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## Tigerpaw - Using VAR Admin

<https://campus.barracuda.com/doc/85491733/>

### Setting Up and Enabling Integrations with Tigerpaw

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

1. In the Hosted Console website, click **Configuration > Service Desks**.
2. Click **Add**, then select **Tigerpaw**.
3. Ensure the **Enable** check box is selected.  
This will ensure the integration is enabled and ready to communicate with Tigerpaw.
4. In the **Service Identification** section, modify the Name and Description, 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, do the following:
  1. The **Authentication** and **SSL Required** boxes are disabled by default; however, you can modify them if required.
  2. Type the WSDL Location in the boxes. In most instances, only the protocol, server and port need to be configured. The trailing URL should remain intact.
  3. Click **Validate** to connect to the Tigerpaw service and in the **Method to Invoke** list, select SubmitAlert.
  4. The **Tokens** boxes are populated automatically.
  5. For the **Response Type**, select either **XML** or **String**.
  6. In the **Filter** box, accept the default /tsiLPISvc/response/sonumber/text().
7. Click **Save**.

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