

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

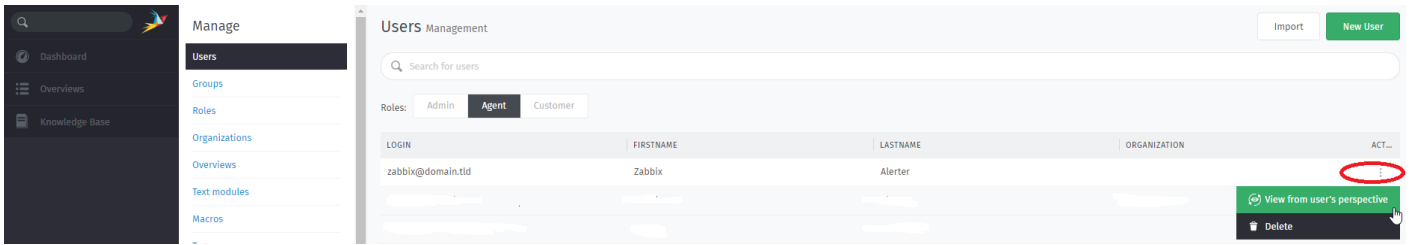
New: User

| | |
|--|--|
| 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](#)

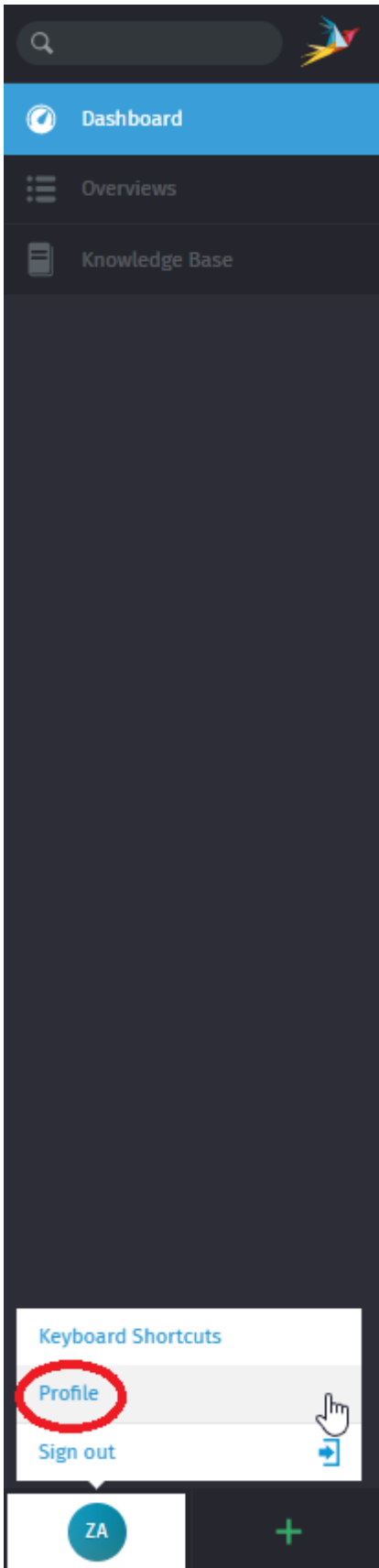
Once the user is created, locate the user, click the 3 dots under **ACTIONS** column and click on **View from user's perspective** option from the corresponding menu (**Figure 2**):

