



How to Send Jamf Notifications to Slack



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Preface

Requirements:

- A paid Slack plan (Pro, Business Plus, or Enterprise Grid)
- Jamf Pro Server with SMTP configured

SMTP Setup for Jamf

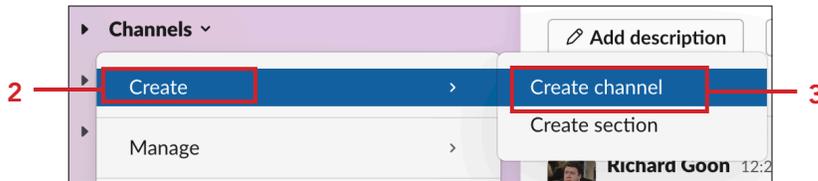
To configure SMTP with Microsoft 365 using app password, please refer to this article:
https://hconline.com/images/PDFs/App_Password_Jamf.pdf

To configure SMTP with other servers, please refer to this article:
https://learn.jamf.com/bundle/jamf-pro-documentation-current/page/SMTP_Server_Integration.html

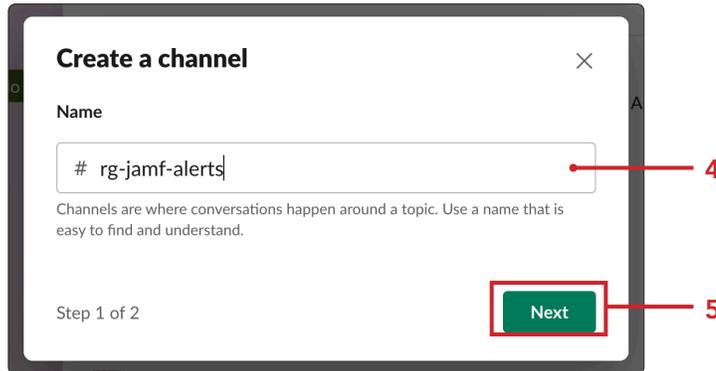


Section 1: Create a Slack Channel for Jamf Notifications

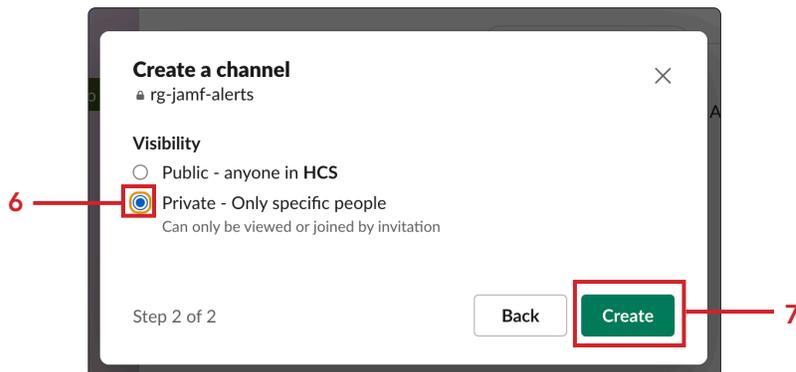
1. Open Slack and log in.
2. Click Channels > Create.
3. Select Create Channel.



4. Enter a Name for the channel. I.E. rg-jamf-alerts.
5. Click Next.

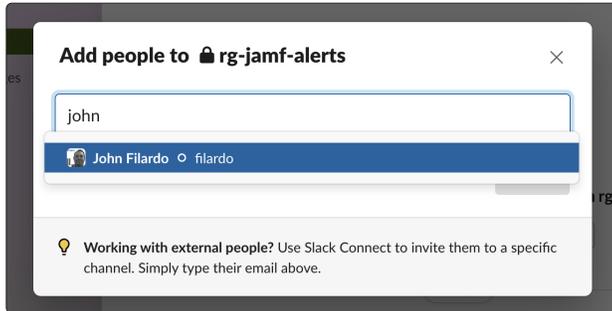


6. If necessary, select the radio button for Private - Only specific people. NOTE: Public and Private both work and we are using Private for the demonstration.
7. Click Create.

