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.

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 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:
- 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
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.
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

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**Contact Management**

Host Notifications Enabled
- On
- Off
- Skip
- Null

Service Notifications Enabled
- On
- Off
- Skip
- Null

Host Notifications Timeperiod
- nagiosadmin_notification_times

Service Notifications Timeperiod
- nagiosadmin_notification_times

Host Notification options
- Down
- Unreachable
- Up
- Flapping
- Scheduled Downtime
- None

Service Notification options
- Warning
- Unknown
- Critical
- Flapping
- Scheduled Downtime
- Ok
- None

Manage Host Notification Commands

Can Submit Commands

Save
Cancel
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.

<table>
<thead>
<tr>
<th>Date / Time</th>
<th>Host</th>
<th>Service</th>
<th>Reason</th>
<th>Escalated</th>
<th>State</th>
<th>Contact</th>
<th>Dispatcher</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015-09-02 14:15:37</td>
<td>192.168.4.84</td>
<td>-</td>
<td>Host Problem</td>
<td>No</td>
<td>DOWN</td>
<td>nagiosadmin</td>
<td>Nagios XI</td>
<td>CRITICAL - 192.168.4.84; rta nan, lost 100%</td>
</tr>
</tbody>
</table>

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