



## Purpose

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

## Target Audience

This document is intended for use by Nagios XI Administrators that need to be able to generate specialized SLA reports based on hosts, hostgroups and servicegroups being monitored within the Nagios XI system.

## 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 screenshot shows the Nagios XI Reports page. The top navigation bar includes Home, Views, Dashboards, Reports (highlighted), Configure, Tools, Help, and Admin. The left sidebar lists various report categories: My Reports (0), My Scheduled Reports (0), Available Reports (including SLA Report), Data Visualizations, Report Management, and Legacy Reports. The main content area displays the SLA Report for the period 'Last 24 Hours' with an SLA Target of 95%. The report covers the time from 2016-11-09 11:44:38 to 2016-11-10 11:44:38. It shows two summary boxes: 'Host Data - SLA Target: 95%' with an average uptime of 100.000% and a 'PASSED' status, and 'Service Data - SLA Target: 95%' with an average uptime of 90.146% and a 'FAILED' status.

| Host   | Uptime          | SLA Status    |
|--|-----------------|---------------|
| All hosts averaged. <a href="#">Show details</a> |                 |               |
| <b>Average</b>                                   | <b>100.000%</b> | <b>PASSED</b> |

  

| Host  | Service | Uptime         | SLA Status    |
|---|---------|----------------|---------------|
| All services averaged. <a href="#">Show details</a> |         |                |               |
| <b>Average</b>                                      |         | <b>90.146%</b> | <b>FAILED</b> |

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.

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.

You may select **Hide details** to shrink back to a single window for combined hosts and services.

## 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 selecting 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.

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    |
|--|---------|----------------|---------------|
| All services averaged <a href="#">Show details</a> |         |                |               |
| <b>Average</b>                                     |         | <b>90.146%</b> | <b>FAILED</b> |

## SLA Report

SLA Target: **95.000%**

Report covers from: **2016-11-09 11:32:00** to **2016-11-10 11:32:00**



[Hide details](#)

### Host Data - SLA Target: 95%

| Host           | Uptime          | SLA Status    |
|----------------|-----------------|---------------|
| 10.25.14.52    | <b>100.000%</b> | <b>PASSED</b> |
| localhost      | <b>100.000%</b> | <b>PASSED</b> |
| <b>Average</b> | <b>100.000%</b> | <b>PASSED</b> |



[Hide details](#)

### Service Data - SLA Target: 95%

| Host        | Service                 | Uptime          | SLA Status    |
|-------------|-------------------------|-----------------|---------------|
| 10.25.14.52 | CPU Usage               | <b>100.000%</b> | <b>PASSED</b> |
|             | Drive C: Disk Usage     | <b>12.766%</b>  | <b>FAILED</b> |
|             | Memory Usage            | <b>100.000%</b> | <b>PASSED</b> |
|             | Uptime                  | <b>100.000%</b> | <b>PASSED</b> |
|             | Windows Update Status   | <b>0.000%</b>   | <b>FAILED</b> |
| localhost   | Current Load            | <b>100.000%</b> | <b>PASSED</b> |
|             | Current Users           | <b>100.000%</b> | <b>PASSED</b> |
|             | HTTP                    | <b>100.000%</b> | <b>PASSED</b> |
|             | PING                    | <b>100.000%</b> | <b>PASSED</b> |
|             | Root Partition          | <b>100.000%</b> | <b>PASSED</b> |
|             | SSH                     | <b>100.000%</b> | <b>PASSED</b> |
|             | Service Status - crond  | <b>100.000%</b> | <b>PASSED</b> |
|             | Service Status - httpd  | <b>100.000%</b> | <b>PASSED</b> |
|             | Service Status - mysqld | <b>100.000%</b> | <b>PASSED</b> |
|             | Service Status - ndo2db | <b>100.000%</b> | <b>PASSED</b> |
|             | Service Status - npcd   | <b>100.000%</b> | <b>PASSED</b> |
|             | Service Status - ntpd   | <b>100.000%</b> | <b>PASSED</b> |
|             | Swap Usage              | <b>100.000%</b> | <b>PASSED</b> |
|             | Total Processes         | <b>100.000%</b> | <b>PASSED</b> |
|             | <b>Average</b>          | <b>90.146%</b>  | <b>FAILED</b> |

## Advanced Reporting Options

Please refer to the following documentation for detailed instructions on advanced report options in Nagios XI:

[Nagios XI - Generating Reports With Nagios XI](#)

## Finishing Up

This completes the documentation on how to generate SLA reports 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>