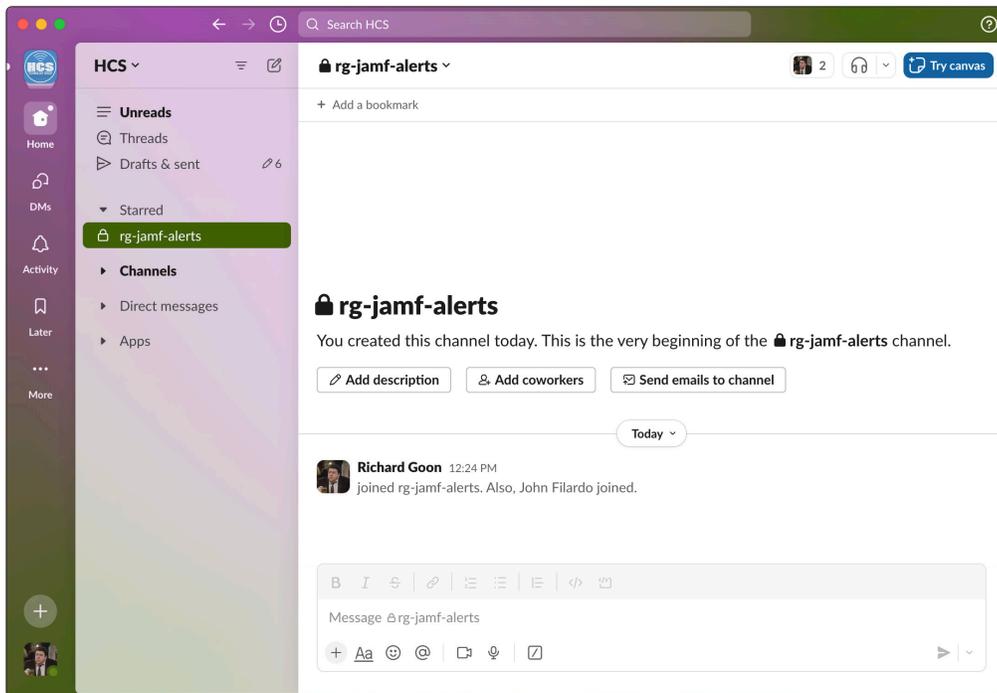




8. Invite users to the channel (optional.)



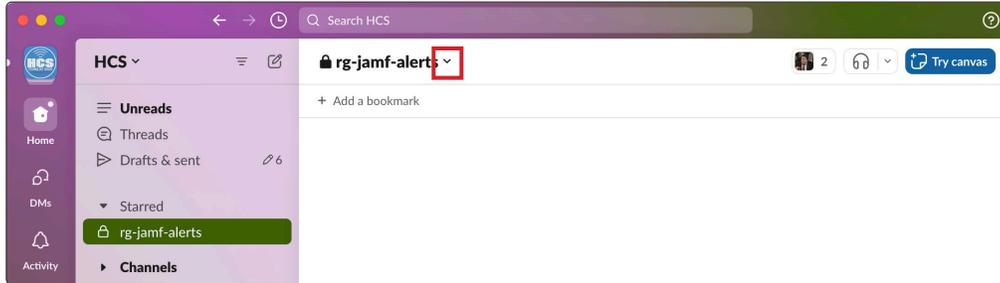
9. Confirm the channel has been created.