Figure 2



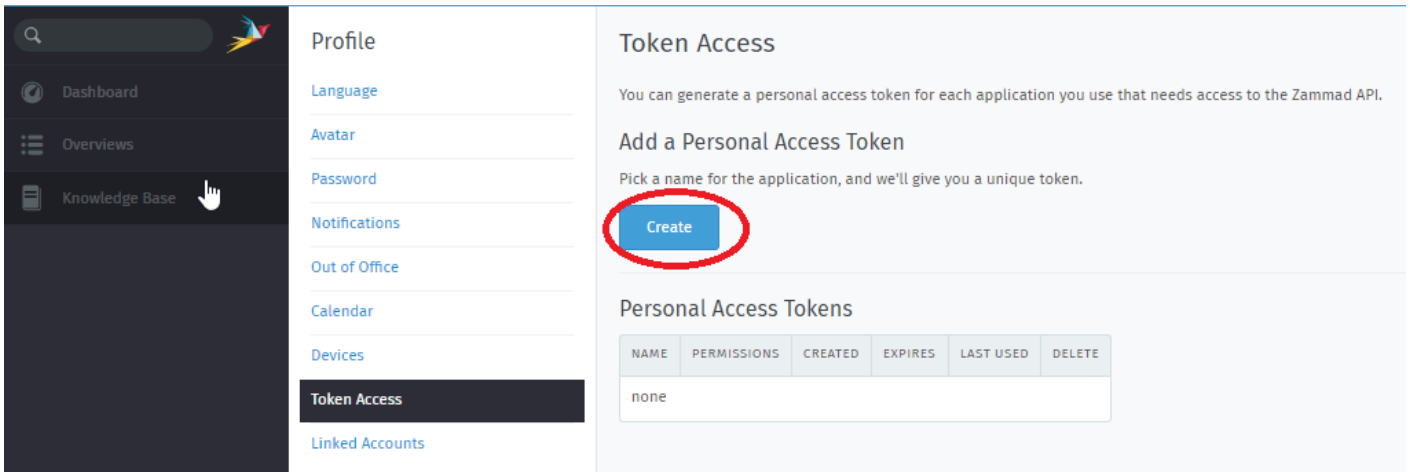
Click the user's initials on the bottom left of the screen and click on the **Profile** option from the corresponding menu (**Figure 3**):

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

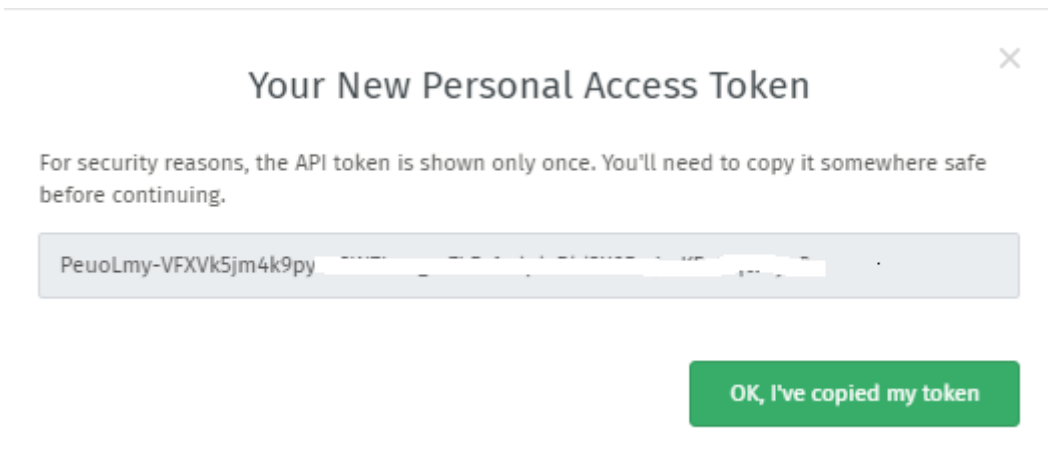
CHANGE PASSWORD

[Cancel & Go Back](#)

Create

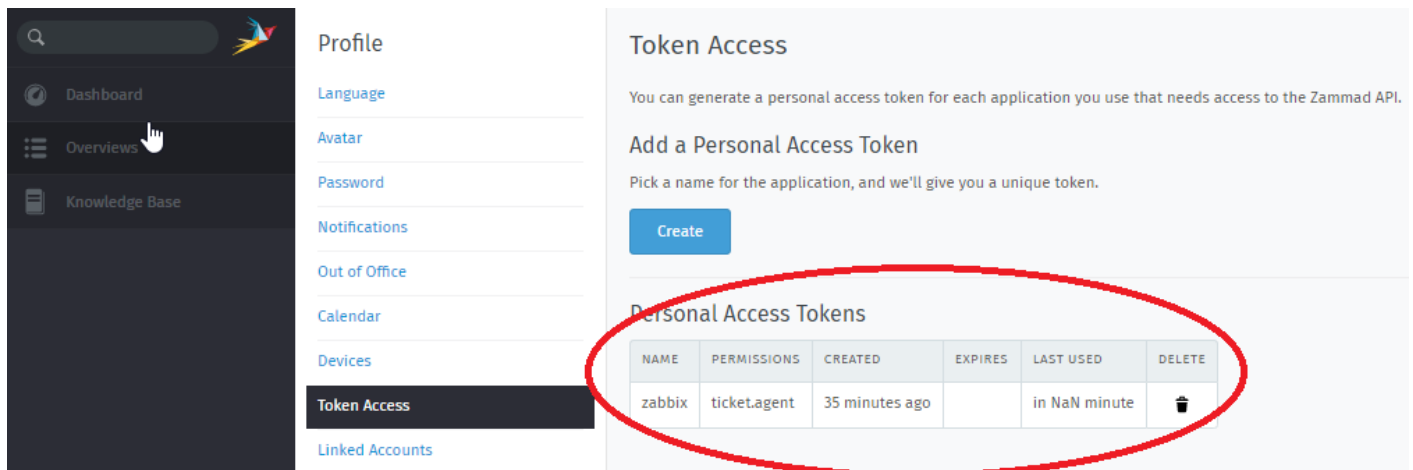
On the resulting **Your New Personal Access Token** window, ensure you copy the token and click the **OK, I've copied my token** button (**Figure 6**):

