

Fieldpoint

<https://campus.barracuda.com/doc/85491735/>

Setting Up and Enabling Integrations with Fieldpoint

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

1. In the Hosted Console website, click **Configuration > Service Desks**.
2. Click **Add**, then select **Fieldpoint**.
3. Ensure the **Enable** check box is selected.
This will ensure the integration is enabled and ready to communicate with Fieldpoint.
4. In the **Service Identification** section, modify the Name and Description, if required.
5. Select the **Available to all VARs** check box.
This will make the integration visible to all VARs and allow them to configure their respective account settings and ticketing options.
6. If desired, click the **Advanced Settings** button.
Note: We recommend that the settings in the advanced properties not be edited. Contact Technical Support if you attempt to change these settings and the configuration fails.
7. In the **Web Service Configuration** section, do the following:
 1. The **Authentication** is set to Disabled and the **Require SSL** box is not selected 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.
8. In the **Ticket Linking** section, accept all the defaults in all boxes.
9. Click **Save**.

© Barracuda Networks Inc., 2024 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.