

# **Integrating Autotask**

https://campus.barracuda.com/doc/98227381/

To complete an Autotask integration, you must:

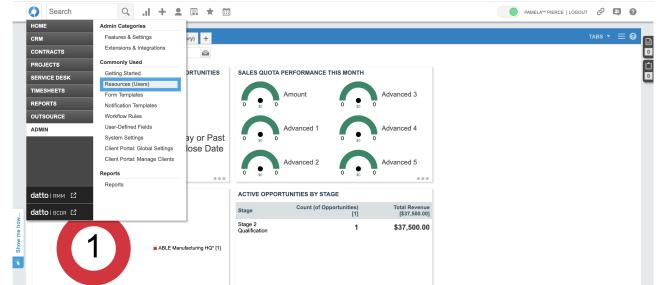
- Set up Autotask
- Follow the Autotask integration Wizard
- Set up your site mappings
- Test the integration settings

If you have issues with your integration, you can <u>check the settings</u> and <u>delete the integration if</u> <u>necessary</u>.

#### Step One: Set up Autotask

In this procedure, you set up a new API user.

1. In Autotask, navigate to **Admin > Resources (Users**).



2. Click the dropdown error next to New and select New API User.



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	- Nev	N T	- Import/Impor	t History 🚓 🗐	Show Inactive	Find Resource						
					-							
		Resour API Us		Resource ID	Default Department	Security Level 🚖	License Type	Office Phone	Mobile Phone	Email	Primary Location	Resource Survey Rating
	-		_		~	~	· · ·	·			~	
		:=	Administrator, Autotask	4		Full Access (system)	Administrator	(518) 720-3500			Headquarters	
		≔	Anderson, Scott	29683487	Service	Manager	Executive			salesdemo@autotask.com	Headquarters	
		≔	Brown, Michael	29683663	Engineering	Manager	Executive			salesdemo@autotask.com	Engineering Office	
		≔	Davis, Gary	29683992	Engineering	Project Manager	Professional			salesdemo@autotask.com	Engineering Office	
		≔	Jackson, Timothy	29683463	Sales/Marketing	Sales	Professional			salesdemo@autotask.com	Headquarters	
		≔	Johnson, Allison	29683951	Engineering	Project Manager	Professional			salesdemo@autotask.com	Engineering Office	
		≔	Jones, Cindy	29683979	Engineering	Project Manager	Professional			salesdemo@autotask.com	Engineering Office	
me how.		≔	Miller, Susan^	29683876	Service	Manager	Executive			salesdemo@autotask.com	Headquarters	
Show m		≔	Moore, James*	29683781	Service	Manager	Executive			salesdemo@autotask.com	Headquarters	
S		:=	O'Connell, Aidan	29683995		API User (system)	API User			aidan.oconnell@skoutsecure.com	Headquarters	

- 3. Fill out the settings for the user.
- 4. Generate a username and password.
- 5. Take note of the username and password.

# Barracuda XDR



DI View site information					
Save & Close 🛞 Cancel					
GENERAL					
First Name *	Security Level *				
SKOUT	API User (system)	~			
Last Name *	Date Format				
CYBERSECURITY	MM/dd/yyyy	~			
Email Address *	Time Format				
oxsticket@oxfordsolutions.com	hh:mm tt	~			
Active	Number Format				
Locked	X,XXX.XX	~			
GENERAL					
⊖ Generate Key	⊖ Generate Secret				
Username (Key) *	Password (Secret) *				
dpsmmbq3y6hleay@skoutsecuresandbox.com	kC*2R9z\$j~3K8L#rFa4@@Zn5c				
API TRACKING IDENTIFIER					
API version 1.6 & later require the user of an API tracking ide	ntifier. Once assigned, this cannot be changed.				
Integration Vendor					
Custom (Internal Integration)					
○ None					
Integration Vendor*					

6. Click Save and Close.

## Step Two: Follow the Autotask Integration Wizard

- 1. Sign in to the **Barracuda XDR Dashboard**.
- 2. Click Administration > Integrations.
- 3. On the Autotask card, click Setup.
- 4. Click Edit Settings and enter your credentials.
- 5. In the **Ticket Integration | AutoTask API Setup** area, type your **Username** and **Secret** and click **Next**.
- 6. Follow the Autotask Integration Wizard.

#### Step Three: Map your Autotask sites

- 1. Sign in to the **Barracuda XDR Dashboard**.
- 2. Click **Administration** > **Integrations**.



- 3. On the **Autotask** card, click **Setup**.
- 4. Click Edit Settings.
- 5. Click **Next** several times until you get to the **Ticket Integration** page.
- 6. On the **Ticket Integration** page, in the row of company you want to map, click **Edit**.
- 7. in the **Step 1: search Autotask companies by keyword** box, type the name of the company you want or part of the company name and click **Search**.
- 8. In the Step 2: select from the below search results box, select a company.
- 9. Click **Done**.
- 10. Repeat steps 6-9 until you have mapped all the companies you want to map.
- 11. Click Next.
- 12. Click Submit.

### To test integration settings

- 1. Sign in to the Barracuda XDR Dashboard.
- 2. Click Administration > Integrations.
- 3. On the Autotask card, click Update.
- 4. Click Edit Settings.
- 5. Click **Test**.

### To test the ticket sync

You can test your ticket settings by sending a test email that uses your saved settings.

- 1. Sign in to the Barracuda XDR Dashboard.
- 2. Click **Administration** > Integrations.
- 3. On the **Autotask** card, click **Update**.
- 4. Click Edit Settings.
- 5. Click Send Test.



# Figures

- 1. 1.png
- 2. 2.png
- 3. 3.png

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