



Purpose

This document describes how to configure and manage notifications within Nagios XI. Notifications can be Emails or Text Messages (SMS) sent to users when Hosts and Services change states, this keeps users up-to-date on the health of their monitoring environment.

Target Audience

This document is intended for use by Nagios XI Administrators who are interested in integrating Email and Text notifications into their Nagios XI monitoring environment. Nagios Users will gain an understanding of how they can configure their notification preferences.

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
 - Allows 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 if you want 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
 - This User will be able to receive emails for Reports and other similar features

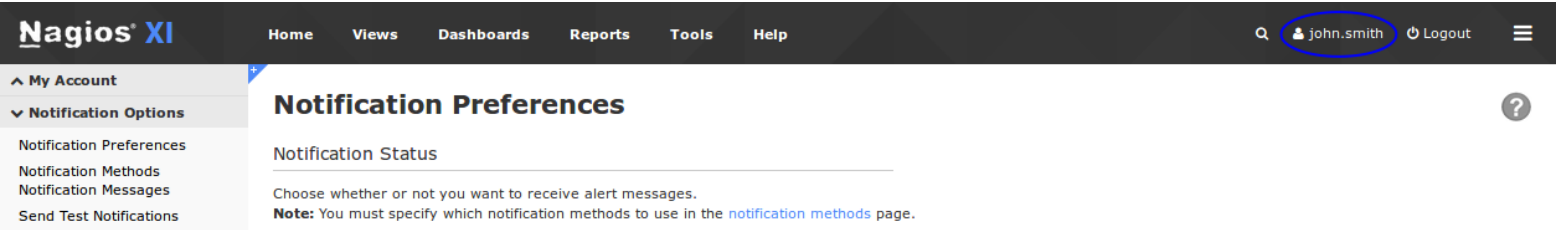
Even if you want to create a generic contact for notifications, it's much easier to allow Nagios XI to create the contact object when creating a User via **Admin > Users > Manage Users**.

For more information on the differences between Users and Contacts, and their specific use cases, please see the following documentation:

[Nagios XI Users And Contacts](#)

User Notification Configuration

To modify how, when, and for what a user receives notifications, log in as that user and click their name in the upper right hand corner of your Nagios XI interface.



The screenshot shows the Nagios XI user interface. At the top, there is a navigation bar with the Nagios XI logo and menu items: Home, Views, Dashboards, Reports, Tools, and Help. On the right side of the navigation bar, there is a search icon, a user profile icon labeled 'john.smith', a Logout button, and a hamburger menu icon. Below the navigation bar, there is a sidebar on the left with a 'My Account' section expanded to show 'Notification Options'. Under 'Notification Options', there are links for 'Notification Preferences', 'Notification Methods', 'Notification Messages', and 'Send Test Notifications'. The main content area is titled 'Notification Preferences' and contains a 'Notification Status' section with the text: 'Choose whether or not you want to receive alert messages. Note: You must specify which notification methods to use in the notification methods page.'

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

Notification Preferences

- Here, you can enable or disable notifications as a whole for this user
- You can select which **Notification Types** you'd like to receive
 - Separate tabs for **Email** and **Mobile Text**
- 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

Notification Preferences

Notification Status

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 alerts you'd like to receive.

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

Update Settings

Cancel

Notification Methods

From the Notification Methods page you can select the different methods by which you would like notifications to be sent to you, from Email and Text, to SMS or RSS.

- To use RSS notifications, you need to enable the **RSS Notifications** component via **Admin > Manage Components**
 - If the component does not appear in the list you will need to download and upload it via **Admin > 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 send in plain text only
- Mobile Text (SMS) notifications are explained in detail in the [How To Setup SMS Alerts](#) documentation

Notification Messages

From the Notification Messages page you can alter the format of notifications that are sent to you, you can alter, or remove the variables which dynamically pull their information based on the object and event that triggered the notification.

- For a more detailed explanation of the Notification Messages please refer to the [Nagios XI Notification Variables](#) documentation

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Finally, you can send test notifications in the ways you defined on the Notification Method page. These may be sent from the **Send Test Notifications** page. We always recommend that you test your notification settings prior to putting them into production.

Contact Notification Configuration

Setting up notifications through Nagios XI is done through the use of monitoring Contacts. Contacts are definitions in Nagios Core that are normally used for directing host and service alerts to specific individuals. While contacts do not have to have a relationship with a User, they most often are, in order to ensure the user can use the Nagios XI web interface.

