

## Setting Up and Enabling ConnectWise Integrations

<https://campus.barracuda.com/doc/89620807/>

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.

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:
  - 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**".
  - Do not modify the **Tokens** box.
  - For the **Response Type**, select either **XML** or **String**.
  - 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](http://www.myconnectwise.com). If [www.myconnectwise.com](http://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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