

# How To Set Up SMS Alerts In Nagios XI 5

## Purpose

This document describes how to set up SMS alerts in Nagios XI 5.

If you are setting up SMS Alerts in Nagios XI 2024, see [Setting Up SMS Alerts In Nagios XI 2024](#)

## How Does It Work

Nagios XI can send SMS alerts by sending an email to your mobile carrier.

Every user can define their mobile number and select the carrier that the number belongs to.

When a Nagios XI notification is sent, it is simply sent to xxxxxxxxx@your\_carrier.yyy where xxxxxxxxx is the mobile number associated with that user.

Your carrier needs to accept email-to-text notifications for this to work.

## Define Notification Options

Every user has their own notification options which can be accessed by clicking their **Profile** at the top right corner of the Nagios XI navigation menu bar.

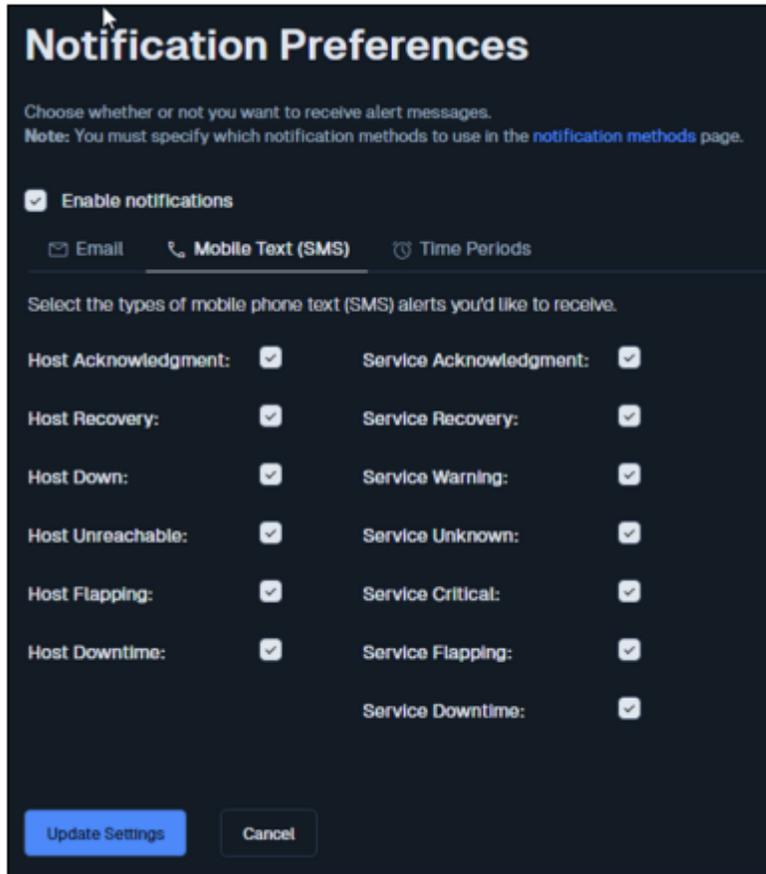
## Notification Preferences

In the **Notification Preferences** page, a user has two options specific to SMS alerts.

1. The first setting is the **Enable Notifications** checkbox. This must be checked for the user to receive any notifications at all.

# How To Set Up SMS Alerts In Nagios XI 5

2. The second setting is to decide exactly what type of notifications to be sent to your phone. Click the **Mobile Text (SMS)** tab to reveal the available options.



**Notification Preferences**

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 mobile phone text (SMS) alerts you'd like to receive.

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

3. The user can choose each type of host or service notification they want sent to their phone using the available checkboxes.
4. Click the **Update Settings** button after making any changes.

# How To Set Up SMS Alerts In Nagios XI 5

## Notification Methods

The **Notification Methods** page has several options.

**Notification Methods**

Specify the methods by which you'd like to receive alert messages.  
Note: These methods are only used if you have **enabled notifications** for your account.

Email    **Mobile Text (SMS)**

Receive text alerts to your cellphone

Phone number must be verified after you enter it to enable text notifications.

