

# How To Generate SLA Reports With Nagios XI 5

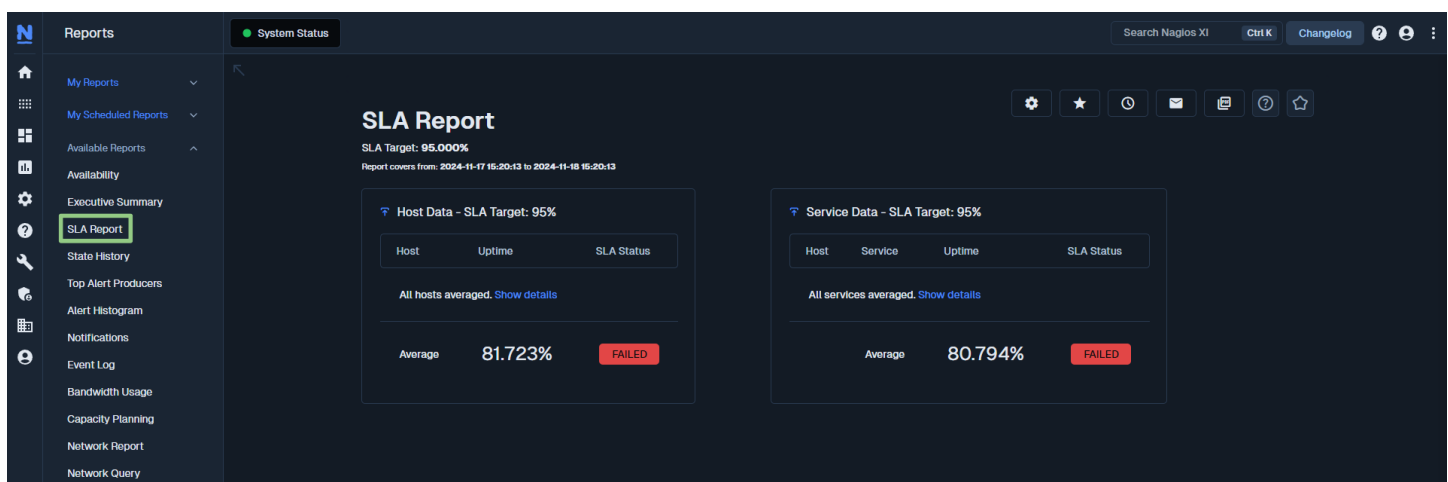
## Purpose

This document is intended to give an overview of how to generate and interpret the ServiceLevel Agreement (SLA) reporting functionality within Nagios XI. This report is very useful if you have SLA's to maintain within you organization, especially if you have separate SLA's by hosts, hostgroups and servicegroups.

If you are generating SLA reports with Nagios XI 2024, see [How to Generate SLA Reports with Nagios 2024](#).

## Accessing SLA Reports And The Default Report

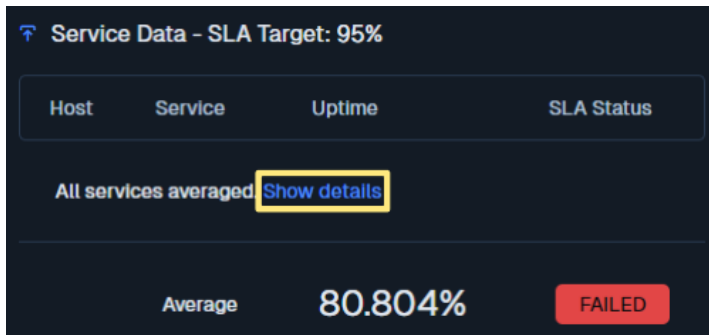
The SLA reporting functionality can be found by selecting the Reports link at the top of the Nagios XI interface and selecting SLA Report from the left hand menu.



The initial report generated is based on the previous 24 hours, contains an overview of all hosts and services, and is based on a SLA target of 95% up-time. Initially you are only shown a combined average of all host and service up-time. These are displayed in separate boxes, one for all hosts and one for all services.

# How To Generate SLA Reports With Nagios XI 5

Selecting the **Show Details** link within either box will display a full overview of each host and service, and whether the SLA target was met.



## Generating A Custom Report

Generating a custom SLA report is extremely straight-forward and is very similar to other reports in the Nagios XI interface.

To begin generating a SLA report, start by clicking the **gear icon**.



Then select your required time period from the **Period** drop down. If a custom period is desired, choose **Custom** at the bottom, and enter the date range required. The default, if not changed, is **Last 24 Hours**.

Options

Period: Last 24 Hours

Limit To: Host or Service

Host: [All Services]

SLA Target: 95 %

Apply and Run

Advanced ^

# How To Generate SLA Reports With Nagios XI 5

Next, make a single selection for **Limit To** either a specific **host**, **hostgroup** or **servicegroup**. As you might expect, this will limit the report to only hosts and services within that selection. Multiple selections cannot be made to further refine the report at this time. If no limitations are made, the report defaults to all hosts and services being calculated.

Finally, enter an **SLA Target** percentage. This may be a whole number such as 95 or a more specific percentage up to and including the 1000ths placeholder, such as 99.999. Do not include the % sign, as that is already assumed. The default if nothing is modified is a 95% up-time target. Upon completion, select the **Update** button to generate your report.

Service Data - SLA Target: 95%

Host	Service	Uptime	SLA Status
10.10.20.10	Ping	100.000%	PASSED
10.10.20.11	Ping	100.000%	PASSED
10.10.20.12	Ping	100.000%	PASSED
10.10.20.13	Ping	99.666%	PASSED
10.10.20.14	Ping	100.000%	PASSED
10.10.20.15	Ping	100.000%	PASSED
10.10.20.16	Ping	100.000%	PASSED
10.10.20.17	Ping	98.632%	PASSED

SLA Report

SLA Target: 95.000%

Report covers from: 2024-11-17 15:46:19 to 2024-11-18 15:46:19

Host Data - SLA Target: 95%

Host	Uptime	SLA Status
10.10.20.10	100.000%	PASSED
10.10.20.11	100.000%	PASSED
10.10.20.12	100.000%	PASSED
10.10.20.13	100.000%	PASSED
10.10.20.14	100.000%	PASSED
10.10.20.15	100.000%	PASSED
10.10.20.16	100.000%	PASSED
10.10.20.17	99.307%	PASSED

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## Advanced Reporting Options

Please refer to the following documentation for detailed instructions on advanced report options in Nagios XI: [Generating Reports With Nagios XI](#)

## Finishing Up

This completes the documentation on how to generate SLA reports with Nagios XI 5. 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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