

# Zammad Monitoring with Zabbix

## Zammad Configuration

Click on **Settings --> Users --> New User** and create a new user for Zabbix by filling out **FIRSTNAME, LASTNAME, EMAIL, PASSWORD** and setting the **PERMISSIONS** to **Agent (Figure 1)**:

**Figure 1**

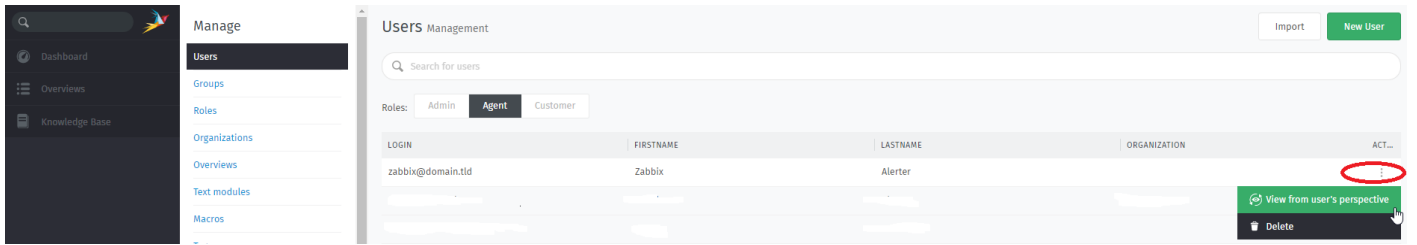
## New: User

FIRSTNAME *	LASTNAME *
<input type="text" value="Zabbix"/>	<input type="text" value="Aleter"/>
EMAIL	ORGANIZATION
<input type="text" value="zabbix@domain.tld"/>	<input type="text" value="Search..."/>
WEB	PHONE
<input type="text"/>	<input type="text"/>
MOBILE	FAX
<input type="text"/>	<input type="text"/>
DEPARTMENT	ADDRESS
<input type="text"/>	<input type="text"/>
PASSWORD	PASSWORD (CONFIRM)
<input type="password" value="*****"/>	<input type="password" value="*****"/>
VIP	
<input type="text" value="no"/>	
NOTE	
<input type="text"/>	
PERMISSIONS	
<input type="checkbox"/> Admin To configure your system.	
<input checked="" type="checkbox"/> Agent To work on Tickets.	
<input type="checkbox"/> Customer People who create Tickets ask for help.	
ACTIVE *	
<input type="text" value="active"/>	

[Cancel & Go Back](#)[Submit](#)

Once the user is created, locate the user, click the 3 dots under **ACTIONS** column and click on **View from user's perspective** option from the corresponding menu (**Figure 2**):

**Figure 2**



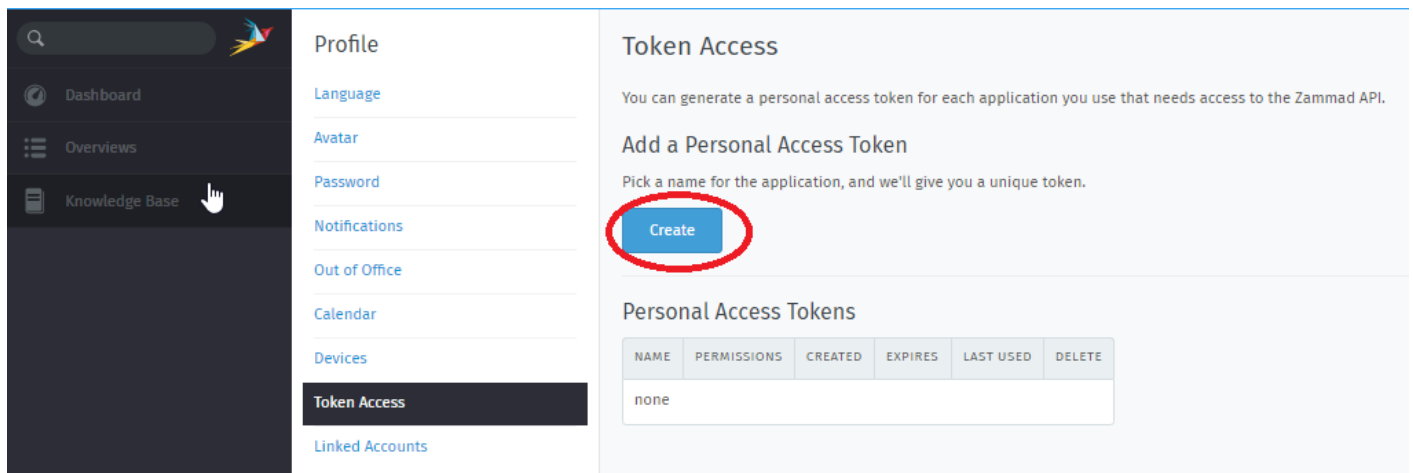
Click the user's initials on the bottom left of the screen and click on the **Profile** option from the corresponding menu (**Figure 3**):

