

How to – Configure JIRA Service Desk to forward logs to EventTracker

EventTracker v9.x and above

Abstract

This guide provides instructions to retrieve JIRA Service Desk event logs and integrate it with EventTracker. Once EventTracker is configured to collect and parse these logs, dashboard and reports can be configured to monitor JIRA Service Desk 7.x.

Audience

The configurations detailed in this guide are consistent with EventTracker version v9.x or above and JIRA Service Desk.

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1. Overview

Jira Service Desk is a help desk request tracker by Atlassian. With Jira Service Desk, you can easily receive, track, manage, and resolve requests.

EventTracker integrates with JIRA Service Desk to track and monitor security events such as authentication and login attempts.

2. Integrating JIRA Service Desk with EventTracker

2.1 Windows

The steps provided below helps to configure the EventTracker to receive events from the JIRA Service Desk

1. Get the “JIRA Service Desk.exe” executable file from the EventTracker Support.
2. Once the executable application is downloaded, run the application with administrator privilege.
3. Select the log file path of the JIRA Service Desk.

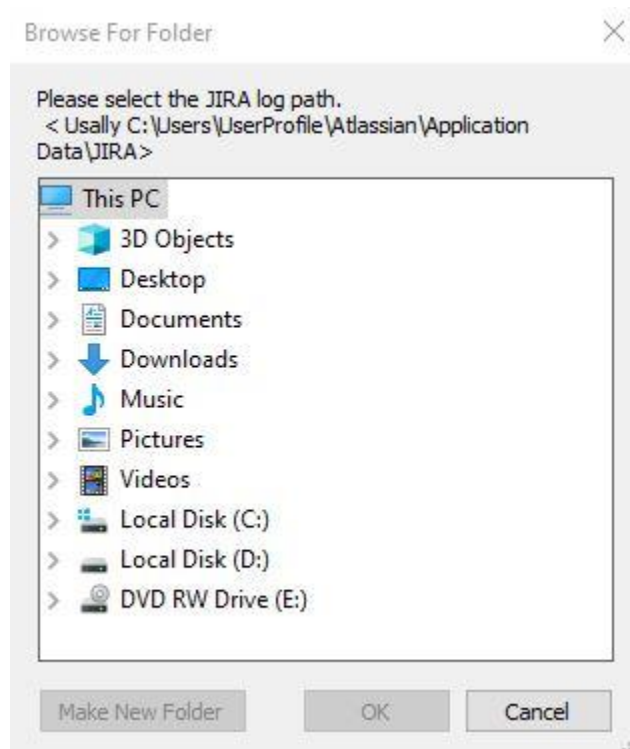


Figure 1

4. You will receive a configuration successful message like shown below, once the configuration is complete.



Figure 2