

## The Industry Standard in IT Infrastructure Monitoring

### Purpose

This document describes how to configure and manage notifications within Nagios XI. Notifications can be Emails or Text messages sent to users when Hosts and Services change states. Notifications are used to keep users up-to-date on the health of their monitoring environment.

### Target Audience

This document is intended for use by Nagios XI Administrators who are interested in integrating Email and Text notifications into their Nagios XI monitoring environment.

### What Options Do I Have?

Nagios XI is distributed with a couple ways to enable Email and Text notifications:

- You can create Users which are notified for changes within the Nagios XI environment as a whole.
- You may also create Contacts by themselves, link them to Users (Contact and User must be named the same), and then assign the Contact to specific objects Hosts/Services etc. Finally, control contact specific notification options through the **Contact Management** page.

For more information on the differences between [Users and Contacts](#), and their specific use cases, please see the following document:  
[http://assets.nagios.com/downloads/nagiosxi/docs/XI\\_Users\\_And\\_Contacts.pdf](http://assets.nagios.com/downloads/nagiosxi/docs/XI_Users_And_Contacts.pdf)

### User Notification Configuration

To modify how, when, and for what a user receives notifications, log in as that user and select their name from the blue link in the upper right hand corner of your Nagios XI interface and select **Notification Preferences**, **Notification Methods**, or **Notification Messages** from the list on the left hand side.

## Notification Preferences

### Notification Status

Choose whether or not you want to receive alert messages.

**Note:** You must specify which notification methods to use in the [notification methods](#) page.

Enable notifications

Email  Mobile Text (SMS)  Time Periods

Select the types of alerts you'd like to receive.

Host Acknowledgment:	<input checked="" type="checkbox"/> <input type="checkbox"/>	Service Acknowledgment:	<input checked="" type="checkbox"/> <input type="checkbox"/>
Host Recovery:	<input checked="" type="checkbox"/> <input type="checkbox"/>	Service Recovery:	<input checked="" type="checkbox"/> <input type="checkbox"/>
Host Down:	<input type="checkbox"/> <input type="checkbox"/>	Service Warning:	<input type="checkbox"/> <input type="checkbox"/>
Host Unreachable:	<input type="checkbox"/> <input type="checkbox"/>	Service Unknown:	<input type="checkbox"/> <input type="checkbox"/>
Host Flapping:	<input type="checkbox"/> <input type="checkbox"/>	Service Critical:	<input type="checkbox"/> <input type="checkbox"/>
Host Downtime:	<input type="checkbox"/> <input type="checkbox"/>	Service Flapping:	<input type="checkbox"/> <input type="checkbox"/>
		Service Downtime:	<input type="checkbox"/> <input type="checkbox"/>

Update Settings

Cancel

### Notification Preferences:

- Here, you can enable or disable notifications as a whole for this user.
- You can select which **Notification Types** you'd like to receive.
- And you can specify the times of the day, and the days of the week in which you would like to receive notifications.

### Notification Methods:

- From the Notification Methods page you can select the different methods by which you would like notifications to be sent to you, from Email and Text, to SMS or RSS.
- To use RSS notifications, you need to enable the **RSS Notification Component** via **Admin > Manage Components**.
  - If the component does not appear in the list you will need to download and upload it via **Admin > Manage Components**. The component can be downloaded from:
  - <https://exchange.nagios.org/directory/Addons/Components/Nagios-XI-RSS-Notification-Component/details>

### Notification Messages:

- From the **Notification Messages** page you can alter the format of notifications that are sent to you, you can alter, or remove the variables which dynamically pull their information based on the object and event that triggered the notification.
- For a more detailed explanation of the Notification Messages please refer to the following documentation:
  - [http://assets.nagios.com/downloads/nagiosxi/docs/XI\\_Notification\\_Variables.pdf](http://assets.nagios.com/downloads/nagiosxi/docs/XI_Notification_Variables.pdf)

Finally, you can send test notifications in the ways you defined on the **Notification Method** page. These may be sent from the **Send Test Notifications** page. We always recommend that you test your notification settings prior to putting them into production.