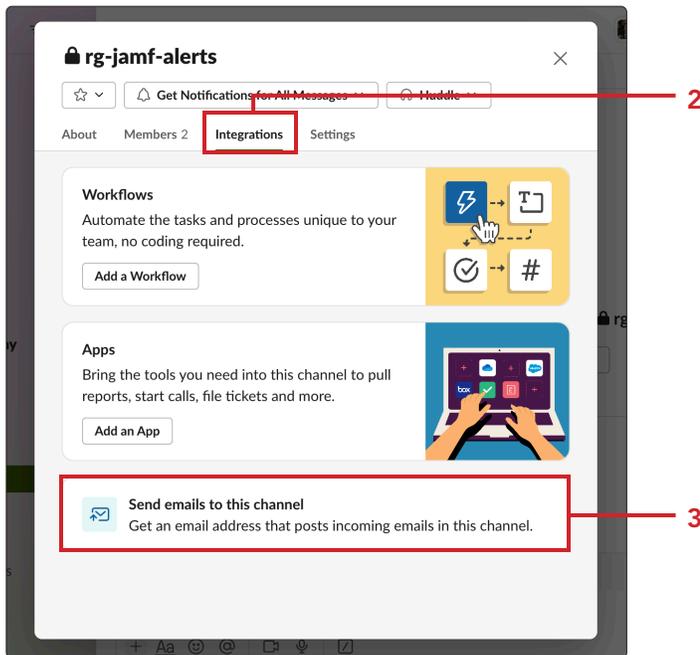


Section 2: Add the Slack Email integration for your New Channel

1. Click the detail menu (v) next to the name

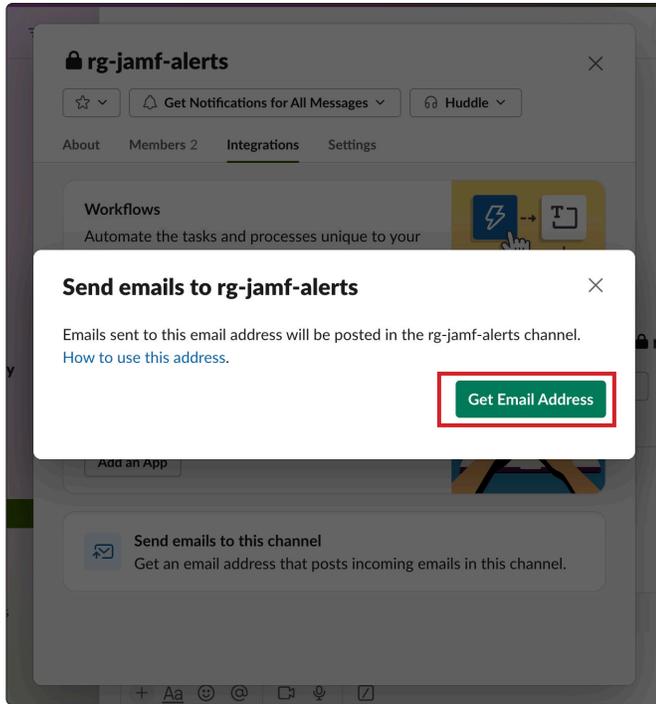


2. Click Integrations.
3. Click Send emails to this channel.

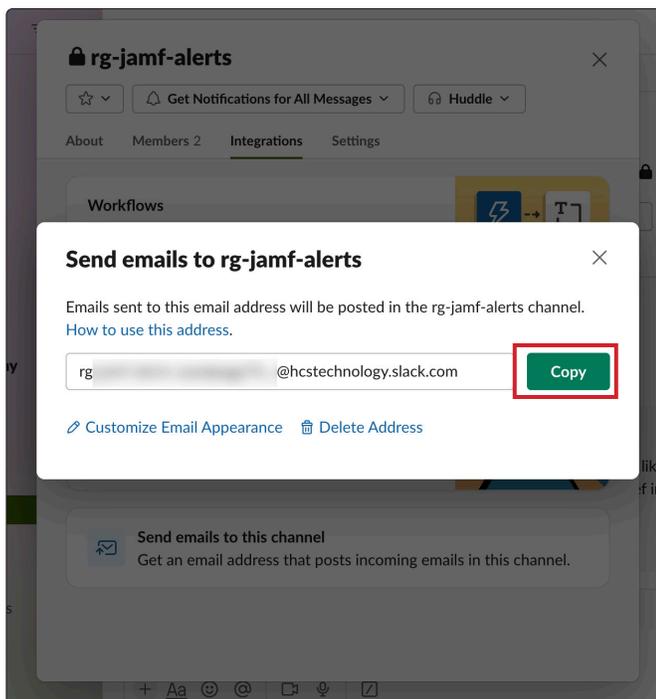




4. Click Get Email Address.



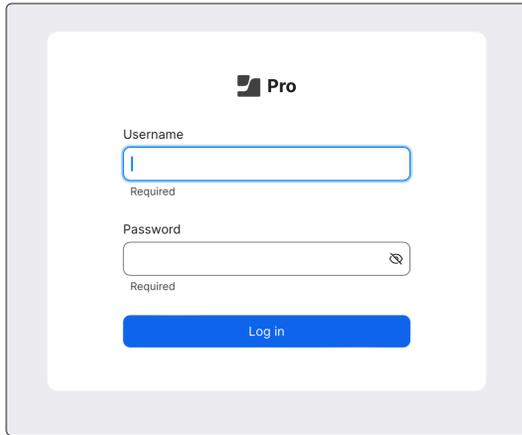
5. Click Copy. Paste the address into a text document and save for later steps



