



## Purpose

This document describes how Nagios Network Analyzer sends emails and explains how to configure your email settings. Nagios Network Analyzer uses email to send alerts.

## Target Audience

This document is intended for use by Nagios Administrators who want to understand in detail how emails are sent by Nagios Network Analyzer.

## Sendmail / Postfix

Sendmail / Postfix is how Nagios Network Analyzer sends email. It is referred to as **Sendmail** because this is historically the most common mail sending method.

Technical aspects aside, the Nagios Network Analyzer server is responsible for sending emails directly to all the recipients. It contacts the email server for the email recipient and sends the message via SMTP port 25.

## Configuration

Nagios Network Analyzer does not have a section in the web interface for email settings. Any preferences need to be performed through a terminal session. All the email settings are defined in the `/usr/local/nagiosna/bin/notify.py` file.

Establish a terminal session to your Nagios Network Analyzer server and edit the file `notify.py` in vi by executing the following command:

```
vi /usr/local/nagiosna/bin/notify.py
```

*When using the vi editor, to make changes press `i` on the keyboard first to enter insert mode. Press `Esc` to exit insert mode.*

## From Address

Line 37 in `notify.py` has the following:

```
FROM = 'nagiosna-servbot@localhost'
```

This is how you define where the email was sent from. You can change the address to a simple address using the format above or you can do the following:

```
Plain Text Name <alias@your.email.domain>
```

The `< >` brackets are required. If this is not correctly formatted then the email will be sent however in some circumstances the mail sending program may default to the system default and it may come from something like:

```
Root User <root@localhost>.
```

If the receiver of the email clicked the reply button in their email client then this is the email address that will be replied to. If you want the ability for people to reply to emails then you need to make sure this is a valid email address.

When you have finished, save the changes in vi by typing:

```
:wq
```

and press Enter.

## Use Another SMTP Server

**NOTE:** Microsoft is making changes to basic SMTP based authentication on October 1, 2022. Please see this [Microsoft update](#) for more information.

It's also possible to use another SMTP server to do the actual sending. Line 20 in `notify.py` has the following:

```
s = smtplib.SMTP('localhost')
```

You can see the value `localhost` means the `notify.py` script is using the server it's running on to send. This value can be changed, to another server:

```
s = smtplib.SMTP('10.25.8.11', 25)
```

In that example you can see that the IP address is enclosed in single quotes. After that is a comma and then the port number of the remote host (in this example it's 25).

When you have finished, save the changes in `vi` by typing:

```
:wq
```

and press Enter.

There are additional settings available that are not covered in this documentation. Please refer to the following Python documentation:

<https://docs.python.org/2/library/smtplib.html>

## Mail Relay

Mail relay is when you request the SMTP server to send emails to an email domain that it is not responsible for. For example:

- The email address you are sending from is nagios\_alerts@mycompany.com
  - Your SMTP server is responsible for the mycompany.com domain.
- One of your Nagios XI users has an email address of jd@anothercompany.com
  - When Nagios XI uses the SMTP server to send the email to jd@anothercompany.com it could be rejected because it needs to send this on to another email server. This email server might be configured to prevent mail relay.

Your email servers may be configured to deny mail relay. This is to prevent a rogue computer from using that SMTP server to send spam email, which could result in your email server from being blacklisted on the internet.

You normally only come across these problems when you don't provide a username and password in your SMTP settings. Most SMTP servers will allow you to send emails to other domains when using authentication credentials. Please refer to your mail server documentation on how to allow mail relay.

## Finishing Up

This completes the documentation on understanding email sending in Nagios Network Analyzer.

If you have additional questions or other support related questions, please visit us at our Nagios Support Forums:

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

The Nagios Support Knowledgebase is also a great support resource:

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