



# Help Desk Authority Integration Guide for PacketTrap IT

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# Help Desk Authority Integration Guide for PacketTrap IT

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# Help Desk Authority Integration Guide for PacketTrap IT

## OVERVIEW

When integrated with Help Desk Authority, PacketTrap IT provides for automatic remediation of network and application issues, automatic help desk notification when issues cannot be resolved or when certain thresholds are approaching, and improved visibility into network and device status information. The integration provides help desk technicians with invaluable network and application information for improved troubleshooting and root cause analysis including a fully active network map, and provides a closed loop so alerts are automatically reset when the corresponding help desk ticket is resolved.

- Automatically attempt to resolve network issues by restarting services, killing processes, running custom scripts, rebooting the machine, etc.
- If auto-remediation steps do not resolve the issue, alerts can be configured to automatically create tickets in Help Desk Authority
- Specify the severity and priority of the issue based on the type of alert
- Device that triggered the alert is automatically attached to the Help Desk Authority ticket
- View detailed device information including CPU, memory, and disk usage, installed applications, network statistics and IP configuration, running processes, Windows services, event logs and performance monitors directly from within the ticket in Help Desk Authority
- Automatically route tickets to the correct technician or group based on the type of device or application that triggered the alert
- Technicians can get a quick overview of network health and performance with a fully interactive network map view
- Once tickets are resolved and closed within Help Desk Authority, the alerts are automatically reset in PacketTrap IT
- PacketTrap IT automatically begins monitoring performance and can re-open a ticket if abnormal behavior is detected again

## HELP DESK AUTHORITY CONFIGURATION

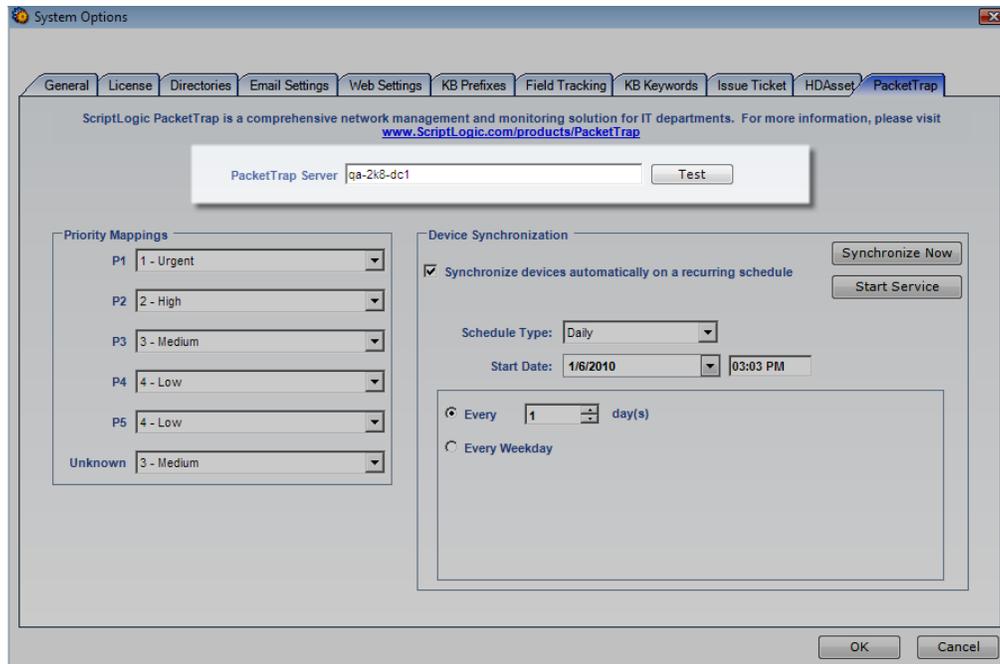
From the Help Desk Authority Windows or web client, the following items will be configured:

- Configure PacketTrap IT server
- Define the mapping of PacketTrap IT priority field values into Help Desk Authority issue priorities
- Set the schedule by which your PacketTrap IT and Help Desk Authority data will be synchronized
- Create the rules in HDAutoEscalate to route issue notifications to appropriate users based on asset type
- Map Help Desk Authority and PacketTrap IT users to enable Network Map display from within Help Desk Authority

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## CONFIGURE PACKETTRAP IT SERVER

- Open the PacketTrap tab of the *System Options* window (Setup > System Options) and fill in the *PacketTrap Server* field (this will be the computer name where PacketTrap IT server is installed)
- Press the *Test* button to verify that HDA is able to successfully connect to the PacketTrap IT Server

