Barracuda RMM

Setting Up a New Tigerpaw Integration

https://campus.barracuda.com/doc/84313816/

Configuring Tigerpaw to Integrate with Barracuda Managed Workplace

To configure Tigerpaw, do the following:

- Create an External Product for the Barracuda Managed Workplace integration.
- Verify that a service board exists for tickets generated in Barracuda Managed Workplace, and if it does not, create one.
- Add asset types and price book items to the master tables so that Tigerpaw can recognize assets collected by Barracuda Managed Workplace.
- Add a service order type for service orders generated by Barracuda Managed Workplace alerts.
- Create a unique rep in Tigerpaw for Barracuda Managed Workplace to help identify service orders created from Barracuda Managed Workplace alerts.
- Define service email options for the Windows service used by the integration.
- Associate customer accounts in Tigerpaw with the Onsite Managers used by Barracuda Managed Workplace.

Creating an External Product for the Barracuda Managed Workplace Integration

If you are configuring a new integration, you must create an External Product ID for Barracuda Managed Workplace.

1. In Tigerpaw, click **Edit** > **Master Tables** > **Account** > **External Products** > **New**.
2. Type an **External Product** name. For example, Barracuda Networks Barracuda Managed Workplace.
3. Click **OK**.

Creating a Service Board for Barracuda Managed Workplace Tickets

If you are upgrading to Tigerpaw 15.1.8 or later, you must create a Service Board for use with Barracuda Managed Workplace tickets. Although new installations of Tigerpaw 15.1.8 come pre-populated with several Service Boards, it is recommended that you create a Service Board dedicated to Barracuda Managed Workplace.

1. In Tigerpaw, click **Edit** > **Master Tables**.
2. Click **Service Boards**.
3. Create a new Service Board and provide a meaningful name, e.g. Managed Services or Barracuda Networks Tickets.

Creating Asset Types in Tigerpaw to Match Barracuda Managed Workplace Assets

For Tigerpaw to recognize your Barracuda Managed Workplace assets, you must create an asset type in Tigerpaw for each of the predetermined Barracuda Managed Workplace asset types.

The five Barracuda Managed Workplace asset types include the following:

- Windows Server
- Windows Workstation
- Printer
- Mobile
- Other

For an asset type to be recognized (and billed) correctly, you must map it to Special items in the Tigerpaw configuration utility. Then, when you define asset types in Tigerpaw, you can attach a Special item from your price book. As assets are discovered in Barracuda Managed Workplace, they will be created in Tigerpaw.

Tip: Create the Special items in the Tigerpaw configuration utility before you

create asset types.

1. From the **File** menu, click **New** > **New Price Book Item**.
2. Provide a name for the **Price Book Item**. For the **Item Type**, select **Special**.
   Now you are ready to create the asset types.
3. From the **Edit** menu, select **Master Tables**.
4. Click the **+** icon next to the **Inventory** node to display the tables related to the price book.
5. Under **Inventory** tables, click the **Asset Types** table once to select it, then click **New** on the toolbar.
   The **MSP Asset Types** dialog box lets you define how you are billing an asset you are tracking for your customer.
6. In the **Asset Type** field, type a definition for the Barracuda Managed Workplace asset type "Windows Server" as you want it to appear in Tigerpaw. For example, you might type "Server" or "Managed Server".
7. Click the button next to the **Billing Item ID** field to display a search window for locating price book items. Locate and choose the appropriate Special item for that asset type, which will be added to the invoice when billing for the monitoring.
8. If the Pricing will be determined by section, choose the **Default Price Level** for this asset type from the drop-down list, or select **Flat Price Override** and enter the flat price amount to use when billing for that asset type.
9. Click **Add Another** to save the asset type and enter another.
10. Repeat steps 6 to 9 until you have created an asset type for all five Barracuda Managed Workplace asset types. To close the **MSP Asset Types** window, click **OK**.

Creating a Type for Barracuda Managed Workplace Service Orders

You must create a service order type for service orders generated by Barracuda Managed Workplace alerts.

