

Zammad Interface

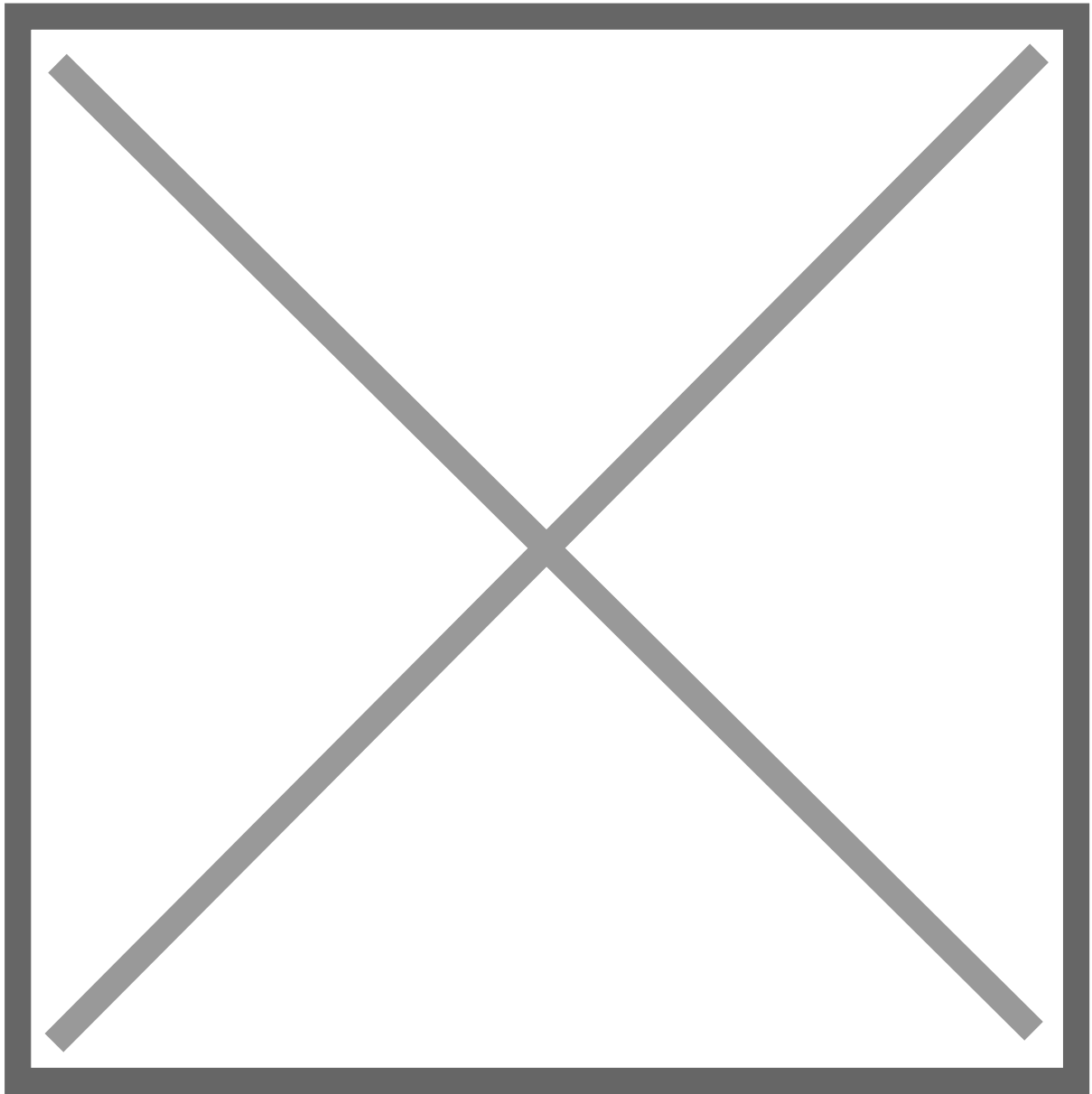
Enable CORS

This might be specific to our setup, but after following the default installation instructions for the Zammad community edition we had to add the following to the end of our nginx configuration (/etc/nginx/sites-enabled/zammad.conf) to have a working CORS setup:

```
location /api/ {  
    add_header 'Access-Control-Allow-Origin' '*';  
    add_header 'Access-Control-Allow-Headers' '*';  
    proxy_hide_header 'Access-Control-Allow-Origin';  
    proxy_hide_header 'Access-Control-Allow-Headers';  
    proxy_pass http://zammad-railsserver;  
}
```

