

The Industry Standard in IT Infrastructure Management

Purpose

This document provides a general overview of Nagios Incident Manager.

Target Audience

This document is intended for use by anyone who wants to learn the basics of Nagios Incident Manager, whether it is used as a “stand-alone” application or integrated with other programs (e.g. Nagios XI, third-party ticketing system, etc.).

Overview

Nagios Incident Manager is an enterprise-class incident management application that allows teams and individuals to track and solve problems faster using a powerful web-based application that offers security, mobility, third-party integration, and tools for collaboration.

This document will go over each of the Nagios Incident Manager menus:

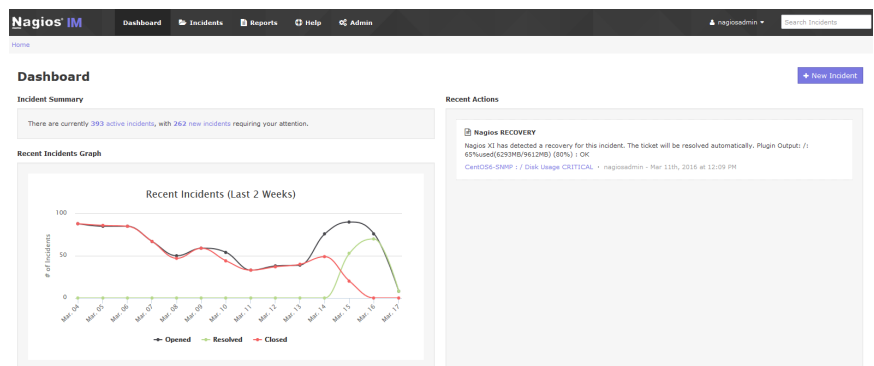
- Dashboard
- Incidents
- Reports
- Help
- Admin

This document will describe the basic use of Incident Manager, including but not limited to creating, managing, and closing incidents, utilizing the multi-tenancy functionality, tracking statistics, etc.

Nagios Incident Manager Menus

Dashboard

There are two main sections under the Dashboard menu page - **Incident Summary** and **Recent Actions**, as well as a RSS feeds section, covering the latest news about Nagios products.



The **Incident Summary** section shows you the current number of incidents that require your attention. These are hyperlinks, so clicking on them takes you to the appropriate section under the Incidents menu (e.g. active incidents, new incidents, etc.).

The **Recent Actions** section displays a list of five most recent actions. The names of the incidents are also hyperlinks so you can click on them to drill down to a selected incident.

From the **Dashboard** page, you can create a new incident by clicking on the **New Incident** button in the upper right corner. This will take you to the **Incidents** menu → **Add Incident**. You must fill in all of the required info, and click on the **Save Incident** button on the bottom of the page, in order to create a new incident.

Incidents

From this menu you can create new incidents or manage the existing ones.

To create a new incident, you can click on the **New Incident** button in the upper right corner. Fill in all of the required info, and click on the **Save Incident** button on the bottom of the page.

When you click on the **Incidents** menu, all open incidents are shown on the page by default. You can filter the results by clicking on any of the different tabs shown on the top of the page (**Open**, **Closed**, **Resolved**, **New** or **All**). You can also sort the incidents by name, date they were created or updated, type, status, and priority by clicking on each column's title.