Mobile Phone Number:  ○

Mobile Phone Carrier:

Update Settings    Cancel

1. Click the **Mobile Text (SMS)** tab to reveal the available options.
2. The **Receive text alerts to your cellphone** checkbox must be checked for the user to receive notifications to their cell phone, however it cannot be enabled until the number has been verified. The empty circle to the right of the number indicates it has not yet been verified.
3. Before performing the verification, the user must make sure the Mobile Phone Number is correct a Mobile Phone Carrier is selected. There is no required format, 555-555- 5555 or 55-5555-55 or 555555555 are all valid formats. After making changes click the **Update Settings** button.
4. To verify the phone number, click the **Send Verification Key** button. The screen will refresh, and a field will appear that allows the user to type in the verification key sent to their phone.

# How To Set Up SMS Alerts In Nagios XI 5

5. You can see in the screenshot that the key is only valid for 10 minutes, the solid circle to the right of the number indicates that verification is in progress.
6. After providing the key and clicking the **Verify** button the screen will refresh.
7. The circle to the right of the number now has a tick to indicate that the number has been verified.
8. Once the number has been verified the user will be able to check the **Receive text alerts to your cellphone** box to enable notifications to be sent to the phone, they will need to click the **Update Settings** button after making that selection.

The screenshot shows the 'Notification Messages' configuration page in Nagios XI. At the top, there are tabs for 'Email' and 'Mobile Text (SMS)'. A red notification banner states: 'Note: You currently have email notifications disabled. Change notification methods'. Below this, a heading reads 'Specify the format of the host and service alert messages you receive via email.' There are four main sections for configuration:

- Host Alert Subject:** A text box containing the template: `%type% Host Alert - %host% is %hoststate%`
- Host Alert Message:** A text box containing the template:

```
***** Nagios XI Alert *****
%alertsummary%
Notification Type: %type%
Host: %host%
State: %hoststate%
Address: %hostaddress%
Info: %hostoutput%
Date/Time: %datetime%

Respond: %responseurl%
Nagios URL: %xserverurl%
```
- Service Alert Subject:** A text box containing the template: `%type% Service Alert - %host%/%service% is %servicestate%`
- Service Alert Message:** A text box containing the template:

```
***** Nagios XI Alert *****
%alertsummary%
Notification Type: %type%
Service: %service%
Host: %host%
Address: %hostaddress%
State: %servicestate%
Info:
%serviceoutput%
Date/Time: %datetime%

Respond: %responseurl%
Nagios URL: %xserverurl%
```

At the bottom of the configuration area, there is a button labeled 'Reset to default messages'. At the very bottom of the page, there are two buttons: 'Update Settings' and 'Cancel'.

# How To Set Up SMS Alerts In Nagios XI 5

## Notification Messages

The **Notification Messages** page is where the user can customize the content of the notification message received. Click the **Mobile Text (SMS)** tab to edit the message format.

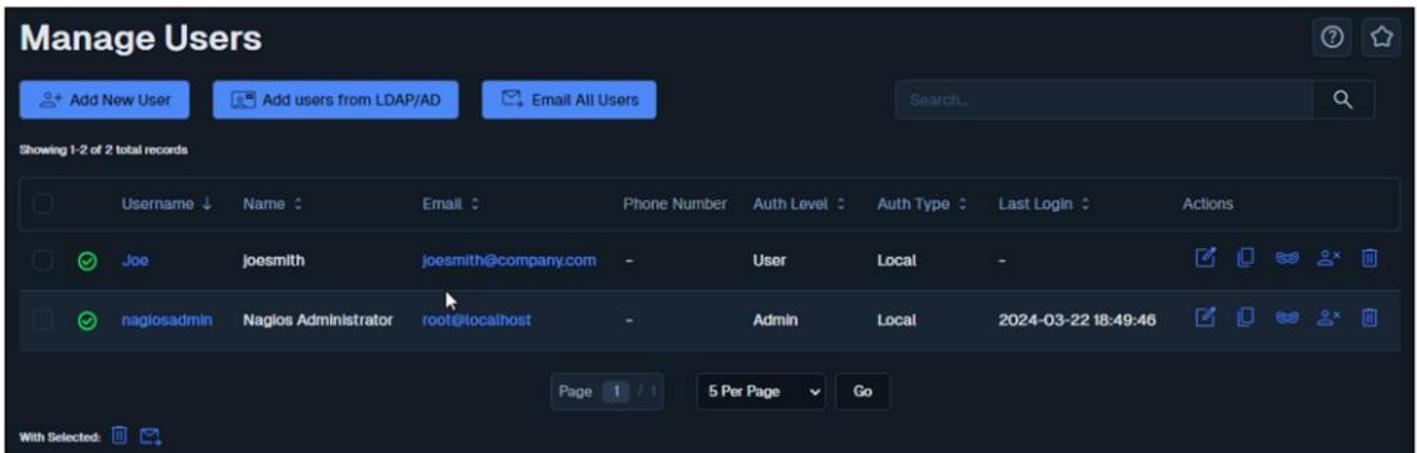
Mobile text messages should be short and only require the important information, as the user on the mobile device may have some of the content cut-off if it exceeds an amount of characters.