**Figure 3**



Under the Profile section, click **Token Access --> Create (Figure 4)**:

**Figure 4**



In the **Add a Personal Access Token** window, in the name field enter **Zabbix**, check **AGENT** under TICKET and click the **Create** button (**Figure 5**):

**Figure 5**

Add a Personal Access Token

NAME \*

Zabbix

EXPIRES

☐ CHAT

ACCESS TO CHAT

☐ AGENT

ACCESS TO CHAT

☐ CTI

CTI

☐ AGENT

ACCESS TO CTI

☐ KNOWLEDGE\_BASE

MANAGE KNOWLEDGE BASE

☐ READER

MANAGE KNOWLEDGE BASE READER

☐ TICKET

TICKET INTERFACE

☒ AGENT

ACCESS TO AGENT TICKETS BASED ON GROUP ACCESS

☐ USER\_PREFERENCES

USER PREFERENCES

☐ ACCESS\_TOKEN

MANAGE TOKEN ACCESS

☐ AVATAR

MANAGE AVATAR

☐ CALENDAR

ACCESS TO CALENDARS

☐ DEVICE

MANAGE DEVICES

☐ LANGUAGE

CHANGE LANGUAGE

☐ LINKED\_ACCOUNTS

MANAGE LINKED ACCOUNTS

☐ NOTIFICATIONS

MANAGE NOTIFICATIONS

☐ OUT\_OF\_OFFICE

CHANGE OUT OF OFFICE

☐ PASSWORD

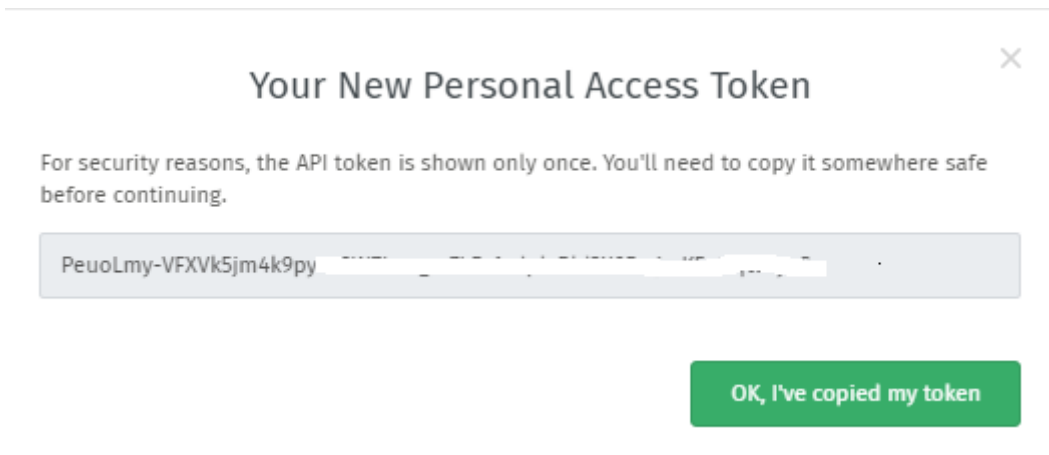
CHANGE PASSWORD

[Cancel & Go Back](#)