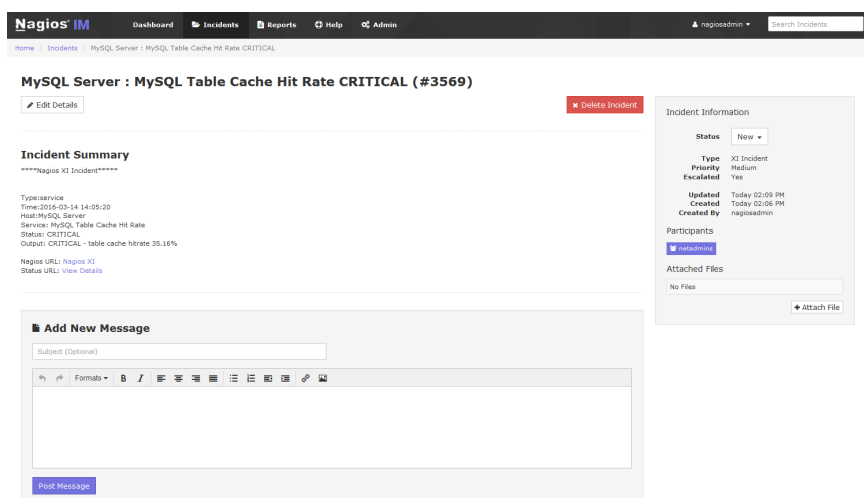
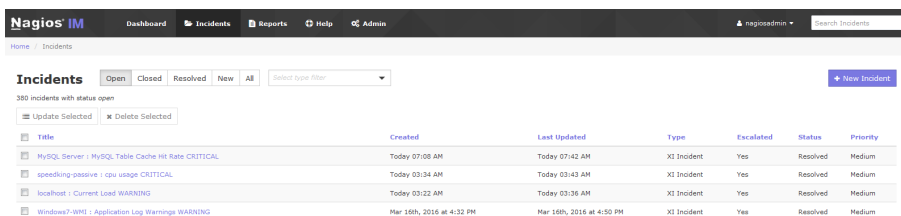
Clicking on the incident's name will take you to a new page, from which you can add a new message regarding this incident. Enter your message, and click on the **Post Message** button.

In addition, you can view, edit or delete this particular incident by clicking on the **Edit Details** or **Delete Incident** buttons.

You can also change the incident's status by selecting an option from the **Status** drop-down menu on the right-hand side.

From the **Incidents** page, you can update or delete one or more incidents - just select the tick boxes of the incidents you want to work with, then click on the **Update Selected** or **Delete Selected** buttons.

If you click on the **Update Selected** buttons, you can change the **Priority**, **Status**, or **Type** of the incidents in bulk.

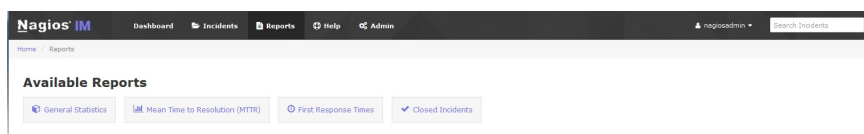


Reports

From the Reports page, you can generate reports by clicking on the report's name, specifying the start and end date/time, and clicking on the "Update" button.

There are four reports available:

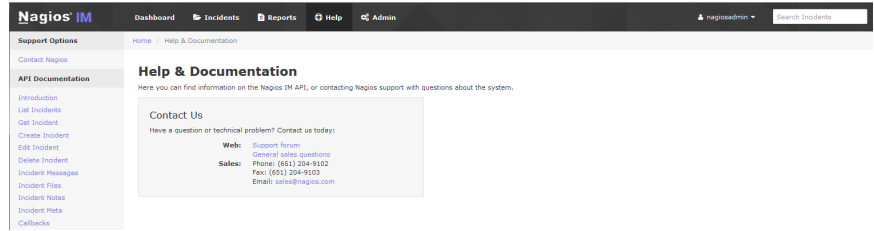
- **General Statistics:** This is a general overview report that includes data from the other three reports – MTTR, First Response Times, and Closed Incidents.
- **Mean time to Resolution (MTTR):** This is a report on the average time it took to resolve each incident. The MTTR total is also shown on the bottom of the page.
- **First Response Times:** This is a report on the average time it took to first respond to each incident. The average time to first response total is also shown on the bottom of the page.
- **Closed Incident:** This is a report on the total number of closed incidents.



