## Purpose

This document describes how to configure and manage notifications in Nagios XI, including email and text message (SMS) alerts sent to users when hosts and services change states. These notifications help keep users informed about the health of their monitoring environment. This is intended for Nagios XI Administrators looking to integrate email and text notifications, as well as Nagios users who want to configure their notification preferences.

If you are configuring email and text notifications in Nagios XI 2024, see <u>Configuring Email And Text</u> <u>Notifications In Nagios XI 2024</u>

### **Users And Contacts**

Users and Contacts in Nagios XI are two separate entities and need a brief explanation.

- Nagios Core uses Contacts to send notifications
  - Contacts are assigned to host and service objects; this is how Nagios Core knows which contacts it will send notifications to
  - End users have no way of modifying their notification preferences, such as the format of the email being sent or what type of notifications they will receive
- Nagios XI creates Users accounts that:
  - o Provide an authentication mechanism so end users can access Nagios XI
  - Allow end users to define their notification preferences, such as the format of the email being sent or what type of notifications they will receive
  - o Allow end users to do other activities such as email reports
  - Provide users with the ability to receive email and text notifications with different notification preferences for each method
  - Nagios XI is built on top of Nagios Core and hence requires a Contact for each user

To be clear:

- Nagios XI does not require you to create a user account to send notifications to a Contact
  - You can create a stand-alone **Contact** in **Core Configuration Manager (CCM)**
  - $\circ$  This Contact will not have the ability to login in and use Nagios XI
- Nagios XI does not require you to create a Contact for a User account
  - This User will be able to login in and use Nagios XI
  - $\circ$   $\;$  This User will NOT be able to receive notifications for host or service objects  $\;$

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o This User will be able to receive emails for Reports and other similar features

Even if you want to create a generic contact for notifications, it is much easier to allow Nagios XI to create the contact object when creating a User via **Admin > Users > Manage Users**.

For more information on the differences between Users and Contacts, and their specific use cases, please see the following documentation: <u>Understanding Nagios XI Users And Contacts</u>

### **User Notification Configuration**

To modify a user's notification settings—including how, when, and for what they receive alerts—log in as that user and click their name in the upper-right corner of the Nagios XI interface.

<u>N</u> agios' XI	Home Views Dashboards Reports Tools Help	Q John.smith & Logout	≡					
A My Account			-					
V Notification Options	Ication Options Notification Preferences							
Notification Preferences Notification Methods	Notification Status							
Notification Messages Send Test Notifications	Choose whether or not you want to receive alert messages. Note: You must specify which notification methods to use in the notification methods page.							

This is where a User can define their own preferences. Select **Notification Preferences**, **Notification Methods**, or **Notification Messages** from the list in the left-hand pane.

### **Notification Preferences**

On the **Notification Preferences** page, you can enable or disable notifications for this user

- You can select which notification types you would like to receive and during which time periods
  - There are separate tabs for Email and Mobile Text (SMS)
  - The Email tab allows for two types of email alerts, Send email and Send email high priority
  - The Time Periods tab allows you to specify the times of the day and the days of the week in which you would like to receive notifications

#### **Notification Preferences**

Notification Status

Enable no	tifications					
🖀 Email	🕻 Mobile Te	xt (	SMS)	© Time Periods		
elect the types	of alerts y	b'uc	like to	receive.		
			4			<b>A</b>
Host Acknow	ledgment:	V		Service Acknowledgment:	V	
Host Recover	y:	V	[	Service Recovery:	V	
Host Down:				Service Warning:		
Host Unreach	able:			Service Unknown:		
Host Flapping	j:		[7]	Service Critical:		
Host Downtin	ne:			Service Flapping:		
				Service Downtime:		

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### **Notification Methods**

On the **Notification Methods** page, you can select the different methods by which you would like notifications to be sent to you: **Email**, **Mobile Text (SMS)**, and **RSS**.

- To use RSS notifications, you need to enable the RSS Notifications component via Admin > System Extensions > Manage Components
  - If the component does not appear in the list, you will need to download and upload the zip file via Admin > System Extensions > Manage Components. The component can be downloaded from:
    - https://exchange.nagios.org/directory/Addons/Components/Nagios-XI-RSS-Notification-Component/details
- The user has the option for emails to be sent in plain text only
- Mobile Text (SMS) notifications are explained in detail in the <u>How to Setup SMS Alerts</u> documentation

#### **Notification Messages**

On the **Notification Messages** page, you can customize the format of notifications sent to you. You can modify or remove variables that dynamically pull information based on the object and event that triggered the notification.