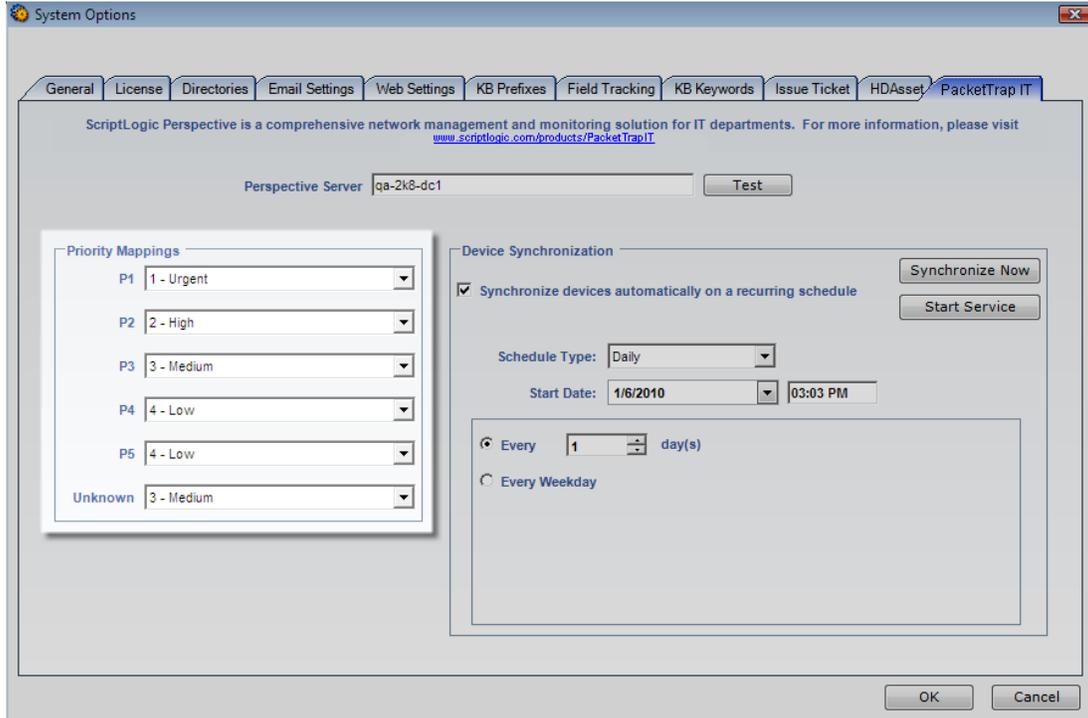


## DEFINE PRIORITY MAPPINGS

Help Desk Authority and PacketTrap IT maintain separate lists of priority values that can be associated to issues and alerts. In order to ensure the proper priority value is associated with the HDA issue ticket when it is created from a PacketTrap IT alert, the PacketTrap IT priority values must be mapped to the corresponding HDA priority values. PacketTrap IT uses a static list of five priority values (P1-P5).

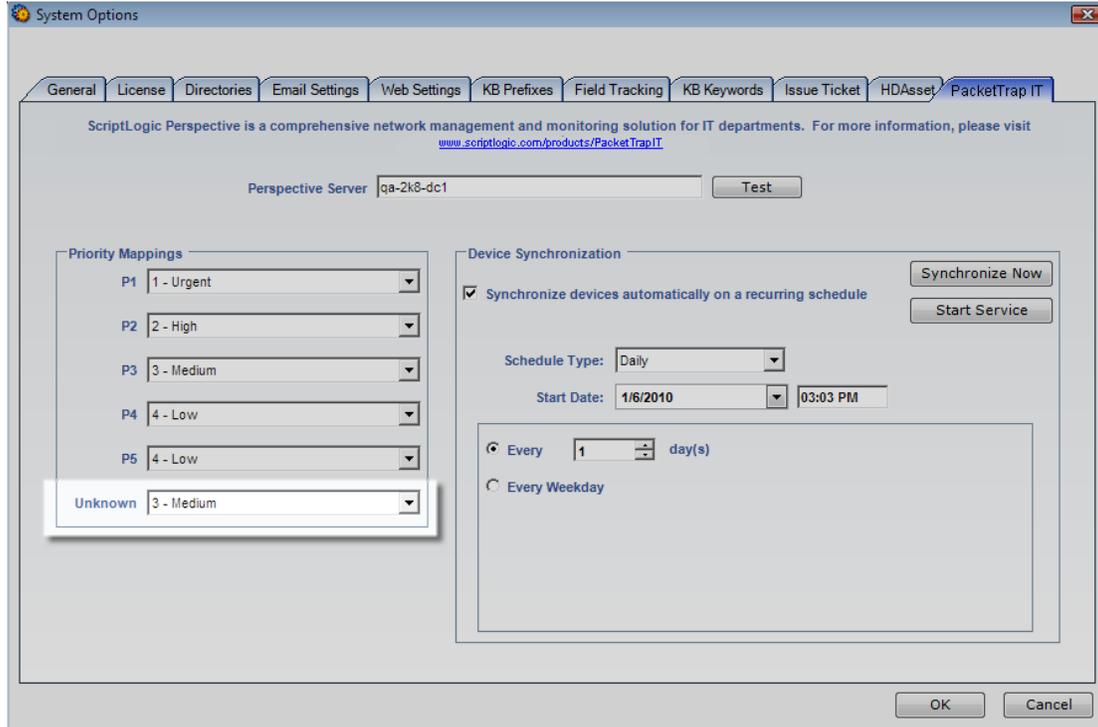
- Use the drop down menu next to each priority value to designate the corresponding HDA priority value that will be assigned to the help desk ticket

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- If a priority value is not configured for the alert in PacketTrap IT, this alert will be created with an "Unknown" priority value
- The *Unknown* priority mapping field is used to configure a priority value in the Help Desk Authority ticket for all alerts that are sent from PacketTrap IT with an "Unknown" value

