



OTOB Installation Guide

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CHAPTER 1

Description

Basic mail interface to System Monitoring Suites. Also provides deeper integration to Nagios and Icinga2 (acknowledge on lock and check script).

2.1 Framework

OTOBO 10.0.x

2.2 Packages

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2.3 Third-party software

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3.1 Setup

3.2 Configuration Reference

3.2.1 Core::Email::PostMaster

PostMaster::PreFilterModule###00-SystemMonitoring

Basic mail interface to System Monitoring Suites. Use this block if the filter should run BEFORE PostMasterFilter.

PostMaster::PreFilterModule###1-SystemMonitoring

Basic mail interface to System Monitoring Suites. Use this block if the filter should run AFTER PostMasterFilter.

3.2.2 Core::Event::Icinga2

Ticket::EventModulePost###9-Icinga2Acknowledge

Ticket event module to send an acknowledge to Icinga2.

3.2.3 Core::Event::Nagios

Ticket::EventModulePost###9-NagiosAcknowledge

Ticket event module to send an acknowledge to Nagios.

3.2.4 Core::SystemMonitoring

SystemMonitoring::SetIncidentState

Set the incident state of a CI automatically when a system monitoring email arrives.

SystemMonitoring::LinkTicketWithCI

Link an already opened incident ticket with the affected CI. This is only possible when a subsequent system monitoring email arrives.

3.2.5 Core::SystemMonitoring::Icinga2

Icinga2::Acknowledge::Enabled

Icinga2 acknowledgement enabled?

Icinga2::Acknowledge::FreeField::Host

Name of the Dynamic Field for Host.

Icinga2::Acknowledge::FreeField::Service

Name of the Dynamic Field for Service.

Icinga2::Acknowledge::HTTP::URL

Icinga API URL.

Icinga2::Acknowledge::HTTP::User

The HTTP acknowledge user.

Icinga2::Acknowledge::HTTP::Password

The HTTP acknowledge password.

Icinga2::Acknowledge::Author

Icinga2 acknowledgement author.

Icinga2::Acknowledge::Comment

Icinga2 acknowledgement comment.

Icinga2::Acknowledge::Sticky

Icinga2 acknowledgement sticky.

Icinga2::Acknowledge::Notify

Icinga2 acknowledgement notify.

3.2.6 Core::SystemMonitoring::Nagios

Nagios::Acknowledge::Type

Define Nagios acknowledge type.

Nagios::Acknowledge::FreeField::Service

Name of the Dynamic Field for Service.

Nagios::Acknowledge::FreeField::Host

Name of the Dynamic Field for Host.

Nagios::Acknowledge::NamedPipe::Host

Named pipe acknowledge format for host.

Nagios::Acknowledge::NamedPipe::CMD

Named pipe acknowledge command.

Nagios::Acknowledge::NamedPipe::Service

Named pipe acknowledge format for service.

Nagios::Acknowledge::HTTP::URL

The HTTP acknowledge URL.

Nagios::Acknowledge::HTTP::User

The HTTP acknowledge user.

Nagios::Acknowledge::HTTP::Password

The HTTP acknowledge password.

4.1 Contact

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4.2 Version

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