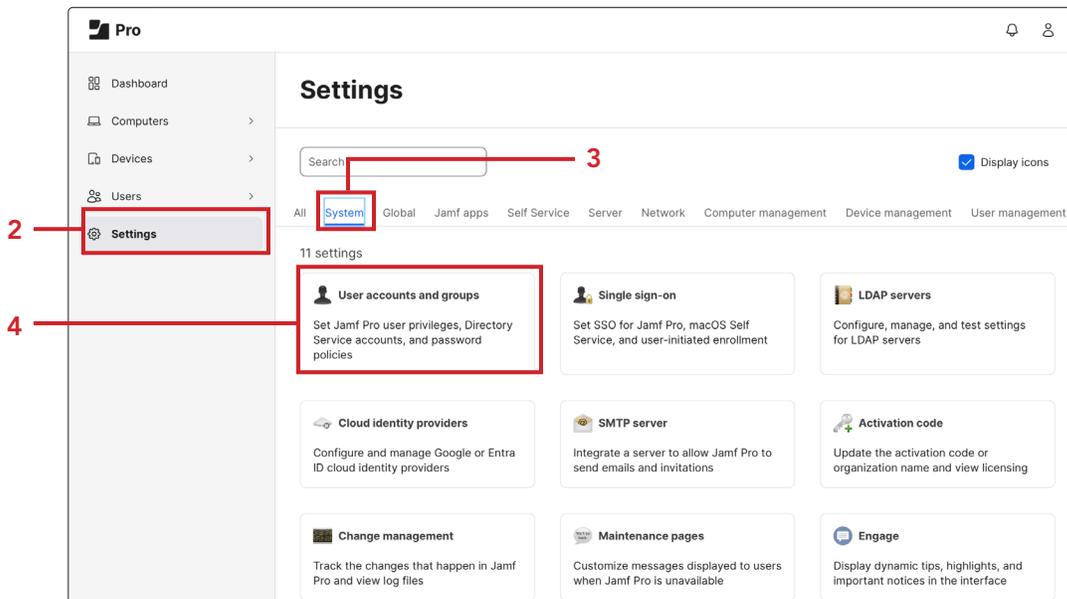


Section 3: Create a Jamf Pro Account to Use the Slack Channel Email Address

1. Go to a web browser and log in to your Jamf Server.

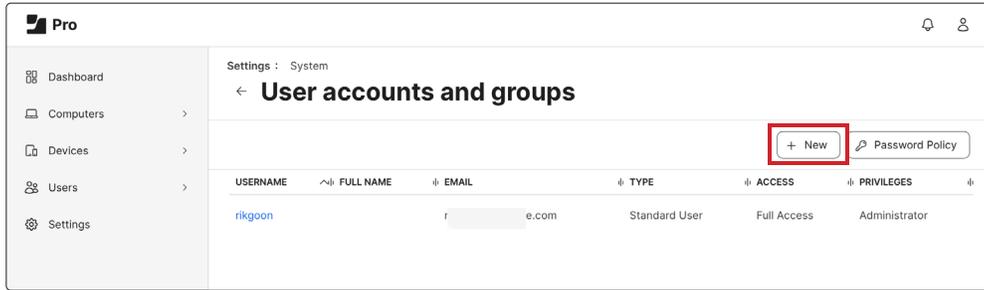


2. Click Settings (⚙️).
3. Click System.
4. Click User accounts and groups.



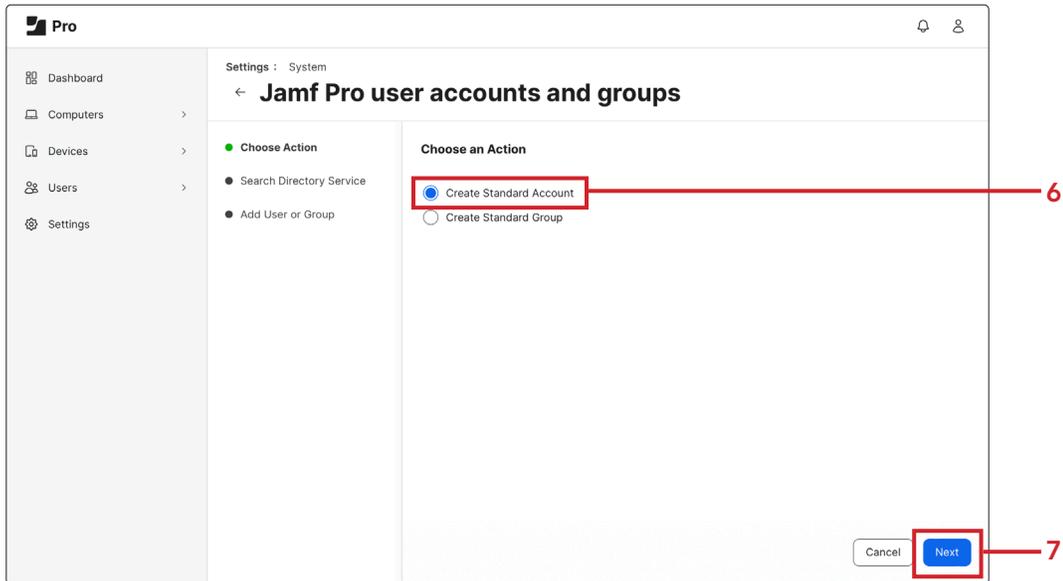


5. Click New.



6. Confirm the radio button is selected for Create Standard Account.

7. Click Next.





8. Configure the following:

- A. User Name Jamf- slack-Notifications
- B. Privilege Set: Custom
- NOTE: This notification account does not need any privileges
- C. Access Status: Enabled
- D. Full Name: Jamf Slack Notifications.
- E. Copy and paste the email from Slack.
- F. Enter and re-enter a password for the account.
- G. Click Save.

The screenshot shows the 'New Account' configuration page in Jamf Pro. The page is titled 'Settings : System > User accounts and groups' and 'New Account'. It has two tabs: 'Account' (selected) and 'Privileges'. The form contains the following fields and options:

- Username:** A text input field containing 'Jamf-slack-notifications'. A red line points to this field with the label 'A'.
- Privilege Set:** A dropdown menu set to 'Custom'. A red line points to this dropdown with the label 'B'.
- Access Status:** A dropdown menu set to 'Enabled'. A red line points to this dropdown with the label 'C'.
- Full Name:** A text input field containing 'Jamf Slack Notifications'. A red line points to this field with the label 'D'.
- Email Address:** A text input field containing 'rg-jar@hcstechnology.slack.com'. A red line points to this field with the label 'E'.
- Password:** A password input field with a strength indicator. A red bracket points to this field with the label 'F'.
- Verify Password:** A second password input field. A red bracket points to this field with the label 'F'.
- Force user to change password at next login:** An unchecked checkbox.
- Buttons:** 'Cancel' and 'Save' buttons at the bottom right. A red box highlights the 'Save' button with the label 'G'.