• For a more detailed explanation of Notification Messages please refer to the <u>Understanding</u> <u>Nagios XI Notification Variables</u> documentation

#### **Sent Test Notifications**

Finally, you can send test notifications using the methods defined on the **Notification Method** page. These can be sent from the **Send Test Notifications** page. We always recommend testing your notification settings before deploying them in a production environment.

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### **Contact Notification Configuration**

Notifications in Nagios XI are managed through monitoring **Contacts**. In Nagios Core, **Contacts** are used to direct host and service alerts to specific individuals. While a **Contact** does not need to be linked to a User, they often are to allow access to the Nagios XI web interface.

When creating a new User, you can automatically generate a Contact by selecting the Create as Monitoring Contact option. Alternatively, Contacts can be manually defined in the Core Configuration Manager (CCM). To manage Contacts, navigate to Configure > Core Config Manager > Alerting > Contacts. From here, you can edit an existing Contact or click Add New to create one.

Any contact definition must contain the following directives to be labeled as "valid". Keep in mind that a **Contact** can use **Contact Templates** to inherit the required directives.

#### **Common Settings**

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

<b>Contact Ma</b>	nagement			
Common Settings	Alert Settings	Misc Settings		
Contact Name *			Addon Address 1	
nagiosadmin				
Description			Addon Address 2	
Nagios Administrator				
Email Address			Addon Address 3	
nagios@localhost				
Pager Number			Addon Address 4	
10 Manage Contact Gr			Addon Address 5	
Manage Contact Templ	lates 1		Addon Address 6	
Active ()				



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#### **Alert Settings**

- Host and Service Notification Timeperiods
- Host and Service Notification options
  - Selection(s) for state changes such as Warning, Critical, Scheduled Downtime, etc.
  - Host and Service Notifications Enabled
    - Ensure they are enabled by selecting the **On** or **Skip** buttons
- Host and Service Notification Commands (see details in the next section)

	ommo	n Settings		Alert Setti	ngs Misc	Settings										
lost M	lotific	cations En	able	d				Serv	ice No	otifica	tions	Enabled	1			
On	Off	Skip Nul	1					On	off	Skip	Null					
lost M	lotific	cations Ti	mepe	riod				Serv	ice No	otificat	tions	Timepe	riod			
nagio	osadm	nin_notifica	ation_	_times				nag	iosad	min_n	otifica	tion_tim	es			
lost M	lotific	cation opt	ions					Serv	ice No	otifica	tion o	ptions				
Down	Un	reachable	Up	Flanning	Scheduled D	owntime	Nene	Mon	ning	Unkne	nwo	Critical	Flapping	Scheduled Downtime	Ok	None
DOWN	- Crit			napping	Scheduled Di	owntime	None	war	ining	Unit						
Mana	ige Ho i statu	ost Notifica us inform	tion C ation	Commands		owname	None	Mar	nage S Subm	Service it Con	Notifio	cation Co	ommands	3		
Mana Retair On	nge Ho n statu Off	ost Notifica us inform Skip Nul	tion C ation	iommands		ownenie	None	Mar Can	nage S Subm	Service it Con Skip	Notifie nman c	ation Co	ommands (	Ð		
Mana Retair On Retair	oge Ho statu Off	ost Notifica us inform Skip Nul -status in	tion C ation	iommands (	1	ownerine	wone	Mar Can On	nage S Subm	Service it Con Skip	Notifie nmane Null	cation Co	ommands (	0		

### **Host and Service Notification Commands**

Notification Commands is one of the most crucial settings and must follow the format outlined. The selection depends on whether this is a standalone contact or attached to a User.

Make sure **Users** and **Contacts** that were added in 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 Settings** tab.

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Cancel



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If you have Contacts that were created when a new user was added to XI:

- xi\_host\_notification\_handler (via Manage Host Notification Commands)
- xi\_service\_notification\_handler (via Manage Service Notification Commands)

Be aware that this user may not have them defined, it may have the **xi\_contact\_generic** template assigned and will be inheriting the notification commands. This can be managed by navigating to the **Common Settings** tab > **Manage Contact Templates**.

115501111					Assigned	Remove A
check-host-alive-tftp check_none notify-host-by-email notify-service-by-emai process-host-perfdata- process-host-perfdata- process-service-perfda process-service-perfda process-service-perfda xi_host_event_handler xi_service_event_hand xi_service_notification_	l file-bulk file-pnp-bulk ta-file-bulk ta-file-pnp-t ta-pnp-norm ller _handler	c ulk nal			xi_host_notification_h	andler
Add Selected >	0	+	Null	Standard		
	ined elsewhe	re				

If you are using Contacts only, select:

- notify-host-by-email (via Manage Host Notification Commands)
- notify-service-by-email (via Manage Service Notification Commands)

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Once you have verified all of the above settings are set correctly click **Save**. Click **Apply Configuration** to apply the changes into the running configuration.