Contacts are either defined when a User is first created by checking the box titled **Create as Monitoring Contact**, or they are defined by hand in the **Core Configuration Manager (CCM)**. Contact definitions can be found and changed by navigating to **Configure > Core Config Manager > Alerting > Contacts**. From here, you may edit an existing contact, or click **Add New** to create an additional contact.

Contact Management

⚙️ Common Settings
🔔 Alert Settings
⚙️ Misc Settings

Contact Name * <input type="text" value="nagiosadmin"/>	Addon Address 1 <input type="text"/>
Description <input type="text" value="Nagios Administrator"/>	Addon Address 2 <input type="text"/>
Email Address <input type="text" value="nagios@localhost"/>	Addon Address 3 <input type="text"/>
Pager Number <input type="text"/>	Addon Address 4 <input type="text"/>
👤 Manage Contact Groups 0	Addon Address 5 <input type="text"/>
📄 Manage Contact Templates 1	Addon Address 6 <input type="text"/>
<input checked="" type="checkbox"/> Active ⓘ	
Save <input type="button" value="Cancel"/>	

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 such as a mobile phone number for text messaging, or additional email addresses

Alert Settings

- Host and Service Notification Timeperiods
- Selections from the Host and Service Notification Options for state changes such as Warning, Critical, Downtime etc
- Make sure that you have Host and Service Notifications Enabled by selecting the **On** or **Skip** buttons

Contact Management

Common Settings
Alert Settings
Misc Settings

Host Notifications Enabled

Host Notifications Timeperiod

Host Notification options

Manage Host Notification Commands 1

Retain status information

Retain non-status information

Service Notifications Enabled

Service Notifications Timeperiod

Service Notification options

Manage Service Notification Commands 1

Can Submit Commands

Notification Commands

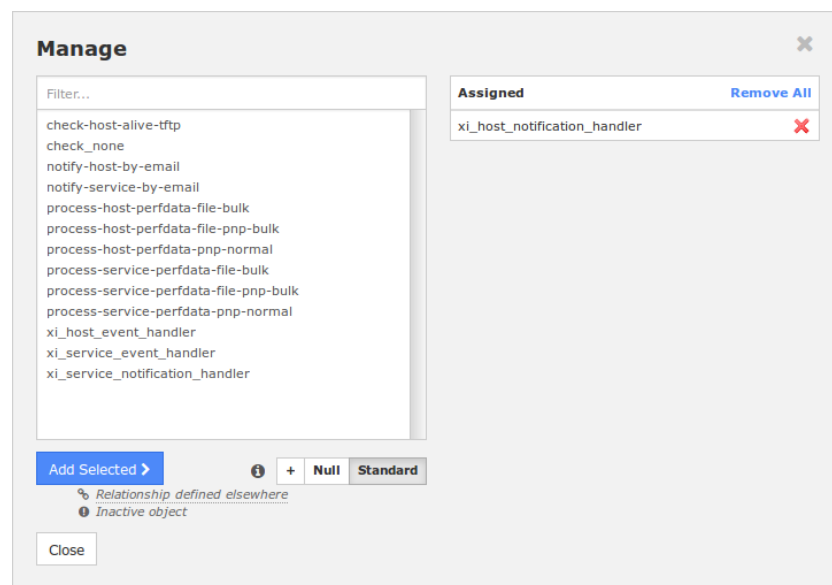
Notification Commands is one of the most crucial settings and you must follow the format outlined. The selection will be totally dependent on if this is a stand alone contact, or one attached to a User.

Make sure Users and Contacts that were added within Nagios XI are set up with the proper notification handlers. These can be changed by clicking the **Manage Host Notification Commands** and **Manage Service Notification Commands** buttons on the **Alert Settings** tab.

If you have Contacts that were created when a new user was added to XI:

- **xi_host_notification_handler** (via the *Manage Host Notification Commands* button)
- **xi_service_notification_handler** (via the *Manage Service Notification Commands* button)

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 (**Common Settings** tab > **Manage Contact Templates**).



If you are using Contacts only, select:

- **notify-host-by-email** (via the *Manage Host Notification Commands* button)
- **notify-service-by-email** (via the *Manage Service Notification Commands* button)

Once you have verified all of the above settings are set correctly click the **Save** button. 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**.

