

*Shockey Monkey*



**GFI MAX  
Integration**

## Introduction

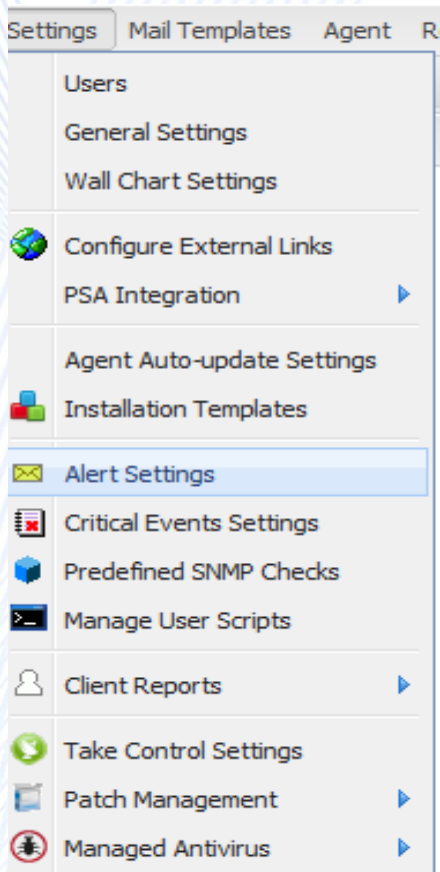
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*This integration is relatively simple to configure and should take no longer than a few minutes. It will allow you to configure alerts from GFI to automatically be pushed into Shockey Monkey as tickets. The configuration for this integration is done inside of GFI MAX.*

## GFI MAX (Configuration)

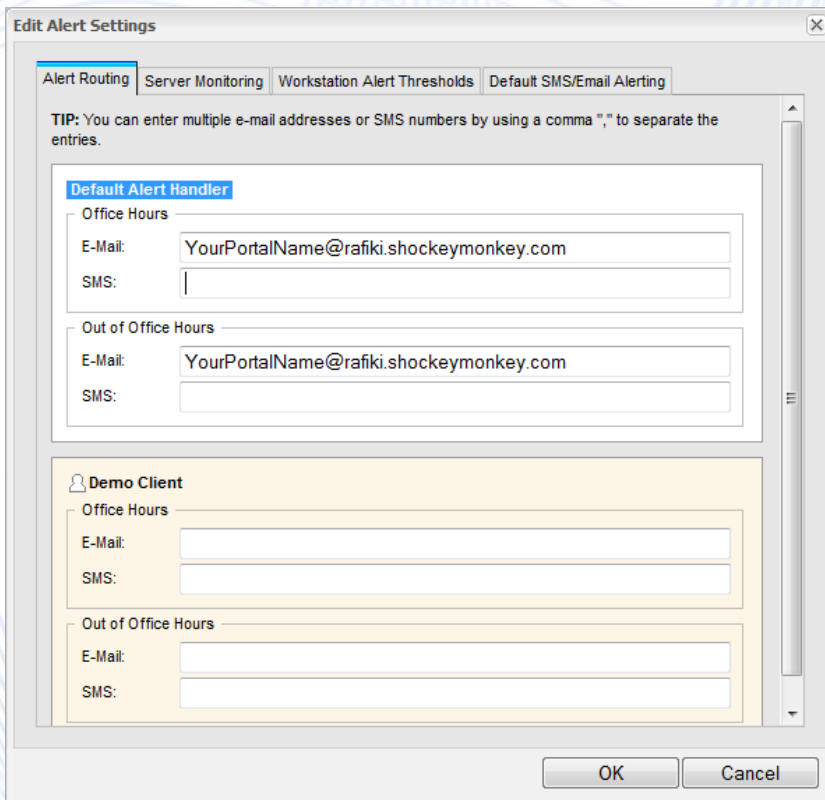
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1. Sign into your GFI MAX account.
2. Click on the top menu, Settings → Alert Settings





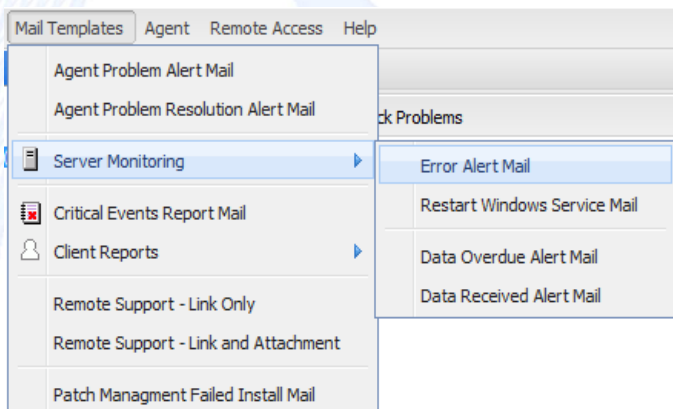
3. This will bring up the “Edit Alert Settings” dialog.



4. You must enter the Email-To-Ticket Address of your Shockey Monkey Portal. For example, if your portal address is “demo.shockeymonkey.com”. Your email address should be “demo@rafiki.shockeymonkey.com”.

5. Click [OK] and return back to the main screen.

6. Click on the top menu, Mail Templates → Server Monitoring → Error Alert Mail.



7. This will bring up the “Server Error Alert Mail” dialog.

Server Error Alert Mail

Autotask(tm) Ticket    Insert Code

From:

Subject: Error report - #CLIENT#, #SITE#, #DEVICE#

Plain Text Message:

GFIMAX RemoteManagement has detected an error, details are below.

A fault has been reported at #CLIENT# site #SITE#, device #DEVICE#

The test #TESTDESC# failed.

Additional information : #OUTPUT#

Error detail : #ERRDETAIL#

HTML Message:

**B I U**    Font family    Font size    Paragraph    [Rich Text Editor Icons]

GFIMAX RemoteManagement has detected an error, details are below.

A fault has been reported at #CLIENT# site #SITE#, device #DEVICE#

The test #TESTDESC# failed.

Additional information : #OUTPUT#

Error detail : #ERRDETAIL#

OK    Cancel

8. Type an address for the [From] field. This address must be a valid user account inside of Shockey Monkey and it must also be protected by Exchange Defender. *For example, it can be something like [tickets@yourdomain.com](mailto:tickets@yourdomain.com).*
9. You can customize the [Subject] & [Plain Text Message] to fit your needs. The subject will be ticket subject and the message body will be the ticket body.
10. Click [OK] and you are finished. Now any new alerts will be generated as tickets inside of your Shockey Monkey portal.

