

How to Configure Core Contacts to Use Nagios XI 5 PHPMailer

Purpose

This document describes how to configure non-XI user (Core) contacts to use the SMTP PHPMailer settings from the email management interface.

Note: If you are using Nagios XI 2024, please refer to the [updated document](#).

A Few Definitions

Core Config Manager:

This is the GUI interface for managing the Nagios XI monitoring configuration, referred to as **CCM**.

Core Contact:

A contact created through the **CCM** or imported from a text config.

XI User Contact:

A contact created through the **Add New User** interface by checking the box labeled **Create as a Monitoring Contact**.

Core Notification Handlers:

Nagios Core notification commands - `notify-host-by-email` and `notify-service-by-email`.

The handlers use sendmail exclusively and will not work with the XI SMTP settings.

XI Notification Handlers:

Nagios XI notification commands `xi_host_notification_handler` and `xi_service_notification_handler`. These handlers use the Nagios XI SMTP settings but require that the contact was created as an XI User Contact.

Sendmail:

A linux binary that sends mail. By default, Core contact notification handlers use sendmail.

PHPMailer (SMTP):

The library that XI uses to send mail using the settings from the **Manage Email Settings** Admin interface

- It includes support for SMTP relays.

A Few Notes Concerning Notification Methods

Contacts can be configured in two different ways in XI.

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The first method is to create an XI user as a monitoring contact by checking the **Create as Monitoring Contact** checkbox from the **Add New User** interface (**Admin > Users > Manage Users**). Creating a contact using this method will link the contact to the XI User. This provides the contact with the configuration from the User Settings and more importantly allows the contact to use the XI host and services notification handlers. This is important to those environments that use an SMTP relay server as XI's email configuration usually requires the XI notification handlers to send mail using the PHPMailer SMTP options.

The second method to create contacts is by creating a new contact through the CCM. Contacts created this way will not be associated to an XI user and will not work with the XI notification handlers nor the SMTP server settings in the **Manage Email Settings** interface (**Admin > System Config**). Core contacts, by default, will only work with the sendmail option.

Core Notification Handler Script With XI PHPMailer Support

The above methods can cause issues with certain configurations. For example, if an organization is required to send mail through a relay but does not want to configure all contacts as a XI users (due to security policies or a large number of contacts that do not need access to the XI web UI), then neither method above will provide an acceptable solution. For this use case (among others), Nagios XI (as of version 2014r1.0) includes a new notification handler script located at:

```
/usr/local/nagiosxi/scripts/contact_notification_handler.php
```

This script will allow Core contacts access to the PHPMailer functions of XI. Essentially, contacts configured to use this new notification handler will use the SMTP settings defined at **Admin > System Config > Manage Email Settings**.

To use the new script, it needs to be made executable, notification commands need to be created, and the new commands need to be configured on the Core contacts in question.

Configuring the Core Notification Handler Script

Establish a terminal session to your Nagios XI server as the root user and execute the following command:

```
chmod +xr /usr/local/nagiosxi/scripts/contact_notification_handler.php
```

The next step is to create 2 new commands in Nagios XI. Open the Nagios XI web interface and navigate to **Configure > Core Configuration Manager > Commands** > and click the **Add New** button.

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Populate the command using the following:

Command Name:

```
notify_host_xi_contact
```

Command Line:

```
/usr/bin/php /usr/local/nagiosxi/scripts/contact_notification_handler.php --contactemail="$CONTACTEMAIL$" --subject="** $NOTIFICATIONTYPE$ Host Alert: $HOSTNAME$ is $HOSTSTATE$ **" --message="***** Nagios Monitor XI Alert *****\n\nNotification Type: $NOTIFICATIONTYPE$\nHost: $HOSTNAME$\nState: $HOSTSTATE$\nAddress: $HOSTADDRESS$\nInfo: $HOSTOUTPUT$\n\nDate/Time: $LONGDATETIME$\n"
```

Change **Command Type** to **misc command**. Check the **Active** box and then click **Save**.

Click the **Add New** button and populate the command using the following:

Command Name:

```
notify_service_xi_contact
```

Command Line:

```
/usr/bin/php /usr/local/nagiosxi/scripts/contact_notification_handler.php --contactemail="$CONTACTEMAIL$" --subject="** $NOTIFICATIONTYPE$ Service Alert: $HOSTALIAS$$SERVICEDESC$ is $SERVICESTATE$ **" --message="***** Nagios Monitor XI Alert *****\n\nNotification Type: $NOTIFICATIONTYPE$\n\nService: $SERVICEDESC$\nHost: $HOSTALIAS$\nAddress: $HOSTADDRESS$\nState: $SERVICESTATE$\n\nDate/Time: $LONGDATETIME$\n\nAdditional Info:\n\n$SERVICEOUTPUT$"
```

Change **Command Type** to **misc command**. Check the **Active** box and then click **Save**.

Update Contacts or Contact Templates

To enable the contacts to use the new commands you need to change the Core contacts. This can be done directly on the contact object or the contact template, the method you choose depends on how you have created your contacts.

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Contacts

Alerting > Contacts

Contact Templates

Templates > Contact Templates

Regardless of the method chosen, the steps required are the same. Click the contact or contact template to begin editing it.

- Click the **Alert Settings** tab
 - Click the **Manage Host Notification Commands** button
 - Add `notify_host_xi_contact` to the **Assigned** list
 - Make sure it is the only command in the list
 - Click **Close**
 - Click the **Manage Service Notification Commands** button
 - Add `notify_service_xi_contact` to the Assigned list
 - Make sure it is the only command in the list
 - Click **Close**
- Click **Save**

Click the **Apply Configuration** button.

Test

Test the new mailer script by submitting a CRITICAL passive check on an object that the altered contact is a contact for. You can also click the **Send Custom Notification** link on the **Advanced** tab when viewing the **Host Status Detail** or **Service Status Detail** page.

Finishing Up

This completes the documentation on configuring core contacts to use Nagios XI PHPMailer SMTP settings. 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](#)

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