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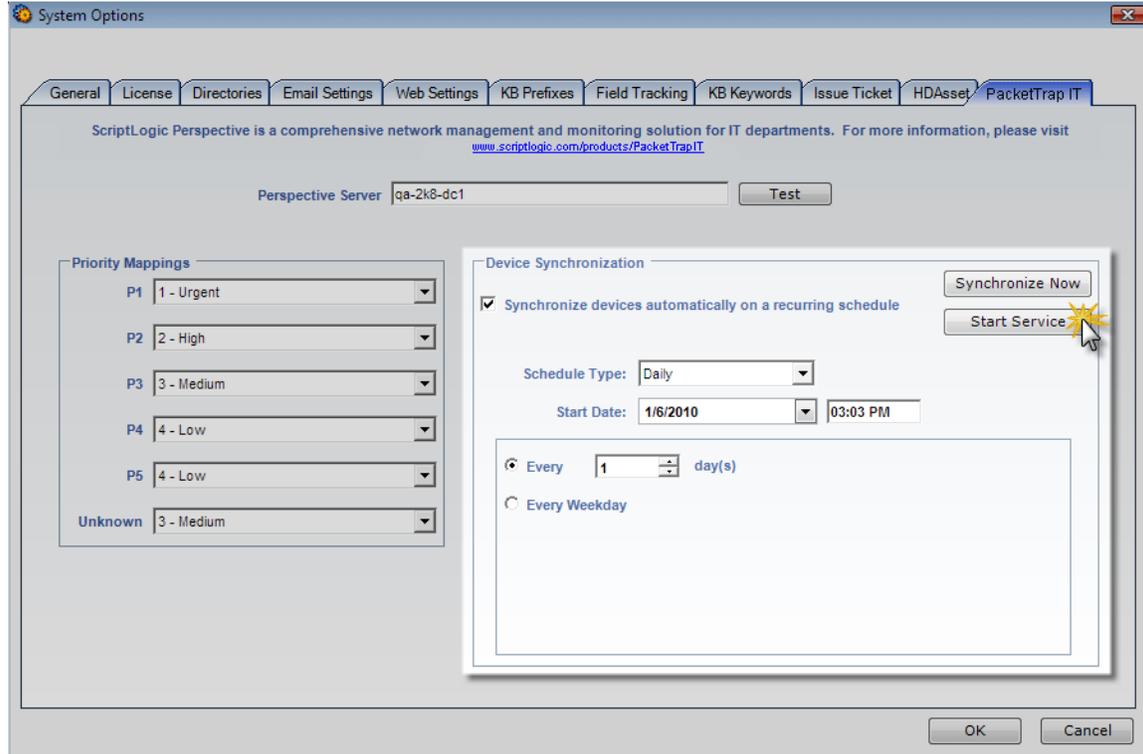
## CONFIGURE DEVICE SYNCHRONIZATION

Devices that are managed through PacketTrap IT can be synchronized to create asset records in Help Desk Authority. These devices can be synchronized manually or via a scheduled service that runs on the Help Desk Authority computer. A device record is also added or updated each time PacketTrap IT creates an issue record in Help Desk Authority.

- To enable automatic synchronization of devices, check the box next to *Synchronize devices automatically on a recurring schedule* and press the *Start Service* button

Synchronization can be scheduled to run daily, weekly, or monthly

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## CONFIGURE HDAUTOESCALATE RULES

The HDAutoEscalate module of Help Desk Authority supports creating rules to route issues to the correct technician or group based on the type of device that was included in the PacketTrap IT alert.

- From the HDAutoEscalate module, create a new rule and select the *Type of Asset Assigned* tab from the *Conditions* tab
- Check the box next to *Trigger action when the type of asset assigned is* and select a value from the drop down list (note that this drop down list may be empty until devices are synchronized from PacketTrap IT)

Rule Configuration - Edit

Rule Name: PacketTrap Alert Rule - Computer \*  Inactive

Conditions | Rule Actions | Custom Message | Schedule

Issues meeting this query's criteria (PUBLIC QUERIES ONLY)

All Issues

Trigger Action when an Issue is Open and past its Due Date

Trigger Action when an Issue has been Open for the following length of time or more

Days: 0 Hours: Minutes:

Trigger Action when:

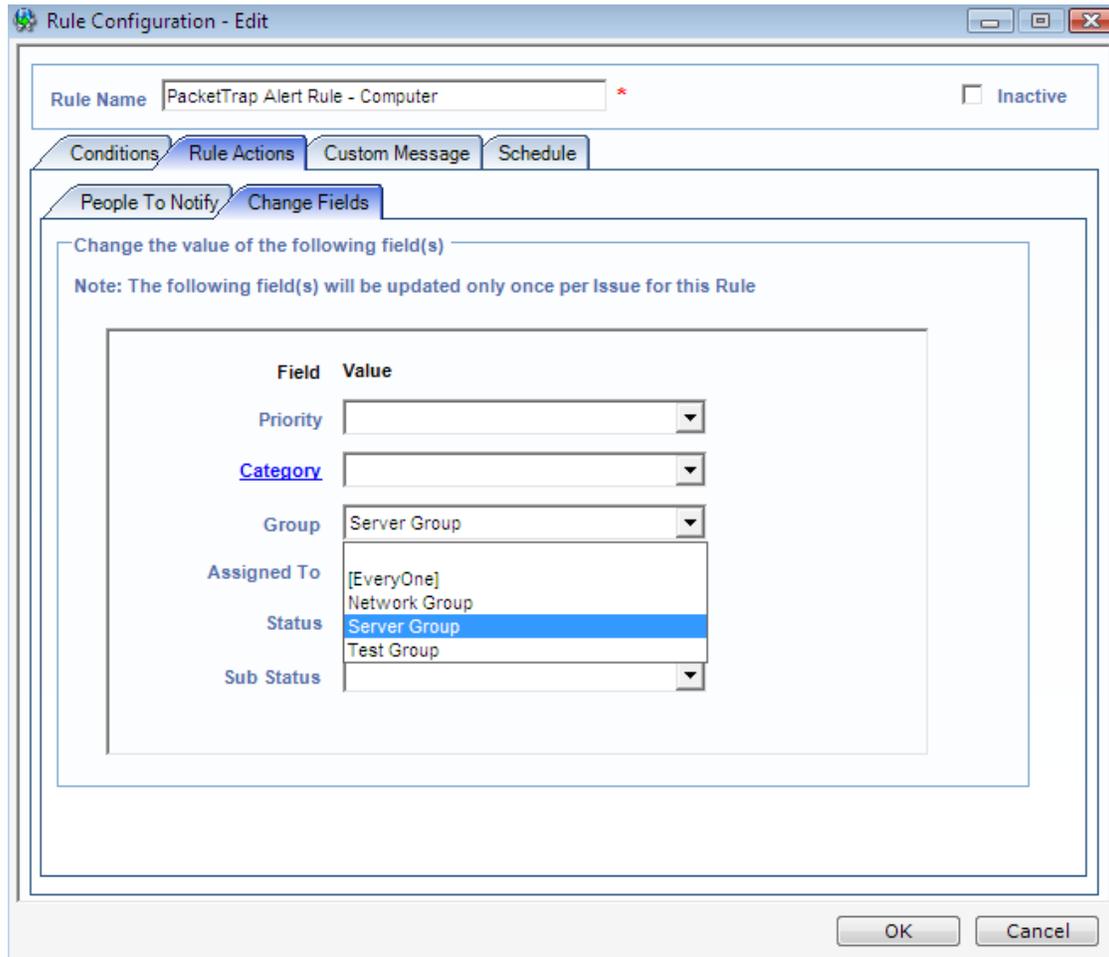
These field(s) change | Issue Activity is entered | Issue Status Changes to | **Type of Asset Assigned is:**

Trigger action when the type of the assigned asset is Computer

OK Cancel

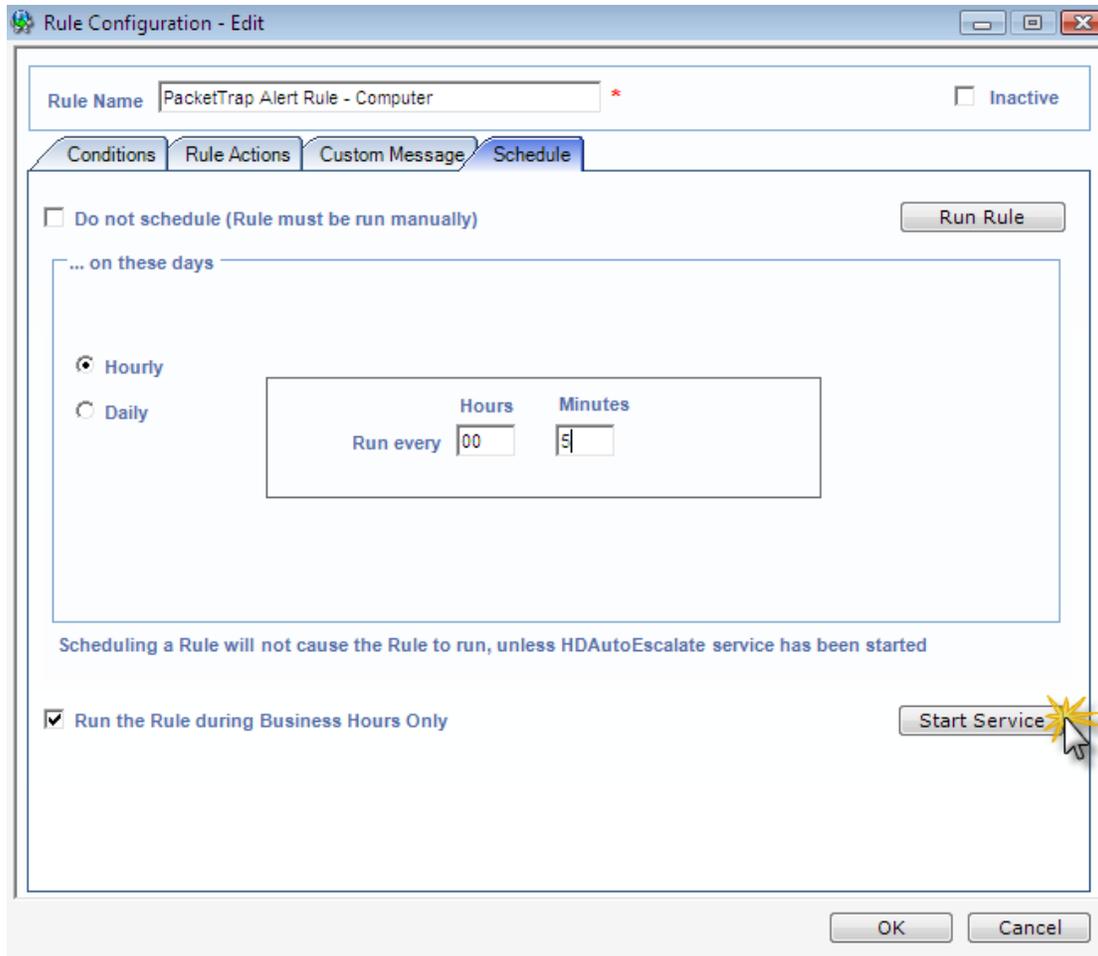
# Help Desk Authority Integration Guide for PacketTrap IT