9. Log out from your account.

The screenshot shows the user profile page in Jamf Pro. The page is titled 'Settings : System > User accounts and groups' and 'Jamf-slack-notifications'. It has two tabs: 'Account' (selected) and 'Privileges'. The page shows the 'Username' field. In the top right corner, there is a user menu with the following options: 'Change Password', 'Notifications', 'Account Preferences', and 'Logout rikgoon'. A red box highlights the 'Logout rikgoon' option.



Section 4: Setup Jamf Notifications for Slack

1. Log in to Jamf with the Slack notifications account.

The login form for Jamf Pro. It features a 'Pro' logo at the top. Below it are two input fields: 'Username' with the text 'Jamf-slack-notifications' and 'Password' with a masked password '*****'. Both fields are marked as 'Required'. A blue 'Log in' button is positioned at the bottom.

2. Go to the account menu and select Notifications.

The Jamf Pro Dashboard interface. On the left is a navigation menu with 'Dashboard', 'Computers', 'Devices', 'Users', and 'Settings'. The main area shows several data cards: 'All Clients Mac OS 10' with 5021 Computers, '83% Latest Version' for Software Licenses, and '58% Completed' for Policy Set Login Screen Message. A user profile menu is open in the top right, with 'Notifications' highlighted in a red box. Below the dashboard is a text block: 'Jamf Pro Dashboard The Jamf Pro Dashboard provides a visual overview of the things you care about most in your environment. Add important items to your Dashboard to quickly and easily monitor their statuses.'

3. Select the alerts you want to send to Slack.
4. Click Save.

The 'Notifications' settings page in Jamf Pro. It shows a list of event types with checkboxes for 'EMAIL' and 'JAMF PRO'. A red arrow points to the 'JAMF PRO' checkbox for the first event type. A red box highlights the 'Save' button at the bottom right. A text annotation on the right says: 'Select the checkbox to enable the desired notifications.'

EVENT TYPE	EMAIL	JAMF PRO
A computer failed to enroll with Jamf Pro	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
A new Jamf Connect version is available for download.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A new Jamf Protect version is available for download.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
An instance of the Jamf Pro web application in a clustered environment fails	<input type="checkbox"/>	<input type="checkbox"/>
An updated patch reporting software title is available	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Computer is enrolled using PreStage	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Database backup fails	<input type="checkbox"/>	<input type="checkbox"/>
Database backup succeeds	<input type="checkbox"/>	<input type="checkbox"/>
Error occurs when policy runs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Jamf Pro account is locked out because of excessive failed log in attempts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Jamf Pro fails to add file to cloud distribution point	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Jamf Pro is unable to communicate with your Jamf Protect Instance	<input type="checkbox"/>	<input type="checkbox"/>