Create

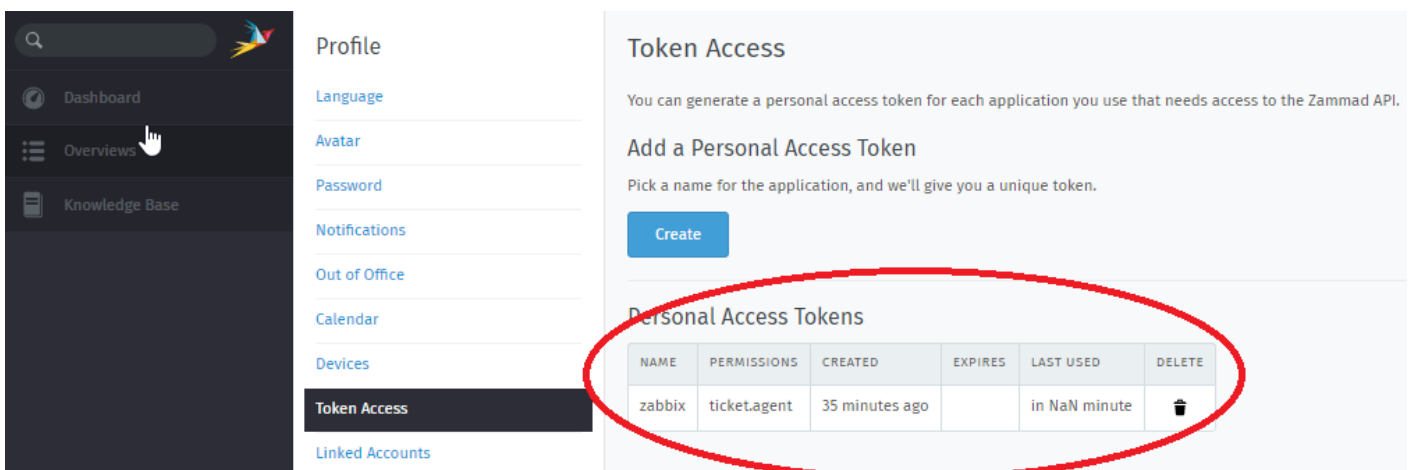
On the resulting **Your New Personal Access Token** window, ensure you copy the token and click the **OK, I've copied my token** button (**Figure 6**):

**Figure 6**



In the **Token Access** page, under the **Personal Access Tokens** you should see the following entry (**Figure 7**):

