Integration with Trouble Ticketing

eG Enterprise includes extensive monitoring capabilities for IT Infrastructure components. Problems detected by eG products can be reported to users in various ways – via the web, over email, and via SNMP traps to any SNMP console. Many enterprises use Trouble Ticketing (TT) systems to track problems with their IT infrastructures. Besides tracking the current problems, a trouble ticketing system enables an operator to dispatch service requests to the appropriate maintenance personnel. Maintenance personnel can use the trouble ticket system to update and monitor the status of current problems and follow these through to final resolution.

The integration of eG Enterprise with TT systems facilitates the following actions to be automatically performed in the TT system based on the open alarms in eG Enterprise:

- Trouble tickets to be opened in the TT systems as and when a new alarm is detected by eG Enterprise;

- Trouble tickets to be modified as and when an existing alarm is modified in eG Enterprise;

- Trouble tickets to be closed as and when an alarm is removed in eG Enterprise;

Trouble Ticket Integration Using the TT Mail Interface

The eG manager can be configured so that whenever an alarm undergoes a change – either generation, modification, or closure - the manager communicates this information to a TT system. This communication can be in the form of formatted email messages that can be processed by a TT system using email interfaces that it supports.

Trouble Ticket Integration Using SNMP Traps

eG Enterprise is capable of transmitting alarms generated by the eG manager via SNMP traps to an SNMP management console such as HP OpenView, Netcool etc. In this case typically, for every alert that is generated in the eG Enterprise system, individual traps will be generated. In other words, a new SNMP trap will be sent out whenever a new problem is detected or an old problem changes (eg., a change in alarm priority, a change in alarm description, a change in the services impacted, etc.). This means that if a problem occurs across multiple descriptors of the same test, traps will be sent for each of the descriptors to the SNMP management system. Sometimes however, you may want to track an issue closely so that you can tell when it actually

occurred and when it 'changed'. To ensure this, the eG Enterprise system provides you with the option to implement SNMP traps in the trouble ticketing integration module

Trouble Ticket Integration Using the eG TT CLI

The eG manager can also be configured so that whenever it detects a new alarm, a change in an existing alarm, or a closure of an existing alarm, it executes a command with the appropriate parameters indicating the current status of the alarm. Note that this capability is available for stand-alone Windows managers, and Windows managers operating in redundant clusters only.

Trouble Ticket Integration Using a Web Services Framework

eG Enterprise can integrate with TT systems that support a web services framework. The eG manager establishes an HTTP/S connection to a web services URL on the third-party system and communicates alarm information to that TT system using its web services API. Upon receipt of an alarm, the TT system automatically generates/modifies/closes trouble tickets.

Without the need for any complex instrumentation, eG Enterprise can readily integrate with the following help desk systems via their web services interface:

- Manage Engine's ServiceDesk
- Autotask
- ServiceNow
- Remedy Force
- PagerDuty
- HipChat
- Slack
- JIRA
- ATF
- Ivanti Service Manager
- Moogsoft
- ConnectWise
- Microsoft Teams
- OpsGenie
- SapphireIMS
- SNOW ITOM
- ZenDesk

- VictorOps