

Configuring Service Center for Tigerpaw

<https://campus.barracuda.com/doc/84313818/>

Configuring Service Center

Ticket status mapping between Tigerpaw and Barracuda Managed Workplace is two-way, which means that you can select the appropriate Tigerpaw ticket status for ticket updates from Barracuda Managed Workplace, and you can select the appropriate Barracuda Managed Workplace ticket status for ticket updates from Tigerpaw. This two-way mapping allows you to control how statuses are mapped when the number of statuses between the two systems is inconsistent. It is strongly recommended that you maintain consistency in status mapping between the two systems.

You can create custom ticket statuses in Barracuda Managed Workplace in addition to the four system statuses, to map to Tigerpaw ticket statuses. For more information, see [Creating Custom Ticket Statuses](#).

To install the Tigerpaw Service Desk Module

1. In Service Center, click **Update Center > Components**.
2. Click **Get More**.
3. From the **Type** list, select **Service Desk Modules**.
4. Select the check box beside **Tigerpaw Service Desk Module**, and then click **Install**.

To configure the Tigerpaw Service Desk Module

1. In Service Center, click **Configuration > Service Desks**.
2. Click **Tigerpaw Service Desk Module**.
3. In the **Name** box, type a name for the Tigerpaw integration.
4. In the **Description** box, type a description of the Tigerpaw integration.
5. In the **User Name** box, type the Tigerpaw API user name. This is the API user that was created using the Tigerpaw API User utility.
6. In the **Password** box, type the Tigerpaw password.
7. In the **Website URL**, type the Tigerpaw API web service host URL.
Note: "/tsiWS.asmx" is automatically appended to the URL.
8. To require that any future configuration to the Tigerpaw service desk module requires a password re-entry, select the **Require password re-entry to configure this service desk module** check box.
9. Click **Next**.
10. From the **Tigerpaw External Product for integration** list, select the External Product you created in Tigerpaw for the Barracuda Managed Workplace integration.
11. From the **Rep Taken By** list, select the Tigerpaw client user account that will open the ticket. This is the authenticated user that the Tigerpaw API uses to create or update service orders.
12. From the **Rep Assign to** list, select the individual who will work on the ticket.

13. From the **Tigerpaw Service Board** list, select the service board in which you would like to see your tickets created. It is recommended that you create a service board for managed service tickets. See [Creating a Service Board for Barracuda Managed Workplace Tickets](#).
14. From the **Service Order Type** list, select the service order type you want to assign to Barracuda Managed Workplace tickets. It is recommended that you create an service order type for tickets generated in Barracuda Managed Workplace.
15. Click **Next**.
16. In the **Site Account Mapping** section, verify that the site and account listed match those in Tigerpaw. Note that this is a read-only page.
17. Click **Next**.
18. Map ticket statuses by doing the following:
 - For each of the Barracuda Managed Workplace ticket statuses, select an appropriate Tigerpaw service order status.
 - For each of the Tigerpaw service order statuses, select an appropriate Barracuda Managed Workplace ticket status.

Note: In addition to the four standard Barracuda Managed Workplace ticket statuses, there may be custom Barracuda Managed Workplace ticket statuses available for you to map.
19. Click **Next**.
20. Map ticket priorities by doing the following:
 - For each of the Barracuda Managed Workplace ticket priorities, select an appropriate Tigerpaw service order priority.
 - For each of the Tigerpaw service order priorities, select an appropriate Barracuda Managed Workplace ticket priority.
21. Click **Next**.
22. If you are using the Tigerpaw Employee Portal, do the following:
 - Enter the URL in the **Base Hyperlink** field.
 - Enter the column name where tickets are displayed in the **Ticket Column Name** field.

Note: If you are not using the Tigerpaw Employee Portal, which is an optional Tigerpaw add-on, you can leave these values at the default value.
23. Click **Next**.
24. For each Barracuda Managed Workplace asset type, select the corresponding Tigerpaw asset type.
25. Click **Next**.
26. Type in the time you would like to run the daily asset synchronization between Barracuda Managed Workplace and Tigerpaw. Alternatively, use the time picker to select a time.

Note: The **Sync Now** button is not enabled until after the configuration is completed.
27. To view an asset synchronization log file, click a **View Log** link in the Log File column. The **log file** opens as a .txt file.
28. Click **Next**.
29. By default, all tickets are sent. You can filter the tickets that are sent by clearing the check box beside any of the following:
 - To exclude site-based tickets, clear the All site-based tickets check box, or click the + icon beside this check box, and clear any of the following: Manual tickets, Site not communicating, Loss of monitoring protocol, and New device tickets.
 - To exclude website-based tickets, clear the **All website-based tickets** check box.
 - To exclude all device-based tickets, clear the **All device-based tickets** check box.

- To exclude device-level monitor tickets, click the **+** icon beside the **All device-based tickets** check box to expand it, and then clear the **Device-level monitor tickets** check box.
- To filter policy module tickets, click the **+** icon beside the **All device-based tickets** check box to expand it, and then select the **Filtered policy modules option** button. Click **Add**, and select the check box that corresponds with each policy module you want to add. Click **Apply**.
- To filter policy set tickets, click the **+** icon beside the **All device-based tickets** check box to expand it, and then select the **Filtered policy sets option** button. Click **Add**, and select the check box that corresponds with each policy set you want to add. Click **Apply**.

30. Click **Save**.

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