



Purpose

This document describes how to integrate Twilio component with Nagios XI for notification. The Twilio SMS component provides outbound SMS notifications from Nagios XI, thereby increasing the flexibility, reliability and dependability of receiving critical alerts and notifications.

Target Audience

This document is intended for use by Nagios Administrators who wish to integrate Twilio with Nagios XI to receive SMS alerts without using an email setup.

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**.

The screenshot shows the Twilio dashboard for a project named 'Twilio-component-integration-with-XI'. The left sidebar lists various Twilio services, with 'Programmable SMS' highlighted in a red box. The main content area displays 'Project info' with a red box around the 'ACCOUNT SID' and 'AUTH TOKEN' fields. Below this is a 'Programmatic SMS' graph showing message volume over time. Other sections include 'Invite Your Team' and 'Errors & Warnings (Debugger)'.

Project Name	Twilio-component-integration-with-XI
ACCOUNT SID	add
AUTH TOKEN	hide
Owner	1 manage
2FA	Disabled

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Configure the Twilio Component

Go to Admin > Manage Components and click the **settings** icon next to the component.

On the component settings page, make sure to set the following options:

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

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**.

The screenshot shows the Nagios XI interface for configuring Twilio SMS integration. The left sidebar contains a navigation menu with categories like System Information, Users, System Config, Monitoring Config, Check Transfers, System Extensions, and System Backups. The main content area is titled 'Twilio SMS Integration' and includes the Twilio logo. Below the logo, there is a section for 'Integration Settings' with an 'Enable Integration' checkbox. The 'Account Authentication Settings' section contains fields for 'Account SID*', 'Authentication Token*', and 'Twilio Phone Number*'. A 'Test Authentication' section includes a 'Phone Number:' field. At the bottom, there are 'Apply Settings' and 'Cancel' buttons.

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.

The screenshot shows the Nagios XI interface for configuring notification methods. The left sidebar has a 'My Account' section with 'Notification Options' expanded to show 'Notification Methods'. The main content area is titled 'Notification Methods' and shows a 'Notification methods updated.' message. Below this, there are tabs for 'Email', 'Mobile Text (SMS)', and 'Twilio Text (SMS)'. The 'Twilio Text (SMS)' tab is active, showing the Twilio logo and 'Twilio SMS Notification Method Settings'. There are two checkboxes: 'Receive Alerts via Twilio SMS' and 'Receive Alerts Trimmed'. Below these is a 'User Mobile Number*' field with a dropdown for country code (USA (+1)) and a 'Phone Number' field. A 'Send Test Notification' button is next to the phone number field. At the bottom, there are 'Update Settings' and 'Cancel' buttons.

Your mobile phone number must be verified in order 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

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 Nagios XI interface for configuring Twilio SMS notifications. The page title is "Notification Messages" and it includes a sub-header "Twilio SMS Message Settings". The main content area contains two text input fields for "Host Alert Message" and "Service Alert Message", both containing the same macro string: "%host% %type% (%hoststate%) %hostoutput% Addr: %hostaddress% Time: %datetime% Nagios URL: %xiserverurl%". Below the input fields are "Update Settings" and "Cancel" buttons. The left sidebar shows the navigation menu with "Notification Messages" selected under "Notification Options".

Finishing Up

This completes the documentation on how to enable Twilio SMS integration. 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>

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