- Select the *Rule Actions* tab and then select the *Change Fields* tab underneath
- Choose the option to *Change the value of the following field(s)* and set the *Group* or *Assigned To* value to the group or specific technician that would best handle issues based on the device type specified



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- Select the *Schedule* tab and set the schedule on which this rule should be run
- Press the *Start Service* button to start the HDAutoEscalate service



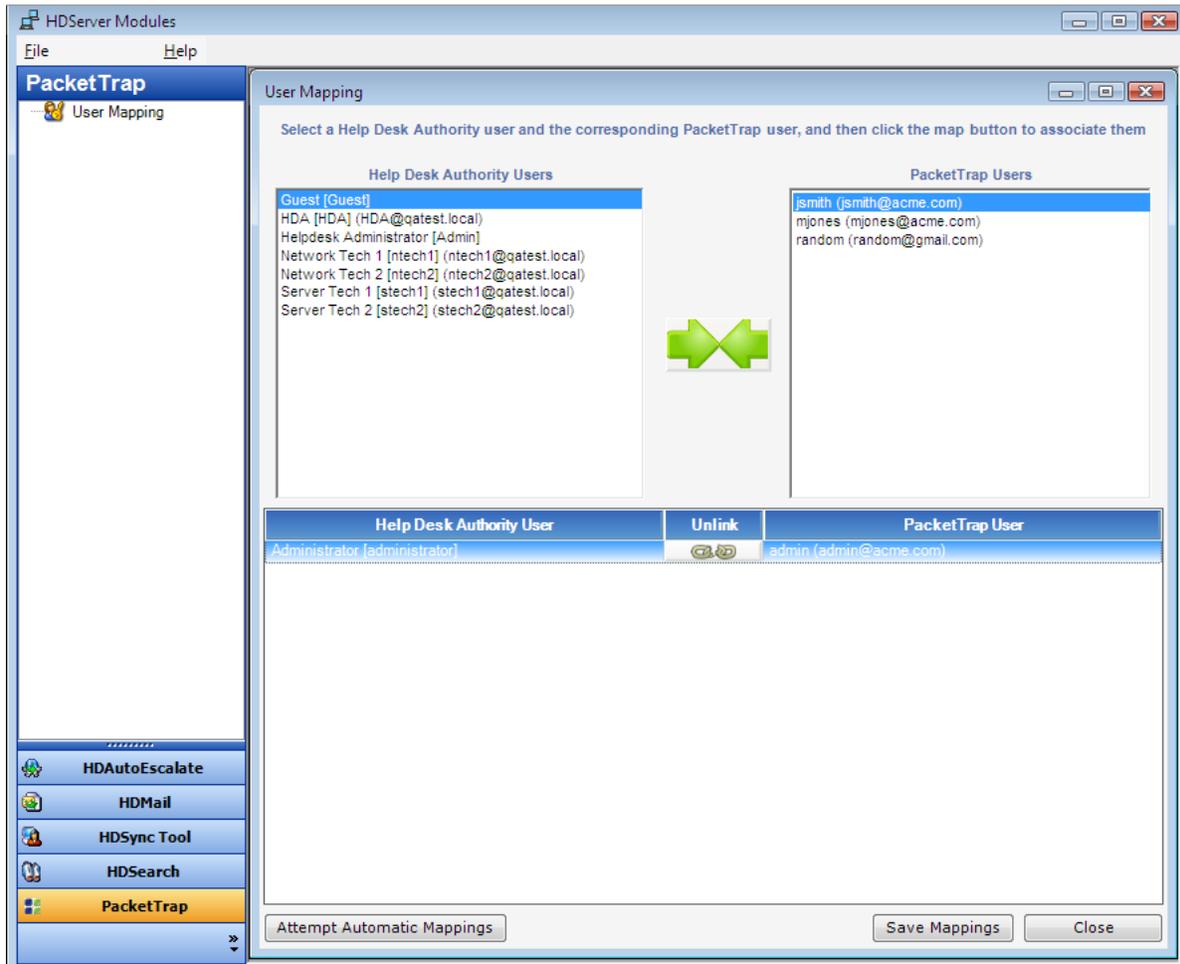
## MAP HELP DESK AUTHORITY AND PACKETTRAP IT USERS TO ENABLE NETWORK MAP DISPLAY FROM WITHIN HELP DESK AUTHORITY

Before network maps can be viewed from within the Help Desk Authority interface, they must be created in PacketTrap. When maps are created in PacketTrap, they are configured to be available to one or more user accounts as a way to define different maps for different user roles. These PacketTrap users must be mapped to their equivalent Help Desk Authority user accounts before the maps can be displayed in the Help Desk Authority console.

- Launch the HDServer modules interface for Help Desk Authority
- Select the PacketTrap section and then select the User Mapping option from the navigation bar
- This will display a dialog that will list all of your Help Desk Authority users on the left side and all of your PacketTrap users on the right side

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- From here, you can either manually map the users by selecting the Help Desk Authority user and the corresponding PacketTrap user and pressing the Sync button (→←)
- Alternatively, you can select the *Attempt Automatic Mappings* button and Help Desk Authority will attempt to pair accounts based on similar user names