Figure 6



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

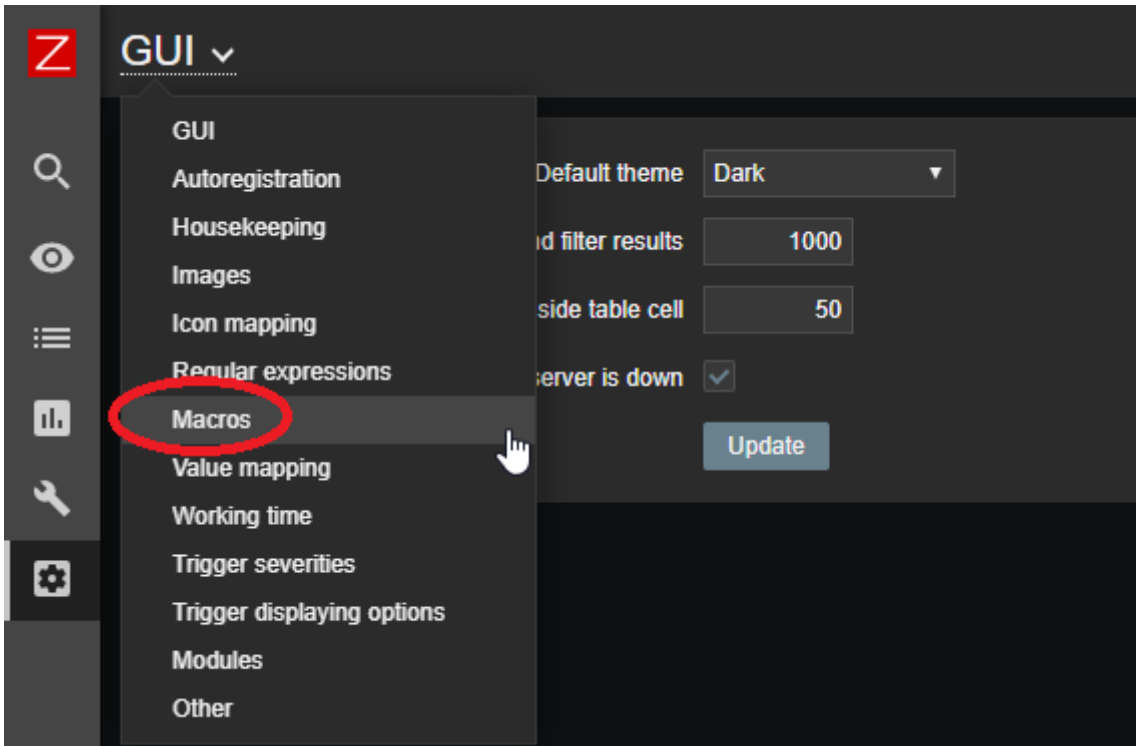
Figure 7



Zabbix Configuration

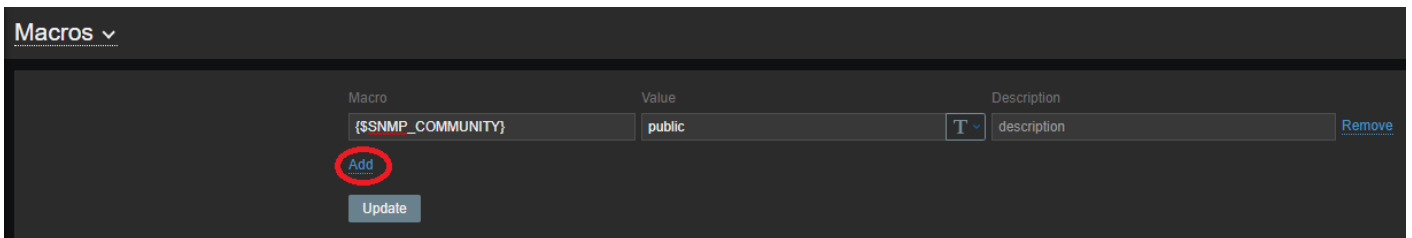
Click on **Administration --> General --> GUI --> Macros** (**Figure 8**):

Figure 8



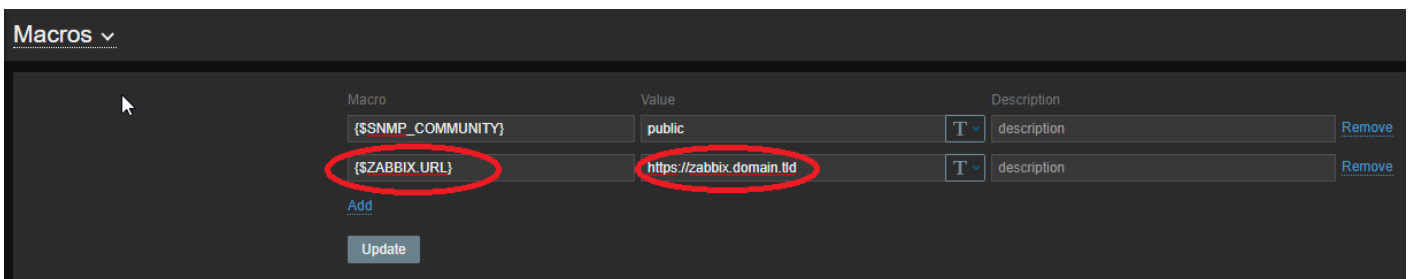
Under the **Macros** page, click on the **Add** link to add a new Macro (**Figure 9**):

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

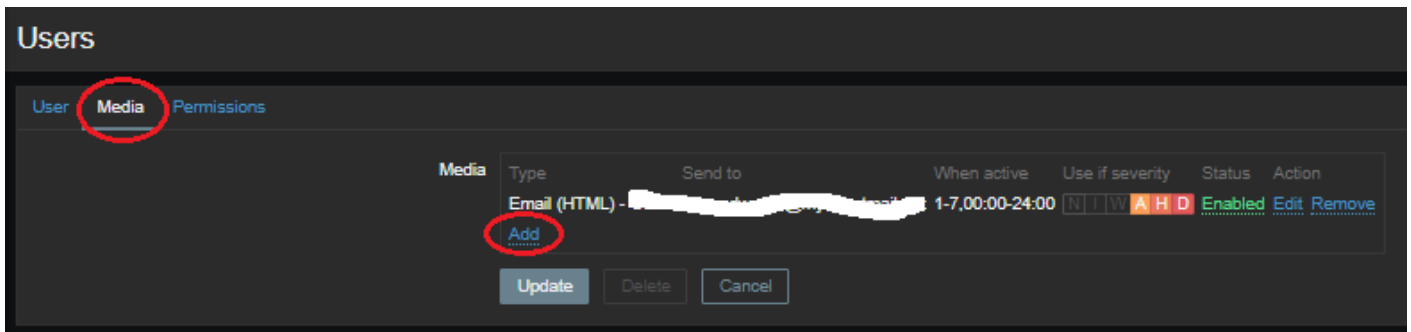
The screenshot shows the configuration page for a Zabbix user named 'Zammad'. The 'Type' is set to 'Webhook'. The 'Parameters' section is a table with the following entries:

| 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 |

Below the table is an 'Add' button. The 'Script' field contains: `var Zammad = {`. The 'Timeout' is set to '30s'. 'Process tags' and 'Include event menu entry' are checked. The 'Menu entry name' is 'Zammad: ticket #{EVENT.TAGS.__zbx_zammad_ticket_id}' and the 'Menu entry URL' is '{EVENT.TAGS.__zbx_zammad_ticketlink}'. The 'Description' field is empty. The 'Enabled' checkbox is checked. At the bottom, the 'Update' button is circled in red, along with 'Clone', 'Delete', and 'Cancel' buttons.

