

Setting Up SMS Alerts in Nagios XI 2024

Purpose

This document is intended for system administrators, IT professionals, and other technical users responsible for monitoring infrastructure using Nagios XI. It provides step-by-step instructions for configuring SMS alerts in Nagios XI 2024 and aims to guide users through setting up SMS notifications for critical events, ensuring timely responses to system issues.

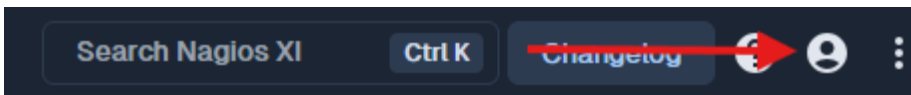
How Does It Work?

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 `xxxxxxxxx@your_carrier.yyy` where `xxxxxxxxx` is the mobile number associated with that user.

NOTE: Your carrier needs to accept email-to-text notifications for this to work.

Defining Notification Options

Every user has their own notification options which can be accessed by clicking their Profile icon at the top right corner of the Nagios XI navigation menu bar and clicking on **Account Settings**.



Notification Preferences

In the Notification Preferences page found in the lefthand column, a user has two options to set up for SMS alerts.

1. First, ensure the **Enable notifications** checkbox is checked. This must be checked for the user to receive any notifications at all (Email).
2. Second, Click the **Mobile Text (SMS)** tab to reveal the available alert options. Here you can decide exactly what type of notifications to be sent to your phone.
 - a. The user can choose each type of host or service notification they want sent to their phone using the available checkboxes.
3. Click the **Update Settings** button after making any changes.

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Notification Preferences

Choose whether or not you want to receive alert messages.

Note: You must specify which notification methods to use in the [notification methods](#) page.

Enable notifications

Email

Mobile Text (SMS)

Time Periods

Select the types of mobile phone text (SMS) alerts you'd like to receive.

Host Acknowledgment:

Service Acknowledgment:

Host Recovery:

Service Recovery:

Host Down:

Service Warning:

Host Unreachable:

Service Unknown:

Host Flapping:

Service Critical:

Host Downtime:

Service Flapping:

Service Downtime:

Update Settings

Cancel

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Notification Methods

The **Notification Methods** page has several options that can be applied.

1. Click the **Mobile Text (SMS)** tab to reveal the available options.

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

Phone number must be verified after you enter it to enable text notifications.

Mobile Phone Number: ○

Mobile Phone Carrier:

2. The **Receive text alerts to your cellphone** checkbox 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.
3. Before performing the verification, the user must make sure the Mobile Phone Number field contains a valid phone number, and the Mobile Phone Carrier is selected.
NOTE: There is no required number format, 555-5555555 or 55-5555-55 or 5555555555 are all valid formats.
4. After making changes, click the **Update Settings** button.

