How To Configure Email And Text Notifications In Nagios XI 5

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 [Configuring Email And Text Notifications In Nagios XI 2024](#)

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:
  - 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
  - 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)**
  - 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
  - This User will NOT be able to receive notifications for host or service objects

Nagios®

- 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: Understanding Nagios XI Users And Contacts

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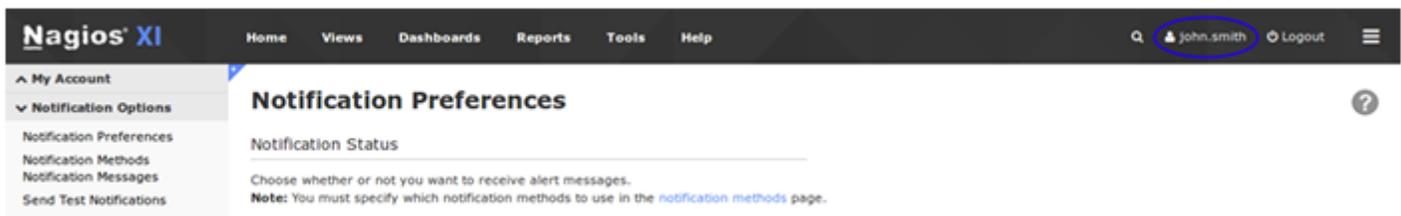
This is where a User can define their own preferences. Select **Notification Preferences**, **Notification Methods**, or **Notification Messages** from the list in the left-hand pane.

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
    - o There are separate tabs for **Email** and **Mobile Text (SMS)**
    - o The **Email** tab allows for two types of email alerts, Send email and Send email high priority
    - o 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

Nagios®

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 How to Setup SMS Alerts 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 Understanding Nagios XI Notification Variables 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.

Nagios®

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

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)

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.

Nagios®

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**.

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**)

Nagios®

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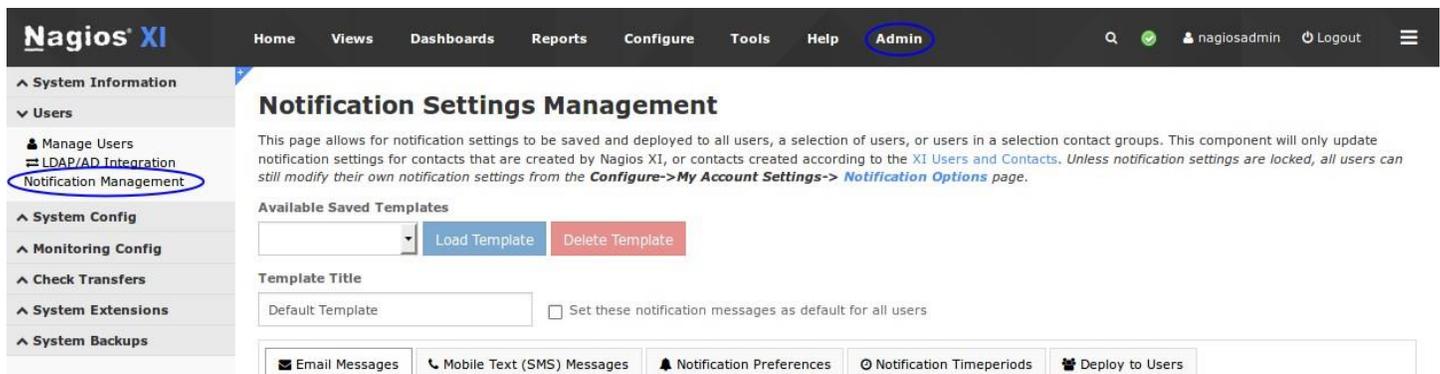
The settings on the **Email Messages**, **Mobile Text (SMS) Messages**, **Notification Preferences**, and **Notification Timeperiods** tabs are consistent with those explained earlier in the User Notification Configuration section of this document. However, the **Notification Preferences** tab includes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

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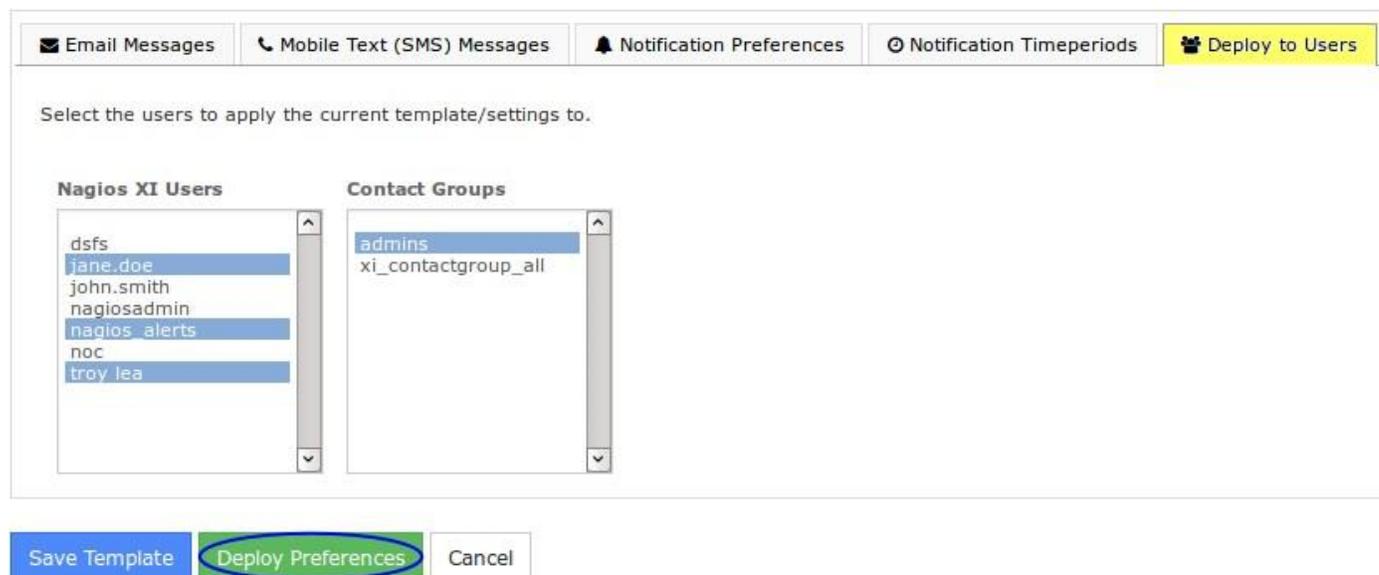
To select multiple users and groups, hold the **CTRL** key while clicking with your mouse. Once your selections are made, click **Deploy Preferences,** and the following will occur:

- 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**.

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 [Understanding Email Sending In Nagios XI](#) 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	-	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: https://support.nagios.com/kb/article.php?id=36.

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](#)

Nagios®