

Inbound Email Commands In Nagios XI 2024

Purpose

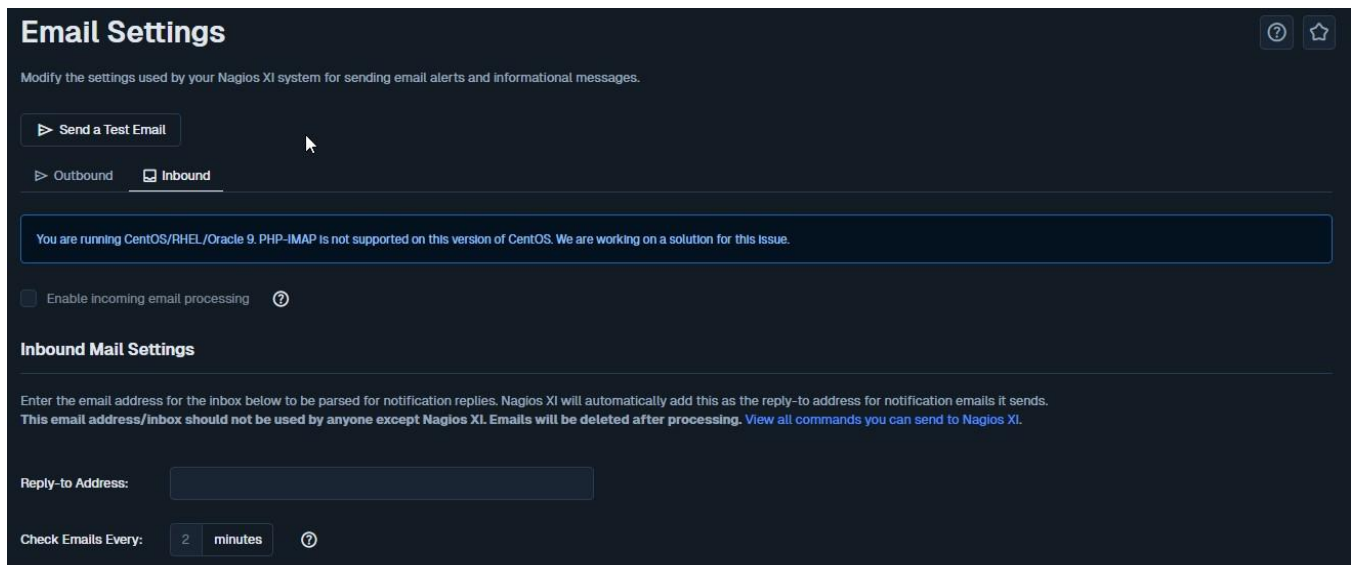
This document describes the inbound email commands (IEC) that are accepted by Nagios XI when it receives an email response to a notification. This functionality works by configuring Nagios XI to query a dedicated mailbox to receive the inbound email commands.

Requirements

The Inbound email Command (IEC) functionality requires a dedicated mailbox. Nagios XI will periodically check this mailbox and process any email in the inbox, deleting them after they have been processed.

Inbound Email Configuration

1. To configure inbound email, navigate to **Admin > System Config > Email Settings**. The **Inbound** tab is where the inbound configuration is performed.
2. Check the **Enable incoming email processing** check box to turn on IEC.



The screenshot shows the 'Email Settings' page in Nagios XI, specifically the 'Inbound' tab. The page has a dark theme. At the top, there's a title 'Email Settings' and a subtitle 'Modify the settings used by your Nagios XI system for sending email alerts and informational messages.' Below this, there's a button 'Send a Test Email'. There are two tabs: 'Outbound' and 'Inbound', with 'Inbound' being the active tab. A message box states: 'You are running CentOS/RHEL/Oracle 9. PHP-IMAP is not supported on this version of CentOS. We are working on a solution for this issue.' Below this, there's a checkbox labeled 'Enable incoming email processing' which is checked. Underneath, there's a section titled 'Inbound Mail Settings'. It contains a text input field for 'Reply-to Address' and a label 'Enter the email address for the inbox below to be parsed for notification replies. Nagios XI will automatically add this as the reply-to address for notification emails it sends. This email address/inbox should not be used by anyone except Nagios XI. Emails will be deleted after processing. View all commands you can send to Nagios XI.' At the bottom, there's a 'Check Emails Every' section with a dropdown set to '2' and a label 'minutes'.

3. The **reply-to** email address must be defined and is where notification emails are sent. Nagios XI will automatically add this as the reply-to address for notification emails it sends.

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Inbox Connection Settings

Connection: ☒ IMAP ☐ POP3

Host:


Port:

Username:

Password: 

Encryption: ☒ None ☐ TLS ☐ SSL

☒ Validate SSL certificate of mail server host

 **Test Connection**

Note: Must fill out and save all settings before testing.

Update Settings

4. Under the **Inbox Connection Settings** section, the fields with the settings for the mailbox server and user account(s) must be populated.
5. Once defined, the settings can be validated by clicking the **Test Connection** button.

After configuring the inbound, proceed to the [Email Commands](#) section of this documentation.

Email Commands

When inbound email is enabled, the reply-to field will be set for notifications. When a user replies to the email with one of the following commands, it will be equivalent to running the command in the interface. Nagios XI knows who sent the command based on the email address used to send the response.

Commands must be in the order specified in the examples.

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Commands	Actions
<code>ack</code> <code>acknowledge</code> <code>acknowledgment</code> <code>acknowledgement</code>	Acknowledges the problem and adds a comment if specified, if there is no comment specified, the default comment below will be used: "Problem was acknowledged by email response" Example: <code>ack</code> I'm looking into this right now
<code>down</code> <code>downtime</code> <code>scheduleddowntime</code>	Creates a scheduled downtime. You must provide the start (you can use 'now' as a start time) and end times, and a comment (optional). Example email response: <code>down</code> 9:40 – 10:40 Someone knocked the plug out!
<code>nonotify</code> <code>nonotifications</code> <code>disablenotify</code> <code>disablenotifications</code>	Disable the notifications for the object the notification came from.
<code>check</code> <code>immediate</code> <code>immediatecheck</code>	Run an immediate check on the object.
<code>delay</code> <code>delaynotifications</code> <code>delaynotify</code>	Delay the next time Nagios XI sends notifications for the object. You must specify an amount of time. Example: <code>delay 1 hour</code>

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Using Multiple Commands

The commands `ack`, `check`, `nonotify`, can be added onto commands that require options to be passed. You can do this by comma separation. The example below acknowledges a problem and does an immediate check:

```
ack, check
```

Using a combination may also be useful if you'd like to acknowledge and then schedule downtime, you can do this by passing something like the following:

```
ack, down  
now - 12:30 Taking this down to resolve the issue
```

In Case of Error

If the system cannot read a response email you will receive an email back with an error message. Otherwise, it will pass the command onto the subsystem.

Finishing Up

This completes the documentation on the Inbound Email Commands for 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](#)