

Setting Up and Enabling Integrations with Tigerpaw

<https://campus.barracuda.com/doc/89620808/>

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.

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:
 - The **Authentication** and **SSL Required** boxes are disabled by default; however, you can modify them if required.
 - 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.
 - Click **Validate** to connect to the **Tigerpaw** service and in the **Method to Invoke** list, select **SubmitAlert**.
 - The **Tokens** boxes are populated automatically.
 - For the **Response Type**, select either **XML** or **String**.
 - In the **Filter** box, accept the default **/tsiLPISvc/response/sonumber/text()**.
7. Click **Save**.

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