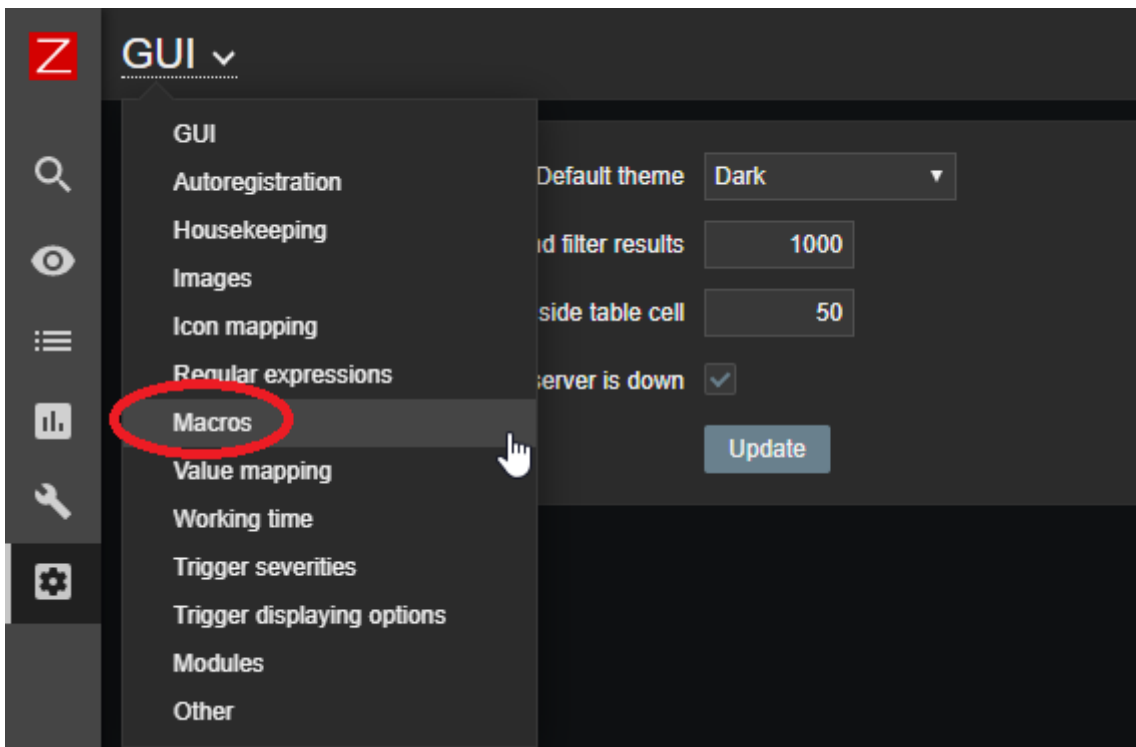
**Figure 7**



# Zabbix Configuration

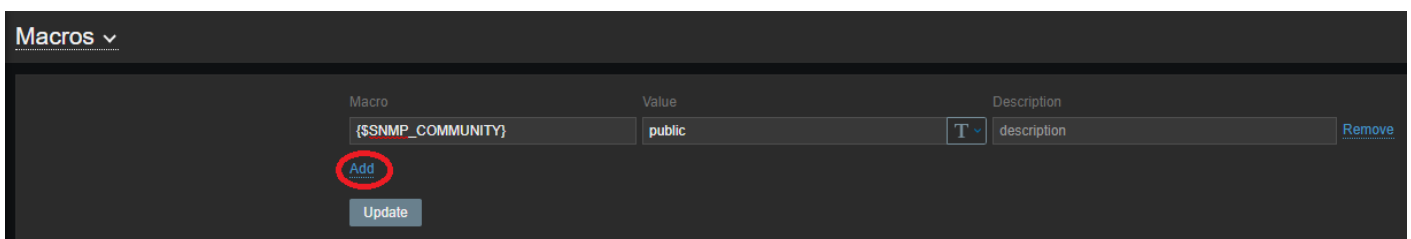
Click on **Administration --> General --> GUI --> Macros (Figure 8)**:

**Figure 8**



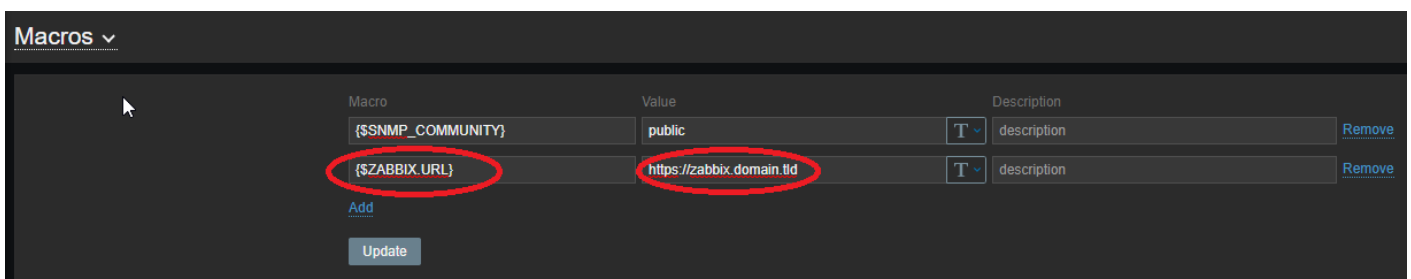
Under the **Macros** page, click on the **Add** link to add a new Macro (**Figure 9**):