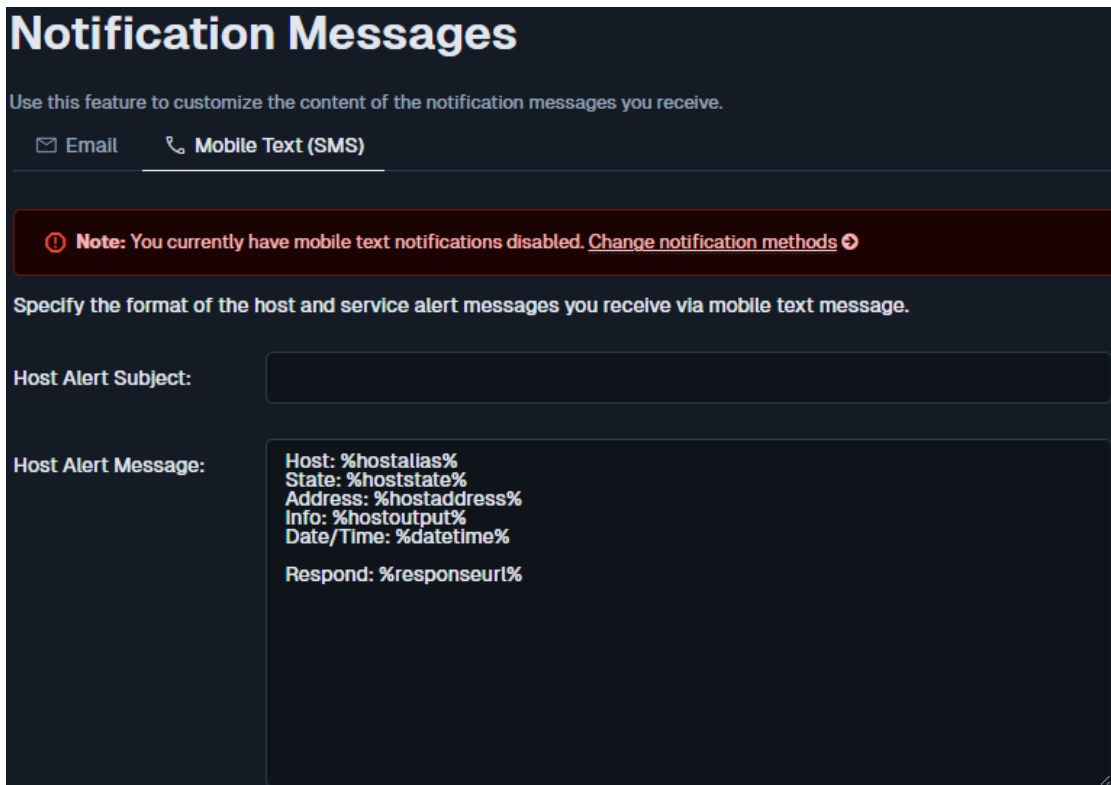
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5. To verify the phone number, click the **Send Verification Key** button. The screen will refresh, and a field will appear that allows the user to type in the verification key sent to their phone.
NOTE: The verification key is only valid for 10 minutes. The solid circle to the right of the number indicates that verification is in progress.
6. After providing the key and clicking the **Verify** button, the screen will refresh.
7. The circle to the right of the number should now have a tick to indicate that the number has been verified.
8. 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 sent to the phone.
9. Click the **Update Settings** button to finish.

Notification Messages

The Notification Messages page is where the user can customize the content of the notification message received.

1. Click the **Mobile Text (SMS)** tab to edit the message format.



The screenshot shows the 'Notification Messages' configuration page in Nagios XI. The page title is 'Notification Messages'. Below the title, there is a sub-header: 'Use this feature to customize the content of the notification messages you receive.' There are two tabs: 'Email' and 'Mobile Text (SMS)'. The 'Mobile Text (SMS)' tab is selected. A red warning banner states: 'Note: You currently have mobile text notifications disabled. Change notification methods'. Below the banner, the instruction reads: 'Specify the format of the host and service alert messages you receive via mobile text message.' There are two main input areas: 'Host Alert Subject:' with an empty text box, and 'Host Alert Message:' with a text area containing the following template: 'Host: %hostalias%
State: %hoststate%
Address: %hostaddress%
Info: %hostoutput%
Date/Time: %datetime%

Respond: %responseurl%'.

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

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

[Understanding Notification Variables in Nagios XI](#)

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 by navigating to **Admin > Users > Manage Users**.

Manage Users

User Added.

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

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"/>	Joe	joesmith	joesmith@company.com	-	User	Local	-	
<input type="checkbox"/>	naglosadmin	Stephen Sutherland	ssutherland@nagios.com	-	Admin	Local	2025-03-07 17:22:57	

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With Selected:

The phone number may show 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 user's **Notification Methods** screen, the circle next to the number indicates if the number has been verified or if it is in the process of being verified.

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Managing Mobile Carriers

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

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

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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 any changes, click the **Update Settings** button.

NOTE: If you wish to restore all the carrier settings back to the defaults that come with the Nagios XI installation, click the **Restore defaults** button in the bottom right of this page.

Finishing Up

This completes the documentation on **Setting Up SMS Alerts in Nagios XI 2024**. 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](#)