



Purpose

This document describes how to setup SMS alerts and how to manage mobile carriers in Nagios XI. Notifications by SMS must be enabled per user in Nagios XI. Receiving SMS alerts allow users to get updates about their Nagios XI system via their mobile phone.

Target Audience

This document is intended for use by Nagios XI Users and Administrators who wish to enable notification by mobile phones from Nagios XI.

How Does It Work?

Nagios XI can send SMS alerts by sending an email to your mobile carrier. Every user can define their mobile number and select the carrier that the number belongs to. When a Nagios XI notification is sent, it is simply sent to `xxxxxxxx@your_carrier.yyy` where `xxxxxxxx` is the mobile number associated with that user. Your carrier needs to accept email-to-text notifications for this to work.

Define Notification Options

Every user has their own notification options which can be accessed by clicking their username at the top right corner of the Nagios XI navigation menu bar.



Notification Preferences

The **Notification Preferences** page a user has two options specific to SMS alerts.

The first setting is the **Enable notifications** check-box. This must be **checked** for the user to receive any notifications at all.

The second setting is to decide exactly what type of notifications to be sent to your phone. Click the **Mobile Text (SMS)** tab to reveal the available options.

The user can choose each type of host or service notification they want sent to their phone using the available check-boxes.

The following is a screenshot demonstrating the Notification Preferences page.

Click the **Update Settings** button after making any changes.

Notification Methods

The Notification Methods page has several options. Click the **Mobile Text (SMS)** tab to reveal the available options.

The **Receive text alerts to your cellphone** check-box must be **checked** for the user to receive notifications to their cell phone, however it cannot be enabled until the number has been verified. The empty circle to the right of the number indicates it has not yet been verified.

Before performing the verification the user must make sure the **Mobile Phone Number** is correct a **Mobile Phone Carrier** is selected. There is no required number format, 555-555-5555 or 55-5555-55 or

555555555 are all valid formats. After making and changes click the **Update Settings** button.

To verify the phone number click the **Send Verification Key** button. The screen will refresh and a field will appear that allows the user to type in the verification key sent to their phone.

You can see in the screenshot that the key is only valid for 10 minutes, the solid circle to the right of the number indicates that verification is in progress.

After providing the key and clicking the **Verify** button the screen will refresh.

The circle to the right of the number now has a tick to indicated that the number has been verified.

Once the number has been verified the user will be able to check the **Receive text alerts to your cellphone** box to enable notifications to be send to the phone, they will need to click the **Update Settings** button after making that selection.

Notification Methods

Specify the methods by which you'd like to receive alert messages.

Note:These methods are only used if you have [enabled notifications](#) for your account.

Email Mobile Text (SMS)

Receive text alerts to your cellphone.

Enter the verification key: Verify Key expires in 10m

Mobile Phone Number:

Mobile Phone Carrier:

Notification Methods

Specify the methods by which you'd like to receive alert messages.

Note:These methods are only used if you have [enabled notifications](#) for your account.

Email Mobile Text (SMS)

Receive text alerts to your cellphone.

Mobile Phone Number:

Mobile Phone Carrier:

Notification Methods

Notification methods updated.

Specify the methods by which you'd like to receive alert messages.

Note:These methods are only used if you have [enabled notifications](#) for your account.

Email Mobile Text (SMS)

Receive text alerts to your cellphone.

Mobile Phone Number:

Mobile Phone Carrier:

Notification Messages

The Notification Messages page is where the user can customize the content of the notification message received. Click the **Mobile Text (SMS)** tab to edit the message format.

Mobile text messages should be short and only require the important information, as the user on the mobile device may have some of the content cut-off if it exceeds an amount of characters.

The following documentation explains in detail how the message format can be customized:

[Understanding Nagios XI Notification Variables](#)

Nagios XI Home Views Dashboards Reports Configure Tools Help

My Account
Account Information
Help System
Rerun Nagios XI Tour

Notification Options
Notification Preferences
Notification Methods
Notification Messages
Send Test Notifications

Notification Messages

Use this feature to customize the content of the notification messages you receive.

Email Mobile Text (SMS)

Specify the format of the host and service alert messages you receive via mobile text message.