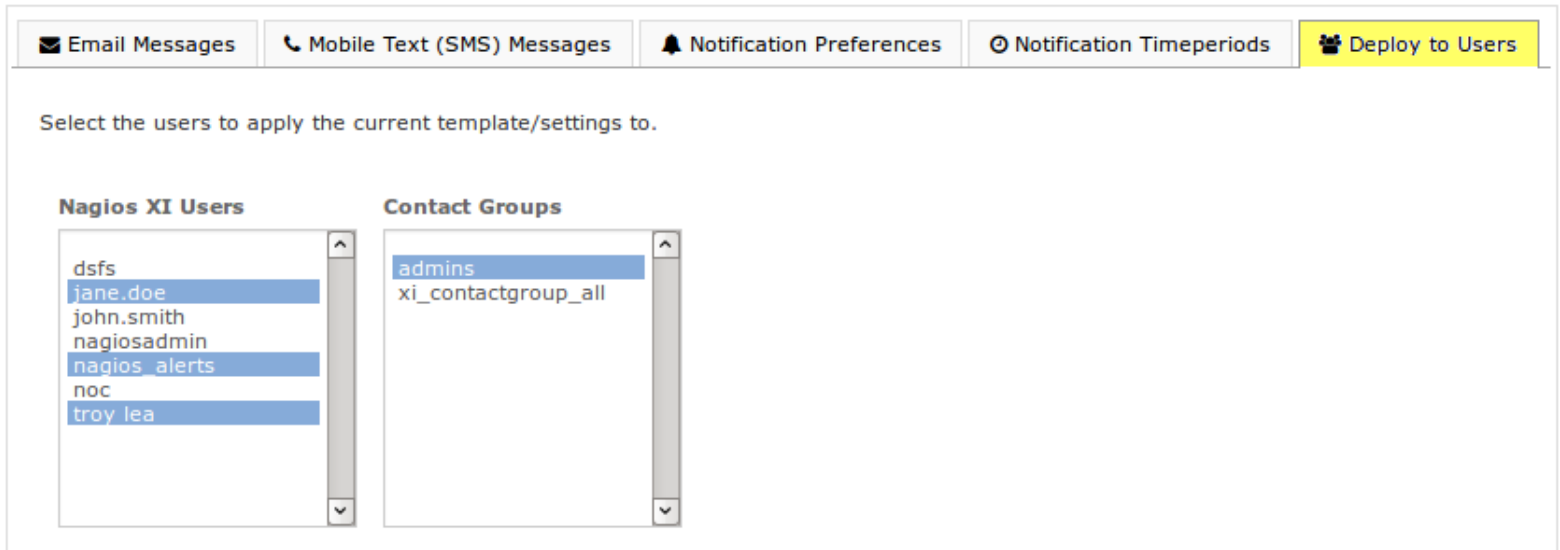
The settings on the **Email Messages**, **Mobile Text (SMS) Messages**, **Notification Preferences** and **Notification Timeperiods** tabs are the same as explained earlier in this document. Notification Preferences has an additional option that will be explained as follows:

- **Lock notification preferences**
 - 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 [Deploy to Users](#) or [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.



You can select multiple users and groups by holding the CTRL key while clicking with the mouse. After making your selections click the **Deploy Preferences** button.

When you click the **Deploy Preferences** button the following occurs:

- The **Email Messages** and **Mobile Text (SMS) Messages** settings are deployed to the users
- The **Notification Preferences** will only be deployed if the **Deploy notification preferences** box is checked on that tab
- The **Notification Timeperiods** will only be deployed if the **Deploy notification timeperiods** box is checked on that tab

Templates

Templates allow you to save your choices so you can load them later on and re-deploy them. Give the template a name in the **Template Title** field and then click the **Save Template** button.

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 the **Save Template** button for this setting to take affect.

Your saved templates will appear in the **Available Saved Templates** drop down list. After selecting one of these templates click the **Load Template** or **Delete Template** button.

Mail Routing

Email notifications are sent using the settings defined via **Admin > System Config > Manage Email Settings**. Please refer to the following documentation that explains this in more detail:

<https://assets.nagios.com/downloads/nagiosxi/docs/Understanding-Email-Sending-In-Nagios-XI.pdf>

Simple Troubleshooting

If for whatever reason you are seemingly no longer receiving email notifications please navigate to the **Home** > **Incident Management** > **Notifications** page to see 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 would 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 Forums:

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

The Nagios Support Knowledgebase is also a great support resource:

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