



# OTOB Installation Guide

Release rel-11.0

Rother OSS GmbH

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# CHAPTER 1

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## Description

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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 11.0.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::Host**

Name of the Dynamic Field for Host.

**Nagios::Acknowledge::FreeField::Service**

Name of the Dynamic Field for Service.

**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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