Help

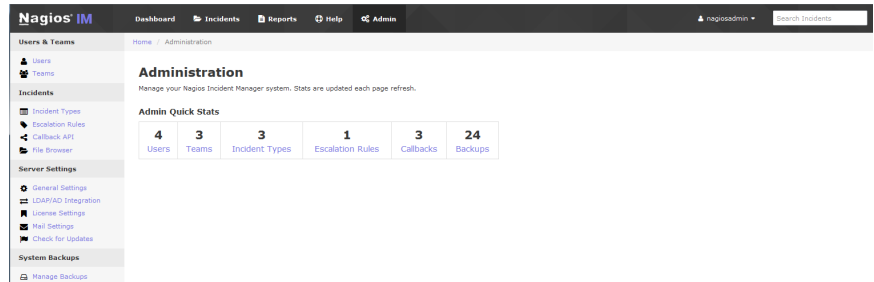
The *Help* menu contains two sections:

- *Supprt section*: Has a hyperlink to the Nagios support forum, and an option to email the Nagios Sales department
- *API Documentation section*: Describes how the Incident Manager API can be used.



Admin

The Administration page has four main sections: **Users & Teams**, **Incidents**, **Server Settings**, and **System Backups**. Let's review the administrative tasks that can be done under each section:



Users & Teams

There are two submenus under this section - **Users** and **Teams**.

Incidents

In this section, you can manage Incident Types, the Callback API, Escalation Rules, and view currently uploaded files for each incident using the File Browser.

Server Settings

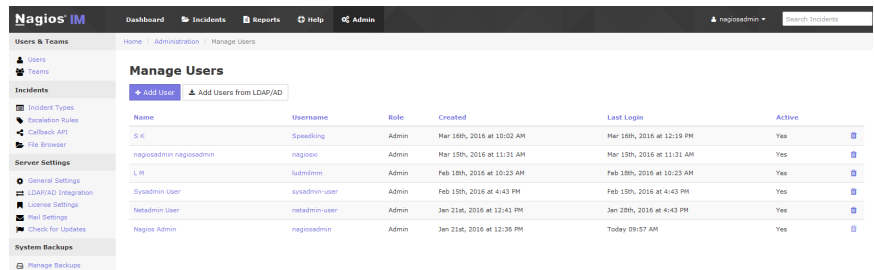
There are five submenus under this section - **General Settings**, **LDAP/AD Integration**, **License Settings**, **Mail Settings**, and **Check for Updates**.

System Backups

Manage backups, either by creating one manually or by scheduling them.

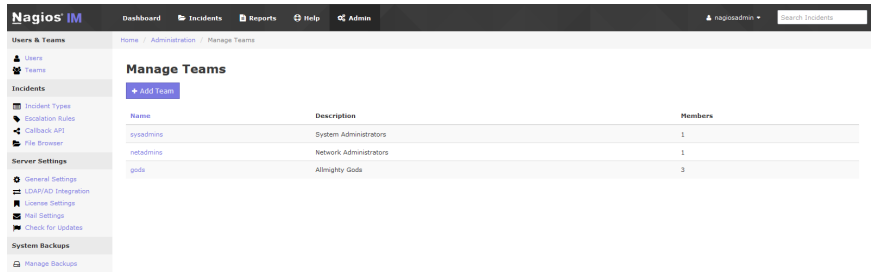
Manage Users

From the **Users** → **Manage Users** page, you can easily add new users – just click on the **Add User** button in the upper left corner, fill in all of the required information in the form, and click on the **Save** button. You can also delete users by clicking the trash can icon on the right.



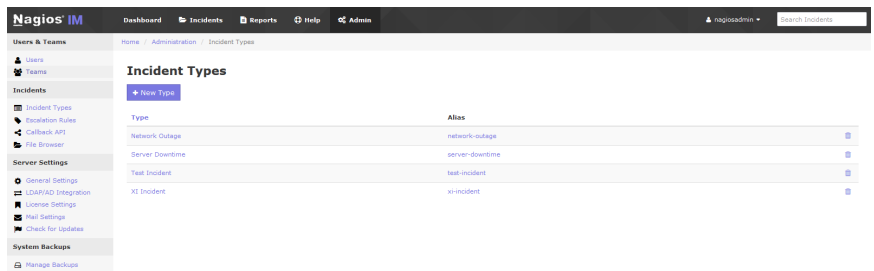
Manage Teams

From the Teams > “Manage Teams” page, you can set up new teams by clicking on the “Add Team” button, entering the required information, and clicking on the “Save” button. If you need to delete a team, you need to click on the team’s name, then click on the “Delete” button under the “Edit Team” page.



