

The Industry Standard in IT Infrastructure Monitoring

Purpose

This document describes how to configure non-XI user (Core) contacts to use the SMTP phpmailer settings from the email management interface.

Target Audience

This document is intended for use by Nagios XI Administrators who wish to configure Core contacts to use the XI email configuration (including SMTP relay settings) without the (previously) required link to an XI user.

A Few Definitions

Core Config Manager:

This is the GUI interface for managing the Nagios XI monitoring configuration, referred to as **CCM**.

Core Contact:

A contact created through the CCM or imported from a text config.

XI User Contact:

A contact created through the "Add New User" Admin interface by checking the box labeled "Create as a Monitoring Contact".

Core Notification Handlers:

Nagios Core notification commands - "**notify-host-by-email**" and "**notify-service-by-email**". The handlers use sendmail exclusively and will not work with the XI SMTP settings.

XI Notification Handlers:

Nagios XI notification commands - "**xi_host_notification_handler**" and "**xi_service_notification_handler**". These handlers use the Nagios XI SMTP settings but require that the contact was created as an XI User Contact.

Sendmail:

A linux binary that sends mail. By default, Core contact notification handlers use sendmail.

Phpmailer (SMTP):

The library that XI uses to send mail using the settings from the "Manage Email Settings" Admin interface – it includes support for SMTP relays.

A Few Notes Concerning Notification Methods

Contacts can be configured in two different way in XI.

The first method is to create an XI user as a monitoring contact by checking the **Create as Monitoring Contact** checkbox from the **Add New User** interface (**Admin > Manage Users**). Creating a contact using this method will link the contact to the XI User. This provides the contact with the configuration from the User Settings and more importantly allows the contact to use the XI host and services notification handlers. This is important to those environments that use an SMTP relay server as XI's email configuration usually requires the XI notification handlers in order to send mail using the phpmailer SMTP options.

The second method to create contacts is by creating a new contact through the CCM. Contacts created this way will not be associated to an XI user and will not work with the XI notification handlers nor the SMTP server settings in the **Manage Email Settings** interface (**Admin > System Config**). Core contacts, by default, will only work with the sendmail option.

Introducing the Core Notification Handler Script With XI phpmailer Support

The above methods can cause issues with certain configurations. For example, if an organization is required to send mail through a relay but does not want to configure all contacts as a XI users (due to security policies or a large number contacts that do not need access to the XI web UI), then neither method above will provide an acceptable solution. For this use case (among others), Nagios XI, as of version 2014r1.0, includes a new notification handler script located at:

```
/usr/local/nagiosxi/scripts/contact_notification_handler.php
```

This script will allow Core contacts access to the phpmailer functions of XI. Essentially, contacts configured to use this new notification handler will use the SMTP settings defined at **Admin > System Config > Manage Email Settings**.

In order to use the new script it needs to be made executable, notification commands need to be created, and the new commands need to be configured on the Core contacts in question.

Configuring the Core Notification Handler Script

1. Make the script readable and executable:

```
chmod +xr /usr/local/nagiosxi/scripts/contact_notification_handler.php
```

2. Create 2 new commands in XI. Go to **Configure > Core Configuration Manager > Commands > Add New**.

Host notification:

Command Name:

```
notify_host_xi_contact
```

Command Line:

```
/usr/bin/php /usr/local/nagiosxi/scripts/contact_notification_handler.php
--contactemail="$CONTACTEMAIL$" --subject="** $NOTIFICATIONTYPE$ Host Alert: $HOSTNAME$ is
$HOSTSTATE$ **" --message="***** Nagios Monitor XI Alert *****\n\nNotification Type:
$NOTIFICATIONTYPE$\nHost: $HOSTNAME$\nState: $HOSTSTATE$\nAddress: $HOSTADDRESS$\nInfo:
$HOSTOUTPUT$\n\nDate/Time: $LONGDATETIME$\n"
```

Change **Command Type** to **misc command**.

Check the **Active** box if not already checked and then click **Save**.

Service notification:

Command Name:

```
notify_service_xi_contact
```

Command Line:

```
/usr/bin/php /usr/local/nagiosxi/scripts/contact_notification_handler.php
--contactemail="$CONTACTEMAIL$" --subject="** $NOTIFICATIONTYPE$ Service Alert: $HOSTALIAS$
$SERVICEDESC$ is $SERVICESTATE$ **" --message="***** Nagios Monitor XI Alert
*****\n\nNotification Type: $NOTIFICATIONTYPE$\n\nService: $SERVICEDESC$\nHost:
$HOSTALIAS$\nAddress: $HOSTADDRESS$\nState: $SERVICESTATE$\n\nDate/Time:
$LONGDATETIME$\n\nAdditional Info:\n\n$SERVICEOUTPUT$"
```

Change **Command Type** to **misc command**.

Check the **Active** box if not already checked and then click **Save**.

3. Now you need to change the Core contacts to use the new notification commands.

Contacts = **Configure > Core Configuration Manager > Alerting > Contacts.**

Contact Templates = **Configure > Core Configuration Manager > Templates > Contact Templates.**

Click the contact or contact template to begin editing it.

Click the **Alert Settings** tab

Click the **Manage Host Notification Commands** button:

Add `notify_host_xi_contact` to the **Assigned** list and make sure it is the only command in the list.

Click **Close**

Click the **Manage Host Notification Commands** button:

Add `notify_service_xi_contact` to the **Assigned** list and make sure it is the only command in the list.

Click **Close**

Click **Save**

4. Click the **Apply Configuration** button.
5. Test the new mailer by submitting a CRITICAL passive check on an object that the altered contact is a contact for. You can also click the **Send Custom Notification** link on the **Advanced** tab when viewing the **Host Status Detail** or **Service Status Detail** page.

Final Thoughts

If you have any problems with this topic, or any other topic, please post your questions on the Nagios Support Forum at

<https://support.nagios.com/forum/>