**Figure 9**



In the new Macro entry enter **{\$ZABBIX.URL}** in the **Macro** field, enter the URL to the Zabbix server and in the **Value** field and click the **Update** button below (**Figure 10**):

**Figure 10**



Click on **Administration --> Media Types --> Zammad**. In the **zammad\_access\_token** field enter the Personal Access Token you created earlier the Zammad, in the **zammad\_url** field enter the the URL to your Zammad installation, in the **zammad\_customer** field enter the e-mail address of the Zammad user you created earlier and click the **Update** button (**Figure 11**):



Figure 11

\* Name: Zammad

Type: Webhook ▼

Parameters

Name	Value	Action
alert_message	{ALERT.MESSAGE}	Remove
alert_subject	{ALERT.SUBJECT}	Remove
event_id	{EVENT.ID}	Remove
event_nseverity	{EVENT.NSEVERITY}	Remove
event_source	{EVENT.SOURCE}	Remove
event_tags	{EVENT.TAGSJSON}	Remove
event_update_message	{EVENT.UPDATE.MESSAGE}	Remove
event_update_status	{EVENT.UPDATE.STATUS}	Remove
event_value	{EVENT.VALUE}	Remove
trigger_id	{TRIGGER.ID}	Remove
zabbix_url	{ZABBIX.URL}	Remove
zammad_access_token	lcsAPRB [REDACTED]	Remove
zammad_customer	zabbix@domain.tld	Remove
zammad_enable_tags	true	Remove
zammad_ticket_id	{EVENT.TAGS.__zbx_zammad_ti	Remove
zammad_url	https://zammad.domain.tld	Remove

Add

\* Script: var Zammad = { \_

Timeout: 30s

Process tags: ☒

Include event menu entry: ☒

\* Menu entry name: Zammad: ticket #{EVENT.TAGS.\_\_zbx\_zammad\_ticket\_id}

\* Menu entry URL: {EVENT.TAGS.\_\_zbx\_zammad\_ticketlink}

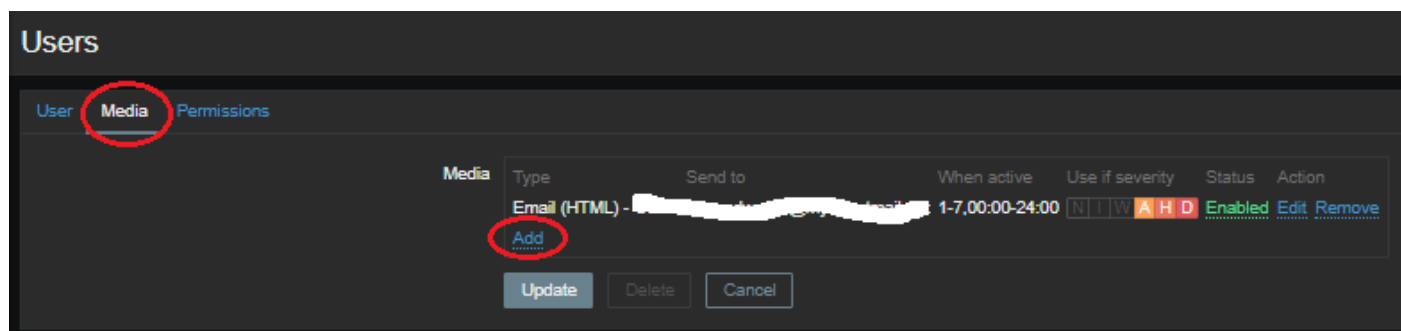
Description:

Enabled: ☒

Update Clone Delete Cancel

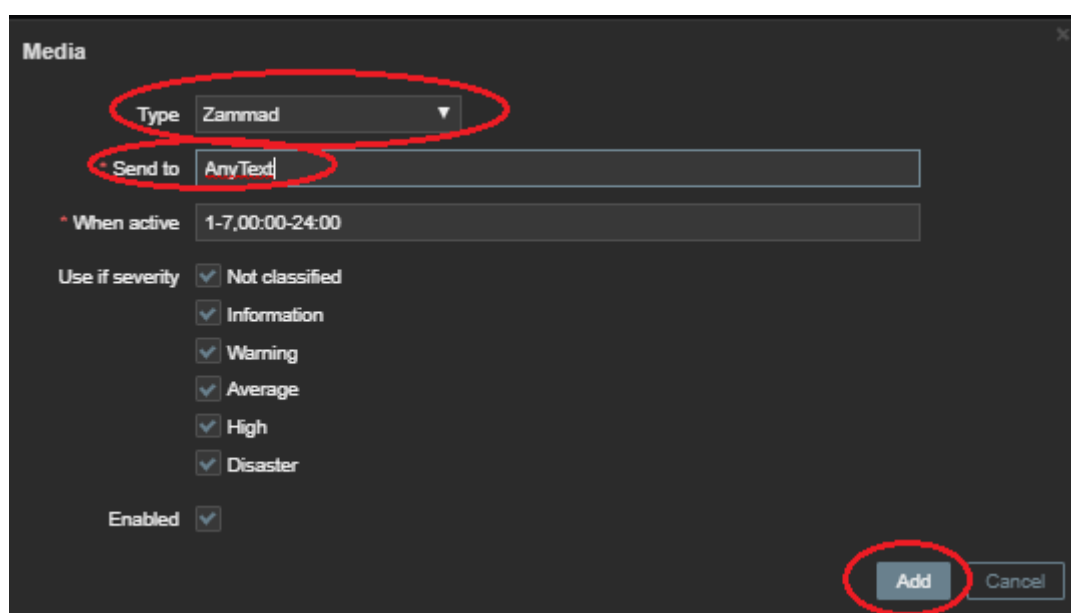
Click on **Administration --> Users --> Zabbix-User** (where Zabbix-User is a user already created in Zabbix). Once in the User page, click on **Media** and then click the **Add** button (**Figure 12**):

Figure 12



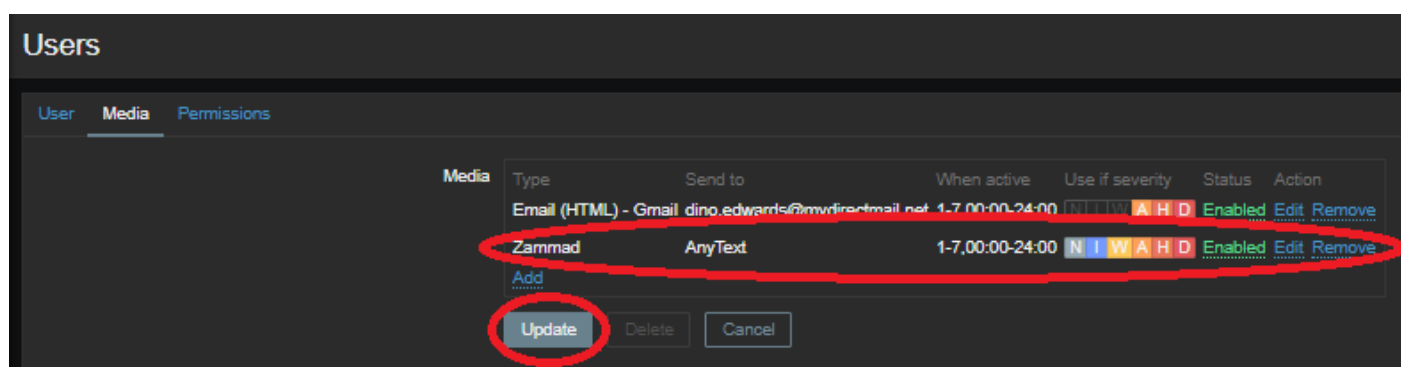
In the **Media** window, in the **Type** field, select **Zammad**, in the **Send to** field enter **AnyText** (this field is not used but it's required to be filled in) and click the **Add** button (**Figure 13**):

Figure 13



Back in **Users --> Media** , you should see the newly added **Zammad** media type. Ensure you click the **Update** button to save your changes (Figure 14):

Figure 14



Revision #3

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