# Help Desk Authority Integration Guide for PacketTrap IT

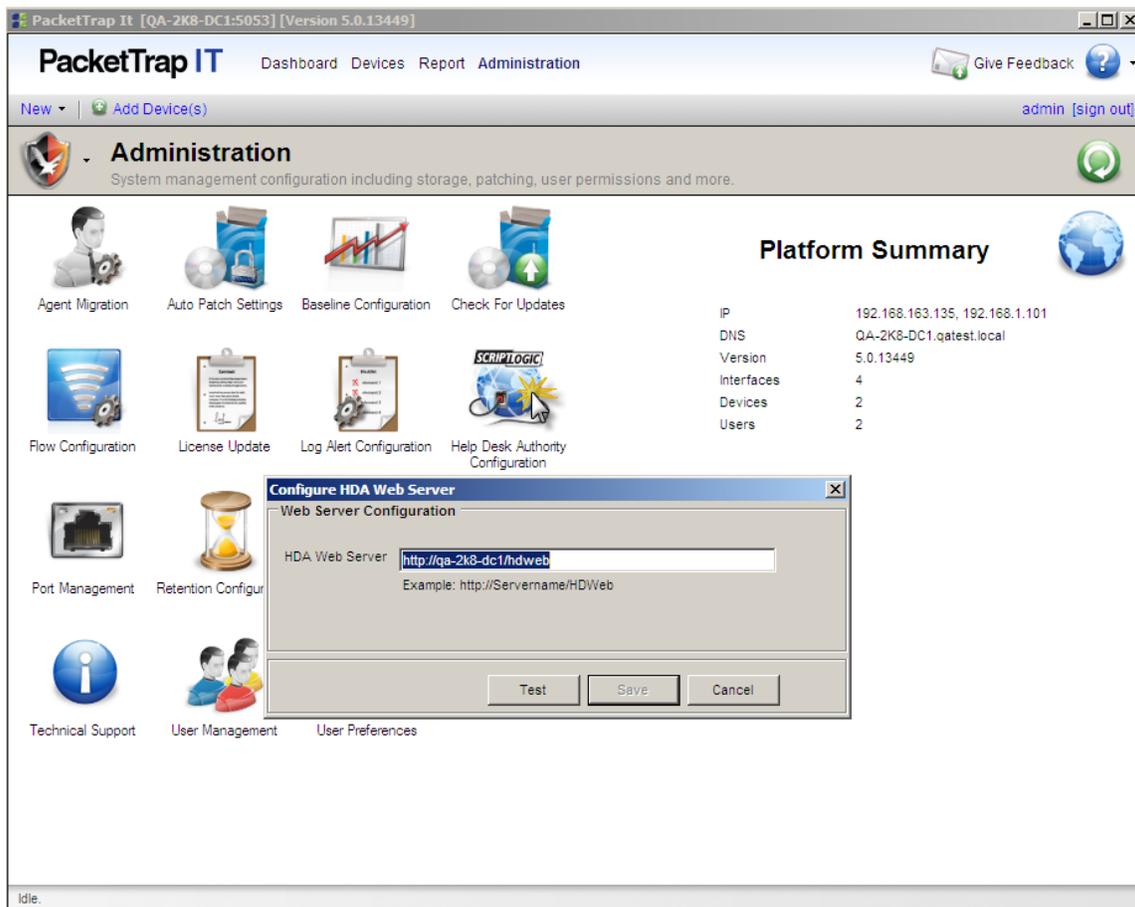
## PACKETTRAP IT CONFIGURATION

From the PacketTrap IT Studio, the following items will be configured:

- Configure Help Desk Authority web server
- Configure alerts to generate ticket in Help Desk Authority

### CONFIGURE HELP DESK AUTHORITY WEB SERVER

- From the PacketTrap IT Studio, select the *Administration* tab and select the *Help Desk Authority Configuration* icon
- Enter the URL for the HDA web server and press the *Test* button to test the connection
- Press the *Save* button to save the settings



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If you have a problem establishing the connection to the HDA web server you may need to enable Anonymous Authentication on the PTWebService folder of the HDWeb site in IIS.

The screenshot shows the Internet Information Services (IIS) Manager interface. The left pane displays the tree view with the following path: QA-2K8-DC1 > Sites > Default Web Site > HDWeb > PTWebService. The right pane shows the 'Authentication' settings for this folder. A table lists various authentication methods and their status:

Name	Status	Response Type
Anonymous Authentication	Enabled	
ASP.NET Impersonation	Disabled	
Basic Authentication	Disabled	HTTP 401 Challenge
Digest Authentication	Disabled	HTTP 401 Challenge
Forms Authentication	Disabled	HTTP 302 Login/Redirect
Windows Authentication	Enabled	HTTP 401 Challenge

Configuration: 'localhost' applicationHost.config , <location path="Default Web Site/HDWeb/PTWebService">

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## CONFIGURE ALERTS TO GENERATE TICKET IN HELP DESK AUTHORITY

- From the Devices section of PacketTrap IT, edit the settings for the desired policy
- Select the Alerts tab from the Edit Policy window
- Create a new alert or edit an existing alert
- From the Alert window choose the option to Require manual reset and check the box next to Generate service ticket when an alert is triggered
- Set the Severity and Priority fields for the ticket

**Alert**

General options | Conditions, actions, and escalations

Name: Processor Smart Alert

Enabled: enabled

Notifications

- Notify on conditions met
- Notify on actions complete
- Notify on alert reset

To: admin

CC:

Alert reset options

- Allow automatic reset
  - Reset after: 0 minutes
  - Reset when: all "reset conditions" in list are met
- Require manual reset
  - Generate service ticket when alert is triggered
  - Severity: Medium
  - Priority: P3

Conditions

CPU is over 75%

[new condition](#) [new action](#) [new escalation](#) [new reset condition](#)