1. From the **Edit** menu, select **Master Tables**.
2. Click the **+** icon next to the **Service** node to display the tables related to service orders.
3. Under the **Service** tables, click **Types** to display the service order types already entered in Tigerpaw.
4. On the toolbar, click **New**.
5. Enter a new type for service orders generated by Barracuda Managed Workplace alerts. For example, "Barracuda Networks Barracuda Managed Workplace".
6. Click **OK**.

Creating a New Rep for Barracuda Managed Workplace

You can choose to set up Barracuda Managed Workplace as a Tigerpaw user by adding a new rep. This new rep definition will help distinguish service orders generated by Barracuda Managed Workplace alerts from other service orders. The rep will appear as the Taken By rep on the service order.

1. From the **Edit** menu, select **Master Tables**.
2. Click the + icon next to the **Rep** node to display the tables related to rep information.
3. Under the **Rep** tables, click **Account Reps** to display the reps that are already entered in Tigerpaw. (Note that all Tigerpaw users are considered reps.)
4. On the toolbar, click **New**.
5. Type a **Last Name** for the rep to help users identify it as Barracuda Managed Workplace. For example, you might use "Barracuda Managed Workplace", "Managed Services", or "Automated".
6. Click **OK**.
7. In the **Basic Rep Information** section, type a Password and verify it.
8. On the **Roles & Groups** tab, click the button to the left of the **Security Roles** field.
9. Select the check boxes for the role(s) that you want to assign the rep to. If you currently do not have your security configured or you are not currently using security, and then assign the rep to the Systems Administrator role.
10. Click **OK**.
11. Close the **Assign Security Roles** window.
12. On the **Account Rep Maintenance** window, click **Save and Exit** on the toolbar.
13. Close the **Table Maintenance** window.

Linking Onsite Managers to Customer Accounts in Tigerpaw

Finally, you must link your customers' Onsite Managers (as identified by OM Identifier) to their accounts in Tigerpaw. Before you begin this procedure, ensure that all your customers are already set up with accounts in Tigerpaw. It is also useful to prepare a list of customer OM Identifiers as they are listed in Service Center. To verify customer OM Identifiers in Service Center, check the OM Identifier

field on the Site Management page, found on the General tab.

If you need to associate more than one Onsite Manager with a single Tigerpaw customer, you can enter all relevant OM Identifiers to the list of Associated External Products for their single Tigerpaw account, as described below.

1. In Tigerpaw, locate a customer account that you want to link to Onsite Manager using the Search view, Account List view, or BackTrack™. Once the account is found, open the Account view.
2. On the **Service Defaults** tab, click **Add External Account ID in the Associated External Products** section.
3. From the drop-down list of providers, select **Avast**.
4. In the **External Account ID** field, type the OM Identifier for the customer site as it appears in Service Center.
   Note: If you are pasting the OM Identifier, ensure that there are no leading or trailing spaces.
   Note: Leave the **External System ID** field blank.
5. In the **Comment** field, enter a comment if required. Entering a comment is recommended if you are linking several Onsite Managers to a single Tigerpaw account, to help differentiate between them.
6. Click **OK** to close the window, or click **Add Another** to enter another OM Identifier in the **External ID** field.

Editing or Deleting an Onsite Manager Link to a Tigerpaw Account

If you add, remove or change a site in Service Center, you must make the corresponding changes in Tigerpaw.

To edit information for an Onsite Manager in a customer's Tigerpaw account

1. Open the Account view for the customer account.
2. On the **Service Defaults** tab, in the **Associated External Products** section, click the account that you want to edit.
3. In the **Associated External Products** section, click **Edit External Account ID**.
4. Make the required changes.
5. Click **OK**.

To remove an Onsite Manager association from a customer's Tigerpaw account

1. Open the Account view for the customer account.
2. On the **Service Defaults** tab, in the **Associated External Products** section, click the account that you want to delete.
3. In the **Associated External Products** section, click **Remove External Account ID**.
   A window opens to confirm that you want to delete the external account.
4. Click **Yes**.