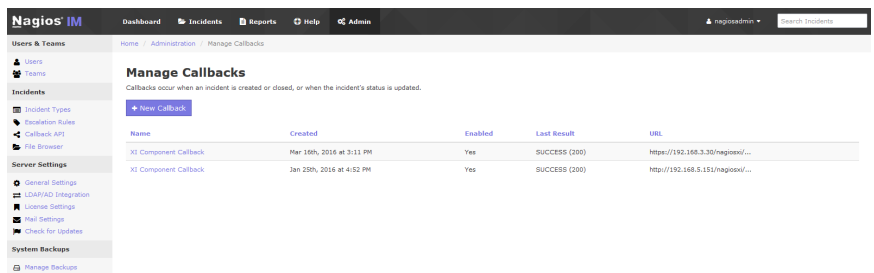
Incident Types

From the Incidents > “Incident Types” page, you can easily add new incident types – just click on the “New Type” button in the upper left corner, type in a title, and click on the “Save” button. You can also delete incident types by clicking the “Delete Incident Type” button on the right.



Callback API

From the “Callback API” page, you can add new callbacks, and edit or delete the existing ones. To add a callback, click on the “New Callback” button in the upper right corner, fill in the required information, select the “Enable this callback” tick box, then click “Save”. To edit a callback, click on its name, modify the settings, and click “Save”. From this page, you can also change the name of the callback, the request method (GET or POST), and the callback URL. You can also pass extra GET/POST parameters. To delete a callback, click on the “Delete” button under the “Edit Callback” page.



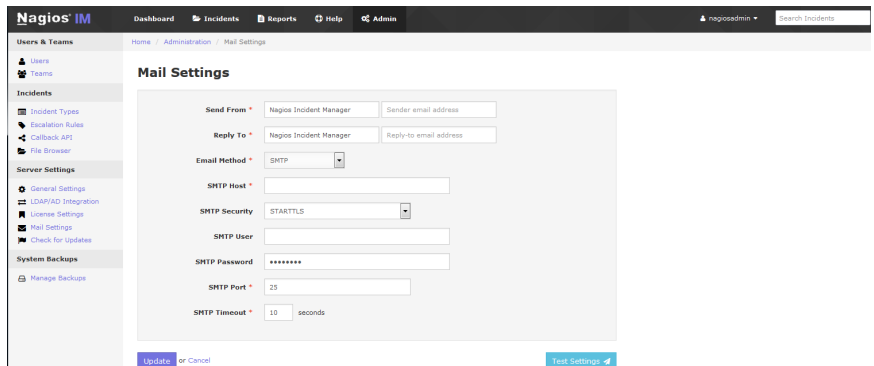
Licensing

Under the “License Settings” page, you can view the license information, and enter your license key if you are not using the free version (with no support).

Mail Config

Under the “Mail Settings” page, you can change the mail protocol you wish to use. PHP Mail is set by default. You can select a different option if you wish from the “Email Method” drop-down menu (Sendmail or SMTP).

Note: If you choose to select Sendmail, you need to have Sendmail already set up and working on your server. Configuring Sendmail is out of the scope of this document.



After you've selected a protocol, and you entered the required information (SMTP), you can click on “Test Settings” in order to send a test email. If you are satisfied with the results, you can save the configuration by clicking on the “Save” button.

Troubleshooting

If you need to troubleshoot any php errors, open the `/var/www/html/nagiosim/application/config/config.php` file in a text editor and change the following line from this:

```
$config['log_threshold'] = 0;
```

to this:

```
$config['log_threshold'] = 1;
```

If you want to turn the debugging on, open the `/var/www/html/nagiosim/www/index.php` document in a text editor, and change the following line from this:

```
define('ENVIRONMENT', 'production');
```

to this:

```
define('ENVIRONMENT', 'development');
```

If you are still having issues with Nagios Incident Manager, please, post your questions on the [Nagios Support Forum](#). Thank you!