## Contact Notification Configuration

Setting up notifications through Nagios XI is done through the use of monitoring Contacts. Contacts are definitions in Nagios Core that are normally used for directing host and service alerts to specific individuals. While contacts do not have to have a relationship with a User, they most often are, in order to ensure the user can use the Nagios XI web interface.

Contacts are either defined when a User is first created by checking the box titled **Create as Monitoring Contact**, or they are defined by hand in the **Core Configuration Manager**. Contact definitions can be found and changed by navigating to **Configure > Core Config Manager > Alerting > Contacts**. From here, you may select a contact, or click **Add New** to create an additional contact. Any contact definition must contain the following to be labeled as “valid.”

### Common Settings

- Contact Name
- Email Address, Pager Number, or Addon Addresses such as a mobile phone number for text messaging, or additional email addresses.

## Contact Management

**Common Settings** | Alert Settings | Misc Settings

### Contact Name \*

### Description

### Email Address

### Pager Number

### Addon Address 1

### Addon Address 2

### Addon Address 3

### Addon Address 4

### Addon Address 5

### Addon Address 6

Manage Contact Groups 0

Manage Contact Templates 1

Active ⓘ

Save

Cancel

## Alert Settings

- Host and Service Notification Timeperiods
- Selections from the Host and Service Notification Options for state changes such as Warning, Critical, Downtime etc.
- Also, make sure that you have Host and Service Notifications Enabled by selecting the On or Skip radio buttons.

## Contact Management

Common SettingsAlert SettingsMisc Settings

**Host Notifications Enabled**

On  Off  Skip  Null

**Host Notifications Timeperiod**

**Host Notification options**

Down  Unreachable  Up  Flapping  Scheduled Downtime  None

Manage Host Notification Commands 1

**Retain status information**

On  Off  Skip  Null

**Retain non-status information**

On  Off  Skip  Null

**Service Notifications Enabled**

On  off  Skip  Null

**Service Notifications Timeperiod**

**Service Notification options**

Warning  Unknown  Critical  Flapping  Scheduled Downtime  Ok  None

Manage Service Notification Commands 1

**Can Submit Commands**

On  Off  Skip  Null

## Notification Commands

The final setting is one of the most crucial and you **must** follow the format outlined. It is the **Notification Commands**. The selection will be totally dependent on if this is a stand alone contact, or one attached to a User.

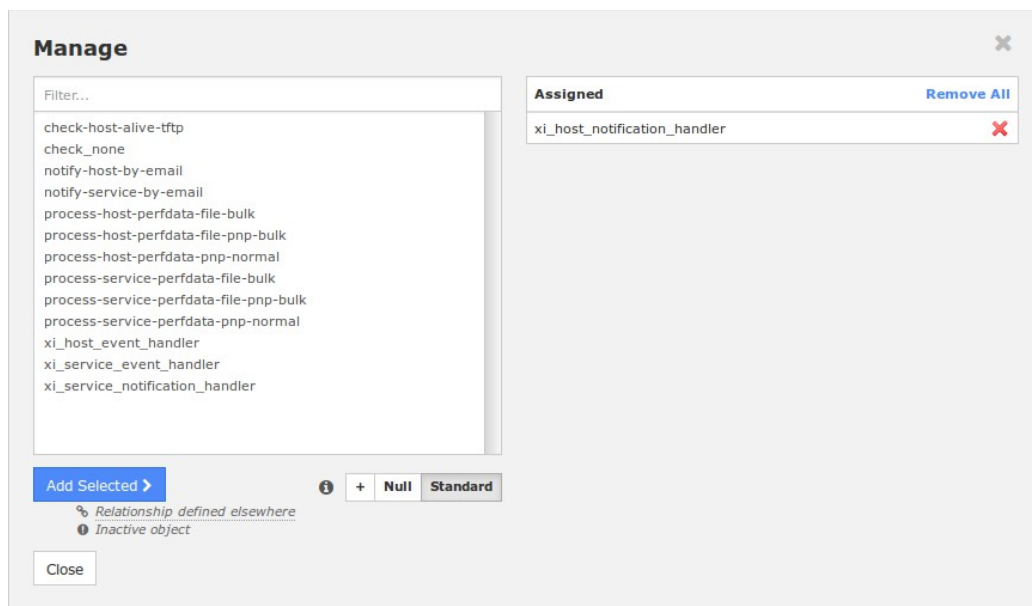
Make sure Users and Contacts that were added within Nagios XI are set up with the proper notification handlers. These can be changed by clicking **Manage Host Notification Commands**, and **Manage Service Notification Commands** on the **Alert Setting** tab.

