ConnectWise

https://campus.barracuda.com/doc/85491731/

Setting Up and Enabling ConnectWise Integrations

The following section describes how to enable and make the ConnectWise integration public to VARs so that they can integrate their Virtual Service Center with ConnectWise.

1. In the Hosted Console website, click **Configuration** > **Service Desks**.
2. Click **Add**, then select **ConnectWise Hosted**.
3. Ensure the **Enable** check box is selected.
   This will ensure the integration is enabled and ready to communicate with ConnectWise.
4. In the **Service Identification** section, only modify the **Name** and **Description** boxes if required.
5. If desired, click the **Advanced Settings** button.
   Note: We recommend you don't edit the Advanced Settings. Contact Technical Support if you attempt to change these settings and the configuration fails.
6. In the **Web Service Configuration** section, you can do the following:
    1. Click **Validate**. If the WSDL Location is correct, the option ProcessClientAction appears in the **WS Method** drop-down menu below. If the WSDL Location is incorrect, the following error appears: "An error occurred while attempting to contact the web service".
    2. Do not modify the **Tokens** box.
    3. For the **Response Type**, select either **XML** or **String**.
    4. In the **Filter** box, type the filter used to capture the ticket number from the response.
7. In the **Ticket Linking** section, you can do the following:
    1. The **Enable** check box for Ticket Hyperlink is selected by default. Clear the check box if you do not want the ticket hyperlink to appear in the Alert Dashboard.
    2. For the Base Hyperlink, the second box from the left is automatically populated with www.myconnectwise.com. If www.myconnectwise.com is not the FQDN of your ConnectWise PSA system, enter it in this box. Do not modify the rest of the Base Hyperlink.
    3. The **Ticket Column Name** box is used to configure the name of the column that displays ConnectWise-related items when viewing Trouble Tickets in Service Center. Modify this box if required.
8. Click **Save**.

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