s	2016-10-11 13:49:06	3/3 (H)	Number of connection : 195
<input type="checkbox"/>	fw-hongkong	ping	CRITICAL	2m 31s	2016-10-11 13:58:25	1/3 (H)	CRITICAL - fw-hongkong: rta 0.908ms, lost 40%
<input type="checkbox"/>	lb-bip-cluster-ldf	virtualsevice-status-ldapmaster	CRITICAL	26m 43s	2016-10-11 13:54:13	1/1 (H)	Virtualsevice 'ldapmaster' is down.
<input type="checkbox"/>	lb-bip-ldf-1	realservice-status-imap5	CRITICAL	12m 30s	2016-10-11 13:58:26	1/1 (H)	Realservice 'imap5' is down.
<input type="checkbox"/>	lb-bip-ldf-2	realservice-status-imap3	CRITICAL	3M 3w 16h 30m 8s	2016-06-20 14:18:39	1/1 (H)	Realservice 'imap3' is down.
<input type="checkbox"/>		realservice-status-ldap2	CRITICAL	5m 58s	2016-10-11 13:59:54	1/1 (H)	Realservice 'ldap2' is down.
<input type="checkbox"/>	ldap-baudelaire-slave	disk-/var/lib/ldap	UNKNOWN	6M 2d 12h 11m 38s	2016-10-11 14:00:23	3/3 (H)	
<input type="checkbox"/>	ldap-byron-slave	disk-/home	WARNING	14m 7s	2016-10-11 13:58:49	3/3 (H)	Disk /home - used : 135.33 Go - size : 168.00 Go -
<input type="checkbox"/>		disk-/var/lib/ldap	WARNING	57m 31s	2016-10-11 13:55:25	3/3 (H)	Disk /var/lib/ldap - used : 47.93 Go - size : 54.0
<input type="checkbox"/>	ldap-keats-master	memory	UNKNOWN	6M 2d 12h 20m 38s	2016-10-11 13:56:40	3/3 (H)	

Opened-tickets

-- More actions --

S	Host	Service	Ticket ID	Ticket Time	Ticket Subject
<input type="checkbox"/>	fw-hongkong	nbr-connect	64	2016-10-11 13:59:41	Issue 64 - fw-hongkong/nbr-connect/CRITICAL

6.2 Close a ticket

To close a ticket, select object using checkbox and in the – **More actions** – menu select needed action:

Opened-tickets

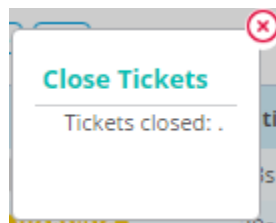
-- More actions --

-- More actions --

Close Tickets

S	Host	Service	Ticket ID	Ticket Time	Ticket Subject
<input checked="" type="checkbox"/>	fw-hongkong	nbr-connect	64	2016-10-11 13:59:41	Issue 64 - fw-hongkong/nbr-connect/CRITICAL

The ticket is closed (only for Centreon):



Select objects disappear from the opened tickets widget:

Tickets management

Open-tickets

-- More actions --

prev 1 2 3 - 4 Next

S	Host	Service	Status	Duration	Last Check	Tries	Status information
	Camera-Ip-Datacenter-01	disk-/	UNKNOWN	1m 58s	2016-10-11 14:03:58	2/3 (H)	Unknown -d: number expected... try another disk -
	fw-berlin	nbr-connect	CRITICAL	59s	2016-10-11 14:03:57	1/3 (H)	Number of connection : 194
	fw-hongkong	nbr-connect	CRITICAL	9m 1s	2016-10-11 14:02:56	3/3 (H)	Number of connection : 190
	fw-tokyo	nbr-connect	CRITICAL	1m 1s	2016-10-11 14:03:55	1/3 (H)	Number of connection : 194
	lb-bip-cluster-idf	virtualsevice-status-ldapmaster	CRITICAL	30m 43s	2016-10-11 14:04:25	1/1 (H)	Virtualsevice 'ldapmaster' is down.
	lb-bip-idf-2	realservice-status-ldap2	CRITICAL	9m 58s	2016-10-11 13:59:54	1/1 (H)	Realservice 'ldap2' is down.
	ldap-baudelaire-slave	disk-/var/lib/ldap	UNKNOWN	6M 2d 12h 15m 38s	2016-10-11 14:00:23	3/3 (H)	
	ldap-byron-slave	disk-/home	WARNING	18m 7s	2016-10-11 14:03:54	3/3 (H)	Disk /home - used : 135.33 Go - size : 168.00 Go -
	ldap-keats-master	memory	UNKNOWN	6M 2d 12h 24m 38s	2016-10-11 14:01:53	3/3 (H)	

Opened-tickets

-- More actions --

S	Host	Service	Ticket ID	Ticket Time	Ticket Subject
---	------	---------	-----------	-------------	----------------

Provider Guide

Some providers had been developed to use API provided by the ticketing software. It can happen you need to get/set a value not managed by the provider. So you can:

- open an issue/pull-request on github for the provider
- extend the provider and do your own development

7.1 OTRS

7.1.1 Introduction

The provider had been tested with OTRS 4.0 and 5.0. By default, OTRS API webservice is really poor. To enhance the user experience, OTRS API had been extended.

7.1.2 Installation

Copy directories `providers/Otrs/extra/Custom` and `providers/Otrs/extra/Kernel` (can be found on your centreon-web server) on your OTRS Server.

