

How To Integrate Twilio SMS in Nagios XI 2024

Purpose

This document describes how to Integrate Twilio SMS in Nagios XI 2024.

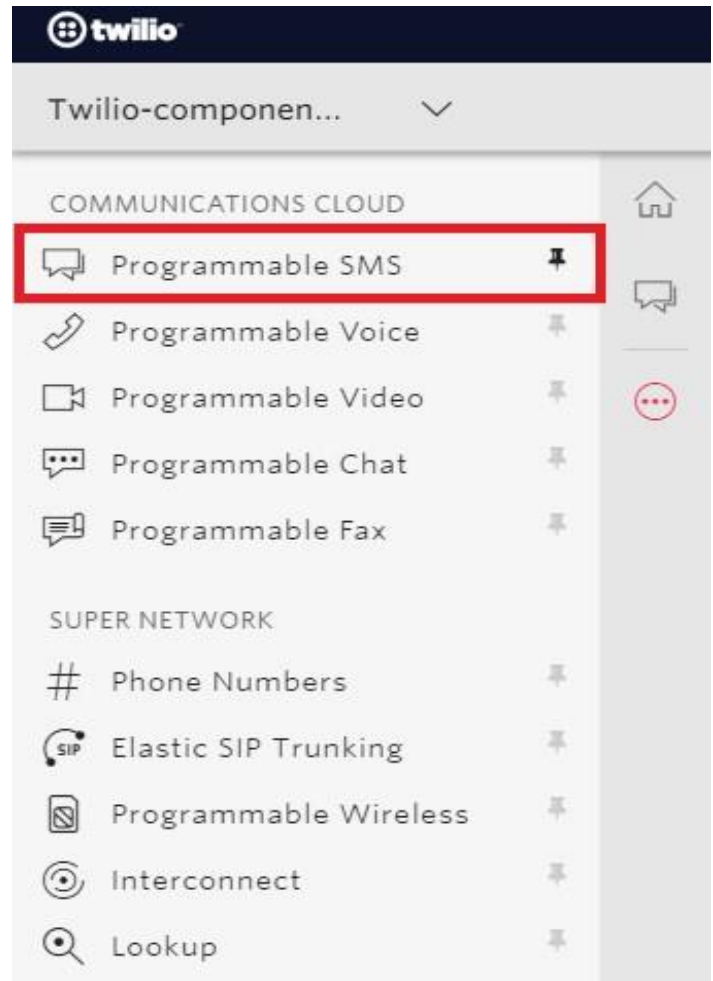
Twilio Resources

More information on Twilio products can be found at: <https://www.twilio.com/products>

For questions and inquiries regarding Twilio products, please go to: <https://support.twilio.com/>

Configure Twilio Account

You must have a Twilio account with a valid Twilio phone number for Programmable SMS. If you do not already have a number, you can go to Programmable SMS to get started. You can find the account SID and the authentication token that you will later need for authentication at your Dashboard.



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The screenshot displays the Twilio dashboard for a project named "Twilio-component-integration-with-XI". The interface includes a sidebar with navigation options like Dashboard, Billing, Usage, Settings, and Upgrade. The main content area is divided into several sections:


- Project Info:** A section containing project details. A red box highlights the following information:
 - PROJECT NAME: Twilio-component-integration-with-XI [edit](#)
 - ACCOUNT SID: [Redacted]
 - AUTH TOKEN: [hide](#)
 - Owner: 1 [manage](#)
 - 2FA Disabled: [edit](#)
- Programmable SMS:** A line graph showing the number of messages sent over time. The y-axis is labeled "Messages" and ranges from 0 to 300. The x-axis shows dates from 06/28 to 07/10. A significant spike in messages is visible around 07/03, reaching approximately 250.
- Invite Your Team:** A section for adding team members, featuring an email input field, a dropdown menu set to "Developer", and an "Invite" button. There are also links for "Manage Users" and "I don't have developers".
- Errors & Warnings (Debugger):** A section indicating "You have no recent errors or warnings" with a "View Debugger" link.