5. Log out from the Jamf with Slack Notifications account.



Section 5: Send Test Notification to Slack

1. Log in to Jamf with admin credentials.

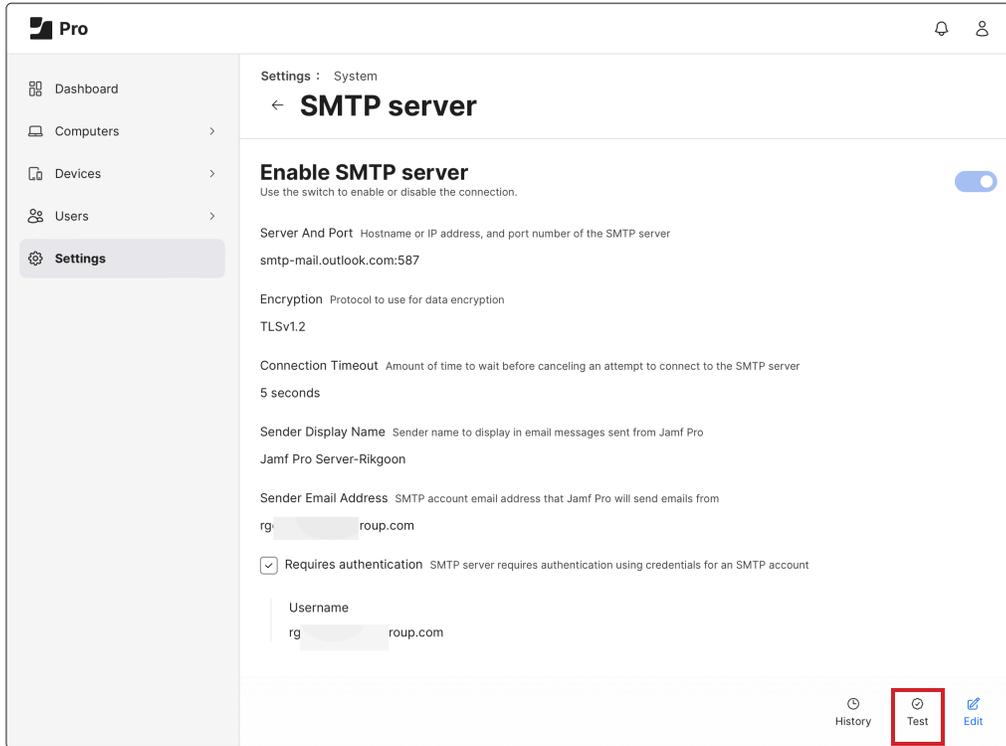
The image shows the Jamf Pro login interface. It features a 'Pro' logo at the top. Below it are two input fields: 'Username' and 'Password'. Both fields have a 'Required' label underneath them. The 'Password' field includes a toggle for visibility. At the bottom of the form is a blue 'Log in' button.

2. Click Settings.
3. Click System.
4. Click SMTP server.

The screenshot displays the Jamf Pro Settings page. On the left is a navigation sidebar with 'Settings' highlighted by a red box and labeled with a red '2'. The main content area is titled 'Settings' and includes a search bar (labeled with a red '3') and a 'Display icons' checkbox. Below the search bar is a horizontal menu with 'System' selected and highlighted by a red box. Underneath, there are 11 settings cards. The 'SMTP server' card is highlighted with a red box and labeled with a red '4'. Other cards include 'User accounts and groups', 'Single sign-on', 'LDAP servers', 'Cloud identity providers', 'Activation code', 'Change management', 'Maintenance pages', and 'Engage'.

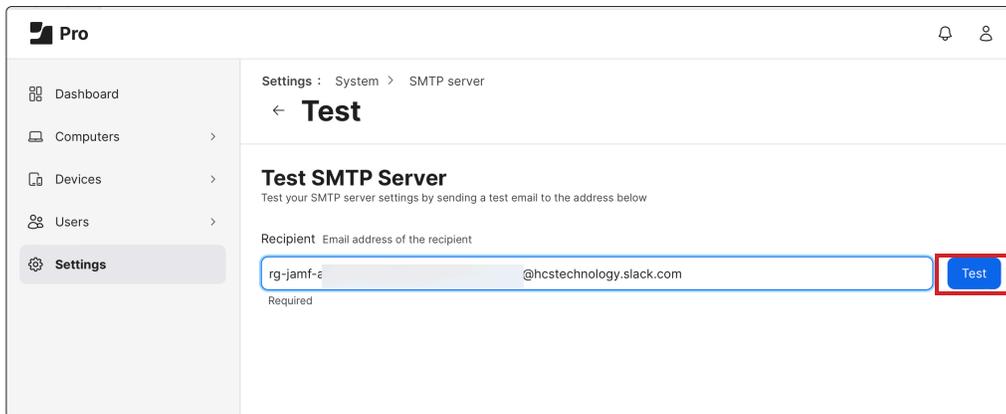


5. On bottom-right, click Test.



6. Copy and paste the email address from the text document from Section 2, Step 5 into the Recipient field.

7. Click Test.





8. Go back to Slack.
9. Confirm you receive the message in Slack.