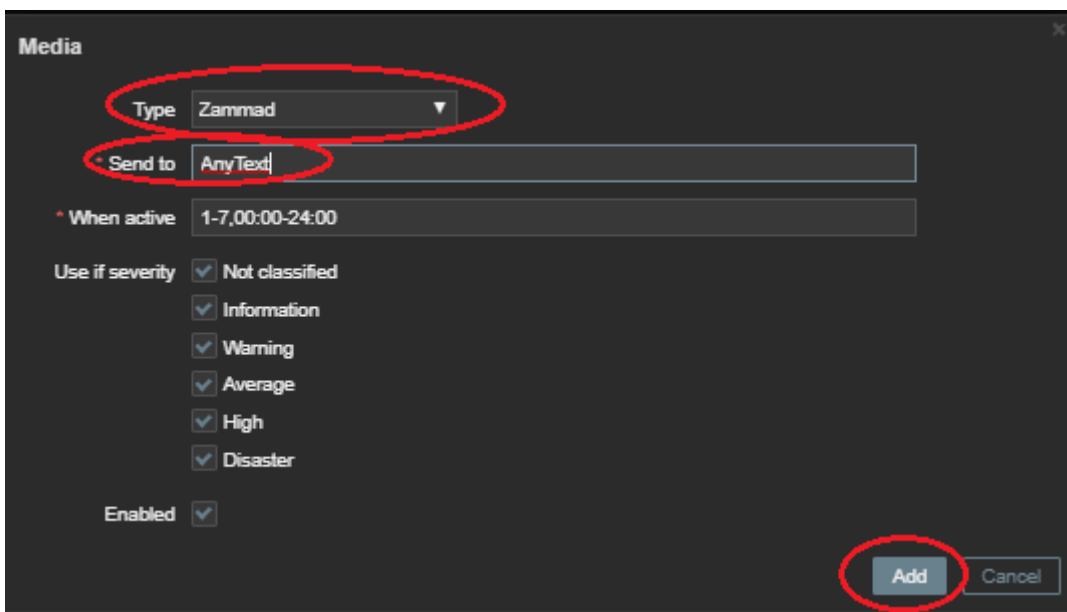
Click on **Administration --> Users --> Zabbix-User** (where Zabbix-User is a user already created in Zabbix). Once in the User page, click on **Media** and then click the **Add** button (**Figure 12**):

Figure 12



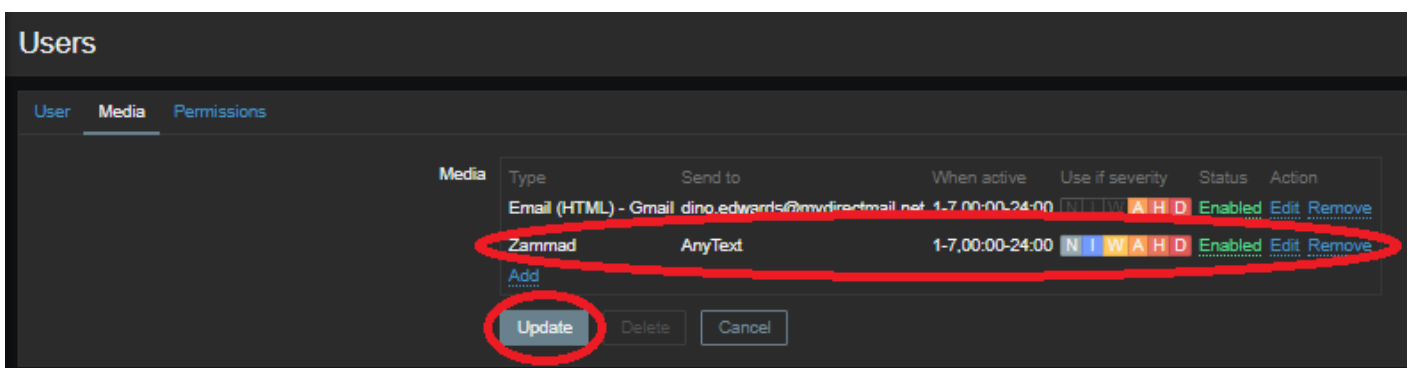
In the **Media** window, in the **Type** field, select **Zammad**, in the **Send to** field enter **AnyText** (this field is not used but it's required to be filled in) and click the **Add** button (**Figure 13**):

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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