Host Alert Subject: %type% Host Alert

Host Alert Message: Host: %hostalias%
State: %hoststate%
Address: %hostaddress%
Info: %hostoutput%
Date/Time: %datetime%
Respond: %responseurl%

Service Alert Subject: %type% Service Alert

Service Alert Message: Service: %service%
Host: %hostalias%
Address: %hostaddress%
State: %servicestate%
Info: %serviceoutput%
Date/Time: %datetime%
Respond: %responseurl%

Reset to default messages

Number Verification Notes

Whenever a user's mobile number has been changed, the number will need to be verified again and the **Receive text alerts to your cellphone** box will be disabled for that user. The user may change the number themselves OR a Nagios XI admin may change it via **Admin > Users > Manage Users**.

Nagios XI Home Views Dashboards Reports Configure Tools Help Admin

System Information
Users
Manage Users
LDAP/AD Integration
Notification Management

Manage Users

Add New User Add users from LDAP/AD Email All Users

Showing 1-2 of 2 total records

| <input type="checkbox"/> | Username | Name | Email | Phone Number | Auth Level | Auth Type | Last Login | Actions |
|--------------------------|-------------|----------------------|----------------|--------------|------------|-----------|---------------------|---------|
| <input type="checkbox"/> | juan.perez | Juan Perez | jp@jd.local | 555-555-5555 | User | Local | - | |
| <input type="checkbox"/> | nagiosadmin | Nagios Administrator | root@localhost | - | Admin | Local | 2018-04-18 14:37:01 | |

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With Selected:

The screenshot on the previous page shows a circle next to the number with an **X**. This indicates that the verification process failed and the key that was sent is no longer valid (*the user just needs to re-send another key to complete the verification process*).

Just like on the users **Notification Methods** screen, the circle next to the number indicates if the number has been verified or if it in the process of being verified.

Managing Mobile Carriers

You can manage mobile carriers in Nagios XI by navigating to **Admin > System Config > Manage Mobile Carriers**.

Nagios XI Home Views Dashboards Reports Configure Tools Help **Admin** ?

System Information
Users
System Config
System Settings
License Information
Proxy Configuration
System Profile
Manage Email Settings
Manage Mobile Carriers
Performance Settings
Automatic Login
Reset Security Credentials
SSH Terminal
Monitoring Config
Check Transfers
System Extensions
System Backups

Mobile Carriers

Manage the mobile carrier settings that can be used for email-to-text mobile notifications. Note: The `%number%` macro in the address format will be replaced with the user's phone number.

| # | Unique Id | Description | Email-To-Text Address Format | Delete |
|----|--------------|---------------|----------------------------------|--------------------------|
| 1 | alltel | Alltel | %number%@message.alltel.com | <input type="checkbox"/> |
| 2 | att | AT&T | %number%@txt.att.net | <input type="checkbox"/> |
| 3 | cingular | Cingular | %number%@cingularme.com | <input type="checkbox"/> |
| 4 | metropcs | Metro PCS | %number%@mymetropcs.com | <input type="checkbox"/> |
| 5 | nextel | Nextel | %number%@messaging.nextel.com | <input type="checkbox"/> |
| 6 | powertel | Powertel | %number%@ptel.net | <input type="checkbox"/> |
| 7 | sprint | Sprint | %number%@messaging.sprintpcs.com | <input type="checkbox"/> |
| 8 | suncom | SunCom | %number%@tms.suncom.com | <input type="checkbox"/> |
| 9 | tmobile | T-Mobile | %number%@tmomail.net | <input type="checkbox"/> |
| 10 | uscellular | US Cellular | %number%@email.uscc.net | <input type="checkbox"/> |
| 11 | verizon | Verizon | %number%@vtext.com | <input type="checkbox"/> |
| 12 | virginmobile | Virgin Mobile | %number%@vmobl.com | <input type="checkbox"/> |
| 13 | | | | |
| 14 | | | | |

Update Settings Cancel

Restore defaults

On this page you can edit your existing mobile carriers and add custom carriers if necessary. This is useful if you use a local SMS gateway or if your mobile carrier is not defined in the default list that comes with Nagios XI.

After you have made and changes click the **Update Settings** button.

If you wish to restore all the carrier settings back to the defaults that come with the Nagios XI installation click the **Restore defaults** link.

Additional Resources

In addition to this document, Nagios XI users and administrators can refer to the following document provided by the a Nagios community user:

[Nagios XI SMS Alerting](#)

Finishing Up

This completes the documentation on how to setup SMS alerts 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>