



OTOB Installation Guide

Release rel-11.0

Rother OSS GmbH

Sep 19, 2024

Contents

1	Description	3
2	System requirements	5
2.1	Framework	5
2.2	Packages	5
2.3	Third-party software	5
3	Usage	7
3.1	Setup	7
3.2	Configuration Reference	7
4	About	11
4.1	Contact	11
4.2	Version	11

(T U B)

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 11.0.x

2.2 Packages

-

2.3 Third-party software

-

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

Rother OSS GmbH
Email: hello@otobo.de
Web: <https://otobo.de>

4.2 Version

Author: Rother OSS GmbH / Version: rel-11.0 / Date of release: 2024-09-19