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Configure the Twilio Component

1. Go to **Admin > Manage Components** and click the **settings icon** next to the component.
2. On the **component settings** page, make sure to set the following options:

Twilio SMS Integration



Allows integration between Nagios XI and Twilio SMS API.
Requires an existing Twilio account [setup](#).

Integration Settings

Once integrated, all monitoring contacts can set up their notification preferences to receive Nagios event notifications via Twilio phone number specified below.

Enable Integration

Account Authentication Settings

These settings allow Nagios XI to authenticate against Twilio API for Twilio SMS notifications setup.

Account SID*:
The SID of the account.

Authentication Token*:
The authentication token of the account.

Twilio Phone Number*:
Twilio SMS mobile number to send SMS notifications from.

Test Authentication

If specified, a test notification will be sent to this phone number upon applying the settings.

Phone Number:
The phone number to receive the **test** SMS notification.

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- Check the **Enable Integration option**
- Then provide the following:
 - Twilio account SID.
 - Twilio account authentication token.
 - Twilio SMS phone number to send the Nagios XI notifications from.
 - (Optional) Test number to receive a test message too.

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3. Click the **Apply Settings** button to save your settings.


The Twilio SMS component is now available for use by users. Each user that wants to receive SMS alerts must now enable them. **Twilio SMS** uses the same preferences as the **Mobile Text (SMS)** in Notification Preferences.

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) Twilio Text (SMS)



Twilio SMS Notification Method Settings

Receive Alerts via Twilio SMS
Receive Nagios XI event notifications via Twilio SMS to the specified mobile phone number.

Receive Alerts Trimmed
Receive SMS messages trimmed to a single text segment of 160 characters.

User Mobile Number *:

Go to [mobile settings](#) to change.

* Please specify the phone number with the country code without any special characters.
* In order to receive event notifications, the mobile phone number must be verified.

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Enabling SMS Alerts for Users

Each user that wants to receive SMS alerts must enable them in their account settings. To do this, select the **Notification Methods** link in your account settings and click on the **Twilio Text (SMS)** tab.

First, please specify and verify your Mobile phone number. You will receive notifications to this number once enabled. You can change your phone number in **Mobile Text (SMS)** tab.

Your mobile phone number must be verified to check the **Receive Alerts via Twilio SMS**. to start receiving notifications.

Click the **Update Settings** buttons to enable SMS alerts. Customizing SMS Alert Messages

Customizing SMS Alert Messages

Each user that receives SMS alerts can choose how the messages should be formatted, and what information they should contain. Click the **Notification Messages** link in your **account settings** and click the **Twilio Text (SMS)** tab.

Users can customize message formats for both host and service alert messages they receive.

Messages can contain macros that are substituted with real data when Nagios XI sends an alert. For more information on

notification macros please refer to the following documentation: [Understanding Nagios XI Notification Variables](#)



The screenshot shows the 'Notification Messages' configuration page in Nagios XI. At the top, there are three tabs: 'Email', 'Mobile Text (SMS)', and 'Twilio Text (SMS)'. The 'Twilio Text (SMS)' tab is selected. Below the tabs is the Twilio logo. The main heading is 'Twilio SMS Message Settings'. Below this, there is a note: 'Specify the format of the SMS messages you want to receive. NOTE: The maximum length of SMS messages is 160 characters. Messages longer than this limit will be trimmed.' There are two text input fields: 'Host Alert Message' and 'Service Alert Message'. Both fields contain the same placeholder text: '%host% %type% (%hoststate%) %hostoutput% Addr: %hostaddress% Time: %datetime% Nagios URL: %xiserverurl%'. At the bottom of the form, there are two buttons: 'Update Settings' (in blue) and 'Cancel'.

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Finishing Up

This completes the documentation on How to Integrate Twilio SMS 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](#)

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[Visit Nagios Library](#)