If you are using Users, which are also Contacts (you've added a Contact to them), select:

- `xi_host_notification_handler` (via the **Manage Host Notification Commands** button)  
and
- `xi_service_notification_handler` (via the **Manage Service Notification Commands** button)

If you are using Contacts only, select:

- `notify-host-by-email` (via the **Manage Host Notification Commands** button)  
and
- `notify-service-by-email` (via the **Manage Service Notification Commands** button)



Once you have verified all of the above settings are set correctly, as well as additional ones you may choose to add, click the **Save** button, and then click **Apply Configuration** to ensure that the configuration is synced with the Nagios XI server's database.

Now it is as easy as adding this Contact to existing Host or Service configurations through their respective **Core Config Manager** pages, or selecting them when running a monitoring wizard.

## Mail Routing

In addition to these settings, the Nagios Admin has the ability to control what way email notifications are routed from Nagios XI through the server's Mail Transfer agent. This is done by navigating to **Admin** → **Manage Email Settings**.

Nagios XI is configured to use plain old Sendmail by default, and on this page you can switch that to SMTP if your environment requires you to do so. Just verify you have the correct address, and authentication information and then click **Update Settings**.

The screenshot shows the Nagios XI web interface. The top navigation bar includes Home, Views, Dashboards, Reports, Configure, Tools, Help, and Admin (circled in blue). The left sidebar shows a menu with System Information, Users, System Config, Monitoring Config, Check Transfers, System Extensions, and System Backups. Under System Config, 'Manage Email Settings' is circled in blue. The main content area is titled 'Mail Settings' and contains the following sections:

- General Mail Settings:**
  - Send Mail From: Nagios XI <root@localhost>
  - Mail Method:  Sendmail,  SMTP
  - Debug Log:  This will enable debug logging for phpmailer emails. The log is located here: /usr/local/nagiosxi/tmp/phpmailer.log. Sendmail log location depends on your system (examples: /var/log/maillog or /var/log/mail.log)
- SMTP Settings:**
  - Host: [text input]
  - Port: [text input]
  - Username: nagiosadmin
  - Password: [password input]
  - Security:  None,  TLS,  SSL

At the bottom of the form are 'Update Settings' and 'Cancel' buttons.

## Simple Troubleshooting

If for whatever reason you are seemingly no longer receiving email notifications please visit the **Home > Incident Management > Notifications** page to see all notifications Nagios XI has sent. Be sure that the handler is the correct one for your mode of email handling.

Date / Time	Host	Service	Reason	Escalated	State	Contact	Dispatcher	Information
2015-09-02 14:15:37	<a href="#">192.168.4.84</a>	-	Host Problem	No	DOWN	nagiosadmin	Nagios XI	CRITICAL - 192.168.4.84: rta nan, lost 100%

Here, you would be looking at your Contact, and the dispatcher, this is a fast way to be sure you have the correct handler set for your contact. For additional troubleshooting please visit the following page:

<https://support.nagios.com/kb/article.php?id=36>

## Finishing Up

If you have additional issues enabling or changing notification options, or for any other support related issues, please visit the [Nagios Support Forums](#):

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