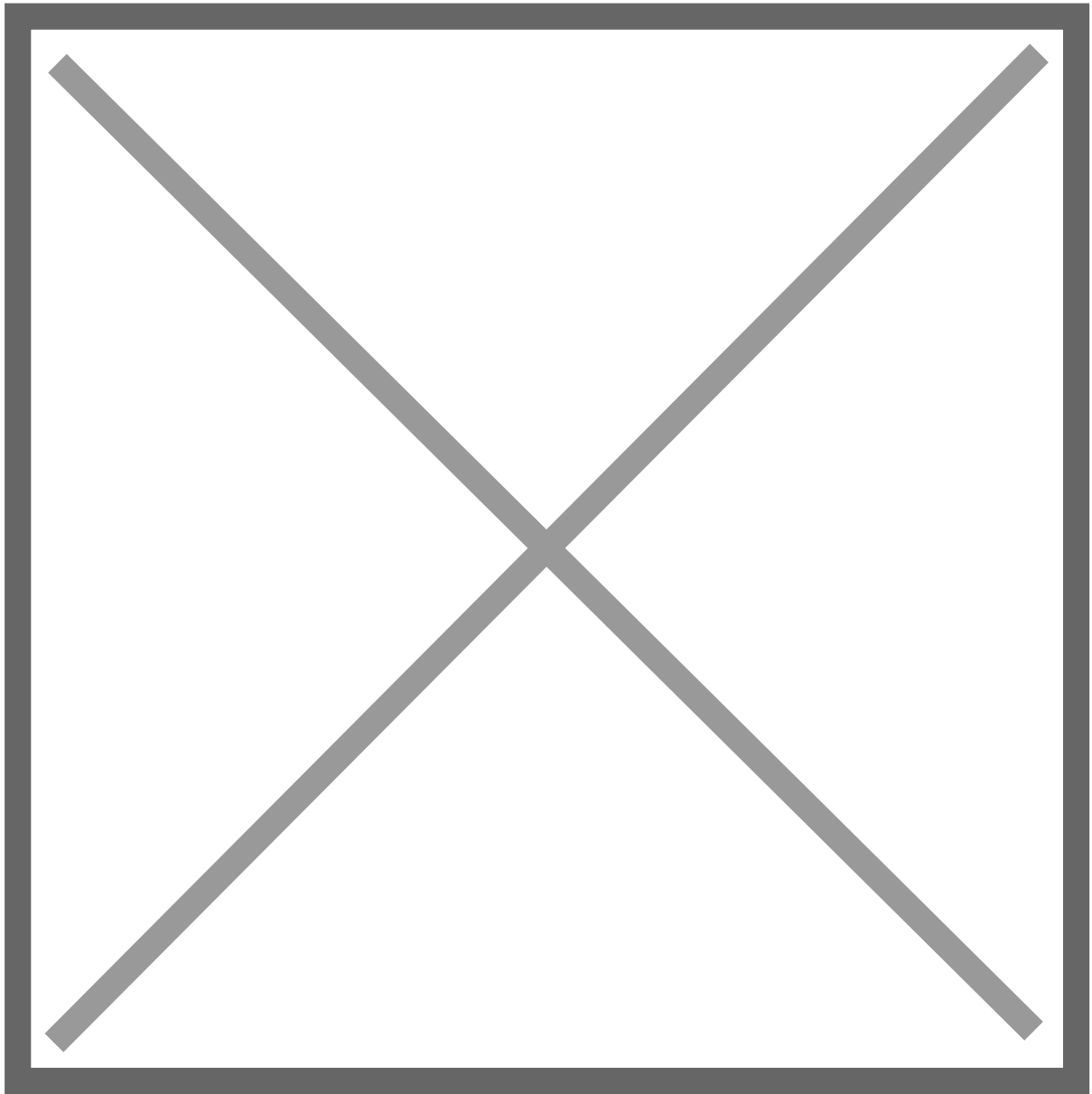
Create API access token

Login to your Zammad instance and go to Profile > Token Access. Create a new Personal Access token for titra. Since we are only querying ticket information we only need the ticket.agent permission to use the API:



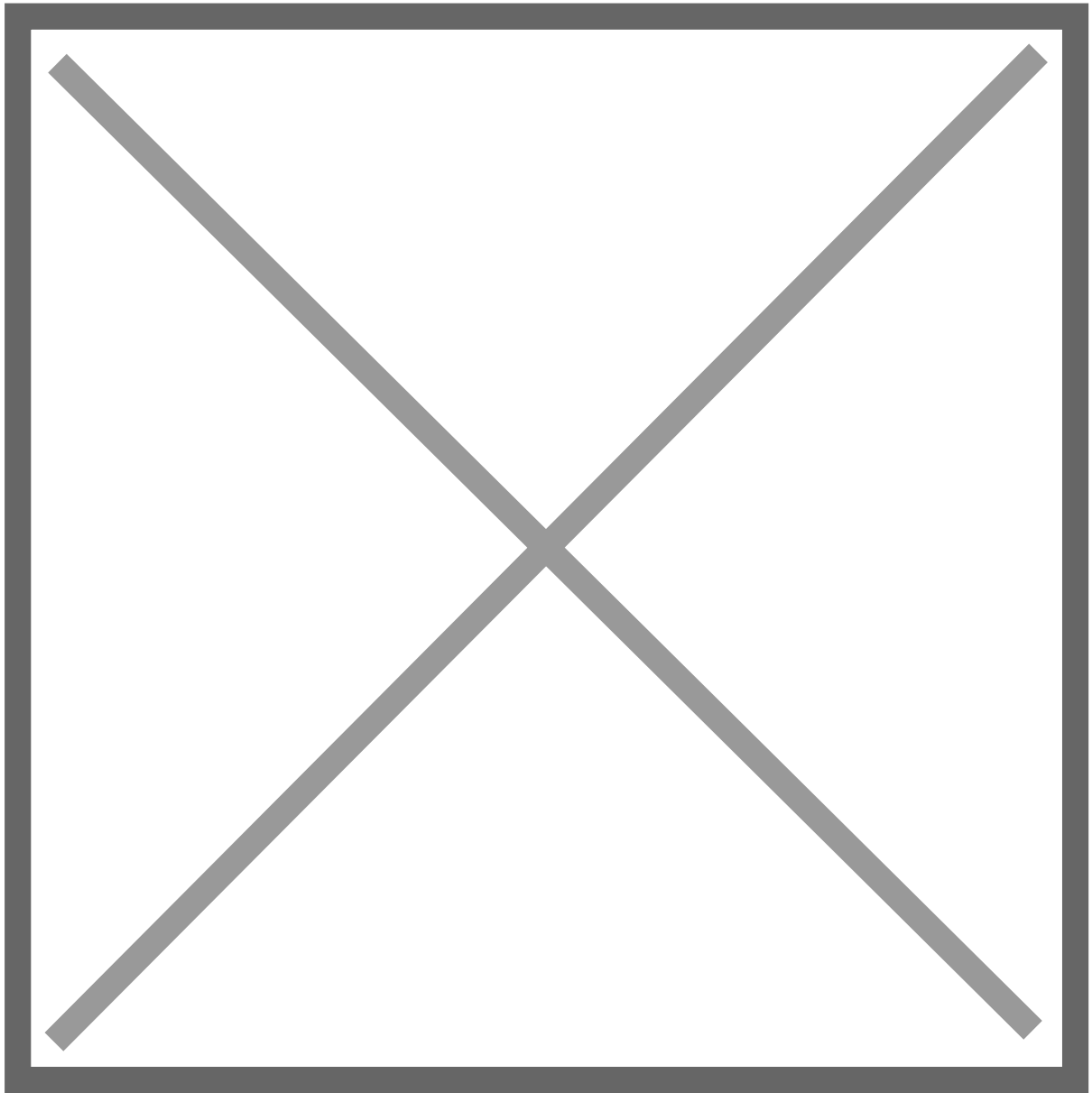
Connect titra to Zammad

In titra navigate to Settings > Interfaces and enter the URL of the Zammad instance (don't forget the trailing "/") and the previously generated Access Token.



Verify and Enjoy

If the interface has been setup correctly you can now use your Zammad tickets as a task source for time tracking! Try searching for some of your tickets and they will show up in the task auto-complete suggestion.



Revision #4

Created 30 July 2021 06:45:26 by Thomas Leb

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