

How To Generate SLA Reports In Nagios XI 2024

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.

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 interface. On the left, the 'Reports' menu is open, with 'SLA Report' highlighted. The main content area displays the 'SLA Report' for a target of 95.000%. It features two summary boxes: 'Host Data - SLA Target: 95%' and 'Service Data - SLA Target: 95%'. Both boxes show an average uptime percentage and a 'FAILED' status. The 'Host Data' box shows an average of 81.723%, and the 'Service Data' box shows an average of 80.794%.

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.

This close-up shows the 'Service Data - SLA Target: 95%' section. It contains a table with columns: Host, Service, Uptime, and SLA Status. Below the table, the text 'All services averaged' is followed by a 'Show details' link, which is highlighted with a yellow box. At the bottom of the section, the average uptime is shown as 80.804% and the status is 'FAILED'.

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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. 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.

The Options dialog box contains the following fields and controls:

- Period:** Last 24 Hours (dropdown menu)
- Limit To:** Host or Service (dropdown menu)
- Host:** [All Services] (dropdown menu)
- SLA Target:** 95 % (input field)
- Buttons:** Apply and Run (blue), Advanced ^ (blue)

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: [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 Forum, Nagios Knowledge Base, or Nagios Library:

[Visit Nagios Support Forum](#)

[Visit Nagios Knowledge Base](#)

[Visit Nagios Library](#)