The following documentation explains in detail how the message format can be customized:

[Understanding Nagios XI Notification Variables](#)

## Number Verification Notes

Whenever a user's mobile number has been changed, the number will need to be verified again and the **Receive text alerts to your cellphone box** will be disabled for that user. The user may change the number themselves OR a Nagios XI admin may change it via **Admin > Users > Manage Users**.



Username ↓	Name ↕	Email ↕	Phone Number	Auth Level ↕	Auth Type ↕	Last Login ↕	Actions
Joe	joesmith	joesmith@company.com	-	User	Local	-	[Edit] [Phone] [Email] [User X] [Delete]
nagiosadmin	Nagios Administrator	root@localhost	-	Admin	Local	2024-03-22 18:49:46	[Edit] [Phone] [Email] [User X] [Delete]

The phone number may show a circle next to the number with an X. This indicates that the verification process failed and the key that was sent is no longer valid (the user just needs to re-send another key to complete the verification process).

Just like on the users **Notification Methods** screen, the circle next to the number indicates if the number has been verified or if it's in the process of being verified.

# How To Set Up SMS Alerts In Nagios XI 5

## Managing Mobile Carriers

1. You can manage mobile carriers in Nagios XI by navigating to **Admin > System Config > Manage Mobile Carriers**.

**Mobile Carriers**

Manage the mobile carrier settings that can be used for email-to-text mobile notifications. Note: The `%number%` macro in the address format will be replaced with the user's phone number.

#	Unique Id	Description	Email-To-Text Address Format	Delete
1	alltel	Alltel	%number%@message.alltel.com	<input type="checkbox"/>
2	att	AT&T	%number%@txt.att.net	<input type="checkbox"/>
3	cingular	Cingular	%number%@cingularme.com	<input type="checkbox"/>
4	metropcs	Metro PCS	%number%@mymetropcs.com	<input type="checkbox"/>
5	nextel	Nextel	%number%@messaging.nextel.com	<input type="checkbox"/>
6	powertel	Powertel	%number%@ptel.net	<input type="checkbox"/>
7	sprint	Sprint	%number%@messaging.sprintpcs.com	<input type="checkbox"/>
8	suncom	SunCom	%number%@tms.suncom.com	<input type="checkbox"/>
9	tmobile	T-Mobile	%number%@tmail.net	<input type="checkbox"/>
10	uscellular	US Cellular	%number%@email.uscc.net	<input type="checkbox"/>
11	verizon	Verizon	%number%@vtext.com	<input type="checkbox"/>
12	virginmobile	Virgin Mobile	%number%@vmobl.com	<input type="checkbox"/>
13				
14				

2. On this page you can edit your existing mobile carriers and add custom carriers if necessary. This is useful if you use a local SMS gateway or if your mobile carrier is not defined in the default list that comes with Nagios XI.
3. After you have made changes click the **Update Settings** button.

**Note:** If you wish to restore all the carrier settings back to the defaults that come with the Nagios XI installation, click the **Restore defaults** button.

# How To Set Up SMS Alerts In Nagios XI 5

## Finishing Up

This completes the documentation on how to set up SMS alerts 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](#)