
Modifying Tigerpaw Integrations in Service Center

<https://campus.barracuda.com/doc/84313820/>

Modifying Web Service Credentials

If changes to the dedicated integration account's credentials have been made in Tigerpaw, you must update the service desk module configuration in Service Center.

1. In Service Center, click **Configuration > Service Desks**.
2. Click **Tigerpaw Service Desk Module**.
3. Modify the **Tigerpaw user name**, **Password**, or **Website URL** as required.
4. 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.
5. Click **Save**.

Modifying Ticket Defaults

1. In Service Center, click **Configuration > Service Desks**.
2. Click **Tigerpaw Service Desk Module**.
3. Click **Ticket Defaults** in the right sidebar.
4. From the **Tigerpaw External Product for integration** list, select the External Product you created in Tigerpaw for the Barracuda Managed Workplace integration.
5. From the **Rep Taken By** list, select the user account that will open the ticket. This is the authenticated user that the Tigerpaw API uses to create or update service orders.
6. From the **Rep Assign to** list, select the individual who will work on the ticket.
7. 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. [Creating a Service Board for Barracuda Managed Workplace Tickets](#).
8. 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.
9. Click **Save**.

Verifying Site Account Mapping

1. In Service Center, click **Configuration > Service Desks**.
2. Click **Tigerpaw Service Desk Module**.
3. Click **Site Account Mapping** in the right sidebar.

4. 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.
5. Click **Save**.

Modifying Ticket Status Mapping

1. In Service Center, click **Configuration > Service Desks**.
2. Click **Tigerpaw Service Desk Module**.
3. Click **Ticket Status Mapping** in the right sidebar.
4. 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.

5. Click **Save**.

Modifying Ticket Priority Mapping

1. In Service Center, click **Configuration > Service Desks**.
2. Click **Tigerpaw Service Desk Module**.
3. Click **Ticket Priority Mapping** in the right sidebar.
4. 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.
5. Click **Save**.

Modifying Ticket Linking

If you purchase the Tigerpaw Employee Portal add-on, or if the URL or column name changes, you can update this information in Service Center.

1. In Service Center, click **Configuration > Service Desks**.
 2. Click **Tigerpaw Service Desk Module**.
 3. Click **Ticket Linking** in the right sidebar.
 4. If you are using the Tigerpaw Employee Portal, do the following:
 - Type the URL in the **Base Hyperlink** field.
 - Type 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.

5. Click **Save**.

Modifying Asset Type Mapping

1. In Service Center, click **Configuration > Service Desks**.
2. Click **Tigerpaw Service Desk Module**.
3. Click **Asset Type Mapping** in the right sidebar.
4. For each Barracuda Managed Workplace asset type, select the corresponding Tigerpaw asset type.
5. Click **Save**.

Modifying Asset Synchronization

1. In Service Center, click **Configuration > Service Desks**.
2. Click **Tigerpaw Service Desk Module**.
3. Click **Asset Synchronization** in the right sidebar.
4. 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.
5. 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.
6. Click **Save**.

Modifying Ticketing Options

1. In Service Center, click **Configuration > Service Desks**.
2. Click **Tigerpaw Service Desk Module**.
3. Click **Ticketing Options** in the right sidebar.
4. 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, you can clear the **All site-based tickets** check box, or you can 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**.
5. Click **Save**.
1. To send manually-created tickets, select the Include manual tickets for the associated sites check box.
 2. To send **Site Not Communicating** tickets, select the **Include Site Not Communicating** tickets for the associated sites check box.
- Note:** These tickets will be forwarded to Tigerpaw only for those sites which have at least one device belonging to any of the selected policy modules.
6. Click **Save**.

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