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

### **Notification Management**

As demonstrated earlier, every user can define their own **Notification Preferences**, **Notification Methods**, and **Notification Messages**. Nagios XI has the ability to allow administrators to push out any of these settings to users, as well as defining the settings for new users. This functionality allows administrators to define standards and ensure they are enforced. **Notification Management** only works for Nagios XI User accounts, it does not apply to custom created Contacts.

Navigate to Admin > Users > Notification Management.

<u>N</u> agios' XI	Home Views	Dashboards	Reports (	Configure	Tools He	elp (Admin)	۹ 📀	占 nagiosadmin	🖒 Logout	≡
∧ System Information										
↓ Users	Notification	Setting	js Manag	ement						
▲ Manage Users ≓ LDAP/AD Integration Notification Management	This page allows for no notification settings for still modify their own n	tification settings contacts that are otification setting	s to be saved and e created by Nagi gs from the <b>Confi</b>	l deployed to ios XI, or con <b>gure-&gt;My A</b> d	all users, a select tacts created acc ccount Settings	tion of users, or users in a sel cording to the XI Users and Co -> Notification Options page	ection contact groups. ntacts. Unless notificati e.	This component w on settings are loo	ill only update :ked, all users	can
∧ System Config	Available Saved Tem	plates		_						
A Monitoring Config		Load Templa	ate Delete Te	mplate						
∧ Check Transfers	Template Title									
∧ System Extensions	Default Template		Set these	e notification r	messages as def	ault for all users				
∧ System Backups		1								
	Email Messages	Mobile Text	t (SMS) Messages	Notific	ation Preference	O Notification Timeperio	ds 🕈 Deploy to Use	rs		

The settings on the **Email Messages**, **Mobile Text (SMS) Messages**, **Notification Preferences**, and **Notification Timeperiods** tabs are consistent with those explained earlier in the <u>User Notification</u> <u>Configuration</u> section of this document. However, the **Notification Preferences** tab includes an additional option:

- Lock notification preferences
  - Enabling this option will prevent non-administrative users from being able to change **Notification Messages** and **Notification Preferences**

Once you've made the required changes you can then navigate to the <u>Deploy to Users</u> tab or click **Save Template**.





#### **Deploy to Users**

On the **Deploy to Users** tab you can select **Nagios XI Users** and/or **Contact Groups** that you want to push these settings to.

Email Messages	Mobile	e Text (SMS) Messages	Notification Preferences	O Notification Timeperiods	Peploy to Users
elect the users to a	pply the c	urrent template/settings t	0.		
dsfs	^	Contact Groups	<b>^</b>		
jane.doe john.smith nagiosadmin nagios_alerts		xi_contactgroup_all			
noc troy lea	-				
	~		•		

1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		13 13
Save Template	Deploy Preferences	Cancel

To select multiple users and groups, hold the **CTRL** key while clicking with your mouse. Once your selections are made, click **Deploy Preferences**, and the following will occur:

- The **Email Messages** and **Mobile Text (SMS) Messages** settings will be deployed to the selected users.
- The **Notification Preferences** will only be deployed if the **Deploy notification preferences** box is checked on the corresponding tab.
- The **Notification Timeperiods** will only be deployed if the **Deploy notification timeperiods** box is checked on the corresponding tab.

#### Templates

Templates allow you to save your choices so you can load them later and re-deploy them. Give the template a name in the **Template Title** field and then click **Save Template**.

You can also check the box **Set these notification messages as default for all users** so new users will inherit the settings from the selected template. You will need to click **Save Template** for this setting to take effect.

Your saved templates will appear in the **Available Saved Templates** drop down list. After selecting one of these templates click **Load Template** or **Delete Template**.

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## **Mail Routing**

Email notifications are sent using the settings defined via **Admin > System Config > Email Settings**. For a more detailed explanation please refer to the <u>Understanding Email Sending In Nagios XI</u> documentation.

### Simple Troubleshooting

If you are no longer receiving email notifications, navigate to **Home** > **Incident Management** > **Notifications** to review all notifications Nagios XI has sent. Be sure that the **Dispatcher** (*notification 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	192.168.4.84	1997 - E	Host Problem	No	DOWN	nagiosadmin	Nagios XI	CRITICAL - 192.168.4.84: rta nan, lost 100%

Here, you will 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 KB article: <u>https://support.nagios.com/kb/article.php?id=36</u>.

## **Finishing Up**

This completes the documentation on how to configure email and text notifications in Nagios XI. If you have additional questions or other support-related questions, please visit us at our Nagios Support Forum, Nagios Knowledge Base, or Nagios Library:

Visit Nagios Support Forum

Visit Nagios Knowledge Base

Visit Nagios Library

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