Trigger alert when: any conditions are met

OK Cancel

## HELP DESK AUTHORITY AND PACKETTRAP IT INTEGRATED FEATURES

Once the two products are configured, the following features will be enabled:

- PacketTrap IT alerts will create Help Desk Authority tickets if auto-remediation steps fail
- Automatic ticket routing
- Automatic alert reset
- Centrally view and report on all incidents related to network or application failure events
- View detailed device information from within Help Desk Authority
- View interactive network map from within Help Desk Authority

## PACKETTRAP IT ALERTS WILL CREATE HELP DESK AUTHORITY TICKETS IF AUTO-REMEDICATION STEPS FAIL

PacketTrap IT alerts can be configured to take certain auto-remediation steps before a help desk ticket is created including killing processes, restarting services, running custom scripts, or rebooting the system. If these auto-remediation steps fail, a help desk ticket can be created in Help Desk Authority. This help desk ticket will include all the pertinent information for the alert including:

- Device name (assigned as the associated Asset record on the HDA ticket)
- Device type
- Priority of issue
- Summary of alert information
- Detailed description of alert including the conditions that were met to trigger the alert
- A link to view the device details in PacketTrap IT showing any auto-remediation steps taken

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Issue Number 1 - Edit

Issue Time Days: 0 Hours: 0 Minutes: 0 0

Customer: Dan Marino  
Company: Test Company  
Location: Miami  
Department: Hall of Fame  
Phone:   
Email: dmarino@gatest.local  
Issue History: --- Customer ---

Issue No: 1  
Assigned Group: Server Group  
Assigned User: Server Tech 2  
Received On: 1/26/2010 11:23:37 AM  
Status: Open  
Sub-Status:   
Priority: 3 - Medium  
Issue Type: Incident  
Category: Laptop

Due Date: 2/8/2010 12:00:00 AM  
Age: 0 days 0 hours 18 minutes  
Manage HDMail Subscriptions  
Dependent On Parent:   
Related Issues (1)

Summary: PacketTrap: Alert 'HDA\_Test' triggered for 192.168.163.157/QA-2K8R2-1

Description: Organization: Default Organization  
Alert triggered for 192.168.163.157/QA-2K8R2-1  
Alert: HDA\_Test  
Policy: Server Policy  
Condition(s) met: At 1/26/2010, 11:23 AM (UTC -0500)  
Condition: Processor average 8.00% was at or over threshold of 1%

OK Cancel

## AUTOMATIC TICKET ROUTING

The Help Desk Authority issue ticket can be routed to the proper group or technician based on the type of device that triggered the alert. For more information, see the *Configure HDAutoEscalate Rules* section above.

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Issue Number 1 - Edit

Issue Time Days: 0 Hours 0 Minutes 0

Customer: Dan Marino  
Company: Test Company  
Location: Miami  
Department: Hall of Fame  
Phone:   
Email: dmarino@gatest.local  
Issue History: ---- Customer ----

Issue No: 1  
Received On: 1/26/2010 11:23:37 AM  
Status: Open  
Sub-Status:   
Priority: 3 - Medium  
Issue Type: Incident  
Category: Laptop

Assigned Group: Server Group  
Assigned User: Server Tech 2  
Due Date: 2/8/2010 12:00:00 AM  
Age: 0 days 0 hours 18 minutes  
Manage HDMail Subscriptions  
 Dependent On Parent  
[Related Issues \(1\)](#)

Summary: PacketTrap: Alert 'HDA\_Test' triggered for 192.168.163.157/QA-2K8R2-1.

Description: Organization: Default Organization  
Alert triggered for 192.168.163.157/QA-2K8R2-1  
Alert: HDA\_Test  
Policy: Server Policy  
Condition(s) met: At 1/26/2010, 11:23 AM (UTC -0500)  
Condition: Processor average 8.00% was at or over threshold of 1%

OK Cancel

## AUTOMATIC ALERT RESET

When a Help Desk Authority ticket that was initiated from a PacketTrap IT alert is closed, the corresponding alert is reset in PacketTrap IT. This prevents the need to manually reset the alert and ensures that the device will continue to be monitored.

## CENTRALLY VIEW AND REPORT ON ALL INCIDENTS RELATED TO NETWORK OR APPLICATION FAILURE EVENTS

Create a query through the Help Desk Authority Query Manager tool that filters to show all issues that have an *Issue Origin* value of *PacketTrap*. Use this query when running issue detail reports and you will be able to quickly report on all incidents that occurred due to network or application failure events.

# Help Desk Authority Integration Guide for PacketTrap IT

## Issue Details

Created: 06/03/2010 11:17 AM

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### Issue Number : 1

**Assigned To :** Server Tech 2

**Received By :**

**Priority :** 3 - Medium

**Resolved By :** HelpdeskAdministrator

**Total Time :** 0 days 0 hours 0 minutes

**Customer :** Dan Marino

**Location :** Miami

**Category :** Laptop

**Product :**

**Summary :**

PacketTrap: Alert 'HDA\_Test' triggered for 192.168.163.157/QA-2K8R2-1.