Then copy it:

```
# cp -Rf providers/Otrs/extra/Custom /opt/otrs/
# cp -Rf providers/Otrs/extra/Kernel /opt/otrs/
```

Add following lines in `/opt/otrs/Kernel/Config.pm` file:

```
# ----- #
# insert your own config settings "here" #
# config settings taken from Kernel/Config/Defaults.pm #
# ----- #
# $Self->{SessionUseCookie} = 0;
# $Self->{CheckMXRecord} = 0;
$Self->{'GenericInterface::Operation::Module'}->{'Priority::PriorityGet'} = {
    'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',
    'Controller' => 'Priority',
    'Name' => 'PriorityGet'
};
$Self->{'GenericInterface::Operation::Module'}->{'Queue::QueueGet'} = {
    'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',
    'Controller' => 'Queue',
```

```

        'Name' => 'QueueGet'
    };
    $Self->{'GenericInterface::Operation::Module'}->{'State::StateGet'} = {
        'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',
        'Controller' => 'State',
        'Name' => 'StateGet'
    };
    $Self->{'GenericInterface::Operation::Module'}->{'Type::TypeGet'} = {
        'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',
        'Controller' => 'Type',
        'Name' => 'TypeGet'
    };
    $Self->{'GenericInterface::Operation::Module'}->{'CustomerUser::CustomerUserGet'} = {
        'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',
        'Controller' => 'CustomerUser',
        'Name' => 'CustomerUserGet'
    };
};

```

Eventually, create `centreon webservice`. Connect on your OTRS web interface and use `Import web service` button. Choose the file `providers/Otrs/extra/export/otrs4/centreon.yml`.

On your `centreon-web` server, `php` installation must have `curl` module. It will depends of your operating system (It's by default on `Centos/Rhel 6`).

7.1.3 Configuration

Define **Rule name** and select **Otrs**. A new form appear and define dedicated field linked to the provider:

- **Address** is OTRS server address
- **Path** is the url path of OTRS server
- **Rest link** is the complete path for the webservice (shouldn't be changed)
- **Webservice name** is the name of the webservice used (linked to the name from installation part)
- **Username** and **Password** is the user used

| Rules

General information	
Rule name *	<input type="text" value="otrs-production"/>
Provider *	<input type="text" value="Otrs"/>
OTRS	
Address *	<input type="text" value="10.0.0.1"/>
Path	<input type="text" value="/otrs"/>
Rest link *	<input type="text" value="nph-genericinterface.pl/Webservice"/>
Webservice name *	<input type="text" value="centreon"/>
Username *	<input type="text" value="admin"/>
Password *	<input type="password" value="*****"/>
Use https	<input checked="" type="checkbox"/>
Timeout	<input type="text" value="60"/>

Configure a `open-tickets` widget to see if the configuration is well done. Try to open a ticket:

Share view | + Add widget | ▶ Rotation

Open Service Ticket

Custom message

Otrs queue * -- select --

Otrs priority * -- select --

Otrs state * -- select --
 Junk
 Misc
 Postmaster
 Raw

Otrs type -- select --

Otrs customer user * -- select --

Open

7.2 GLPI

7.2.1 Introduction

The provider had been tested with GLPI 0.80.x and 0.90.x. The GLPI plugin webservice 1.6.0 should be installed.

7.2.2 Installation

Configure the GLPI plugin webservice to accept connections from Centreon Web server.

On your centreon-web server, php installation must have XML-RPC module. For Centos 6.x:

```
# yum install php-xmlrpc.x86_64
# /etc/init.d/httpd reload
```

7.2.3 Configuration

Define **Rule name** and select **Glp**. A new form appear and define dedicated field linked to the provider:

- **Address** is GLPI server address
- **Path** is the url path of the webservice
- **Username** and **Password** is the user used

| Rules

General information

Rule name *

Provider *

Glpi

Address *

Path

Username *

Password *

Use https

7.3 ServiceNow

7.3.1 Introduction

This provider allows to create a ticket to ServiceNow Incidents.

7.3.2 Configuration

Define **Rule name** and select **ServiceNow**. A new form appear and define dedicated field linked to the provider:

- **Instance name** is ServiceNow instance name
- **OAuth client ID** and **OAuth client secret** is the OAuth client information, you can get the tutorial to create it https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/administer/security/task/t_SettingUpOAuth.html?title=OAuth_Setup
- **OAuth username** and **OAuth password** is the user used

| Rules

General information

Rule name *

Provider *

ServiceNow

Instance name *

OAuth client ID *

OAuth client secret *

OAuth username *

OAuth password *

Test authentication

8.1 Can i use a script to open a ticket automatically ?

In the current version of the module, no. But we think about it and in the future, it will be.

8.2 Can i close a ticket from centreon-web and it will be also closed in the ticketing system ?

Yes, if the provider had that capabilities. In the current version, you can only does if you use OTRS. You can enable it if you check the `Close ticket` attribute in your `centreon-open-tickets` rules.

8.3 Can i display open tickets history ?

Yes, goes to **Monitoring > Event logs > Ticket Logs** page.

8.4 How can i add service graphics in my ticket ?

Yes it can be if your ticketing system understand the `html img` tag.

To display the service graphics, we use Centreon autologin system. You can enable it in **Administration > Parameters > Centreon UI** with the checkbox `Enable Autologin`. The next step is to connect with a privileged user (with read access on services) and go in account page to generate an autologin key.

You can configure the `Body list` definition in your `centreon-open-tickets` rule and that 3 lines:

```
{assign var="centreon_url" value="localhost"}
{assign var="centreon_username" value="admin"}
{assign var="centreon_token" value="token"}
```

- **centreon_url** : replace it by your centreon-web server address
- **centreon_username** and **centreon_token** : replace it by the user and the token

The last step is to enabled (remove html comments) following lines in `Formatting popup textarea` (advanced tab):

```
<tr>
  <td class="FormRowField" style="padding-left:15px;">Add graphs</td>
  <td class="FormRowValue" style="padding-left:15px;"><input type="checkbox" name="add_graph" value="" /></td>
</tr>
```