**Description :**

Organization: Default Organization

Alert triggered for 192.168.163.157/QA-2K8R2-1

Alert: HDA\_Test

Policy: Server Policy

Condition(s) met: At 1/26/2010, 11:23 AM (UTC -0500)

Condition: Processor average 8.00% was at or over threshold of 1%

**Resolution :**

**Status/Sub-Status :** Open /

**Received Date :** 1/26/2010 11:23:37 AM

**Due Date :** 02/08/2010 12:00 AM

**Resolved Date :** 1/26/2010 11:42:05 AM

**Open For :** 0 days 0 hours 18 minutes

**Company :** Test Company

**Department :** Hall of Fame

**Issue Type :** Incident

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## VIEW DETAILED DEVICE INFORMATION FROM WITHIN HELP DESK AUTHORITY

Technicians can view the device details that were captured by PacketTrap IT directly from within an issue or asset record in Help Desk Authority. Simply select the *View Snapshot* button from within the Asset tab of the Issue window, or from within the Asset window itself.

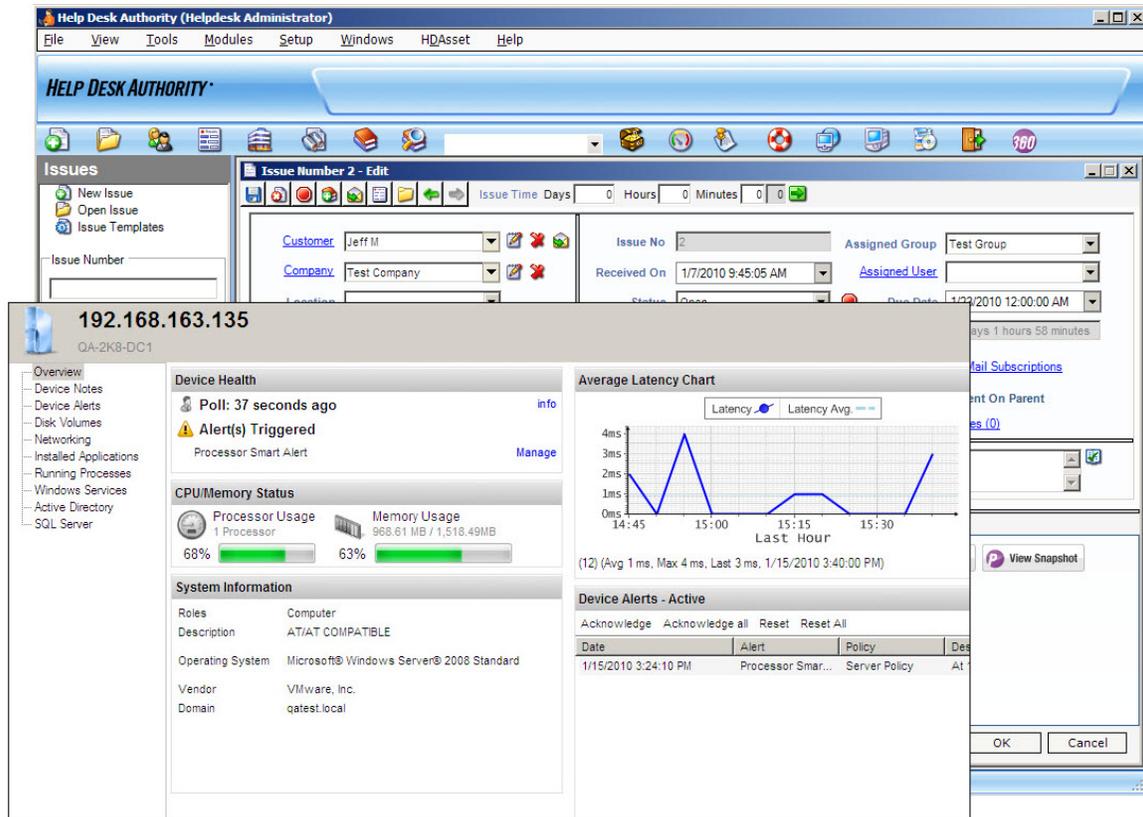
The screenshot displays the 'Issue Number 1 - Edit' window in Help Desk Authority. The window is divided into several sections:

- Customer Information:** Customer (Dan Marino), Company (Test Company), Location (Miami), Department (Hall of Fame), Phone, Email (dmarino@gatest.local), and Issue History (--- Customer ---).
- Issue Details:** Issue No (1), Received On (1/26/2010 11:23:37 AM), Status (Open), Sub-Status, Priority (3 - Medium), Issue Type (Incident), and Category (Laptop).
- Assignment:** Assigned Group (Server Group), Assigned User (Server Tech 2), Due Date (2/8/2010 12:00:00 AM), and Age (0 days 0 hours 18 minutes).
- Summary:** PacketTrap: Alert 'HDA\_Test' triggered for 192.168.163.157/QA-2K8R2-1.
- Asset Tab:** Asset (QA-2K8R2-1), Tag, Asset Type (Computer), Manufacturer (Microsoft), Owner, and Model.

At the bottom right of the Asset tab, the 'View Snapshot' button is highlighted with a mouse cursor. Other buttons include 'Remote Support', 'Troubleshoot', 'OK', and 'Cancel'.

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This will launch a window that displays the details of the device that were captured by PacketTrap IT. This information can be used to help identify the root cause of the issue.



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## VIEW INTERACTIVE NETWORK MAP FROM WITHIN HELP DESK AUTHORITY

Once the user mapping is complete (see *Map Help Desk Authority and PacketTrap IT users to enable Network Map display from within Help Desk Authority* section above), log into the Help Desk Authority console with a user account that was synchronized and select the *Network Maps* section to view the network map(s) available for logged on user. The network map is interactive in that devices and network links are color-coded to indicate their status and the technician can mouse-over or double click on network objects to get more information. See the help file within Help Desk Authority or PacketTrap IT for more information on the Network Map functions.

