Nagios XI

Twilio SMS Integration



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:

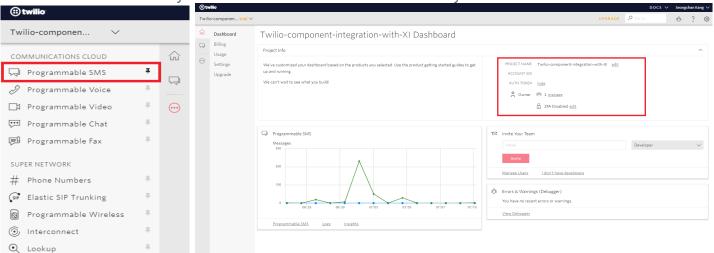
https://www.twilio.com/products

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**.



Nagios XI

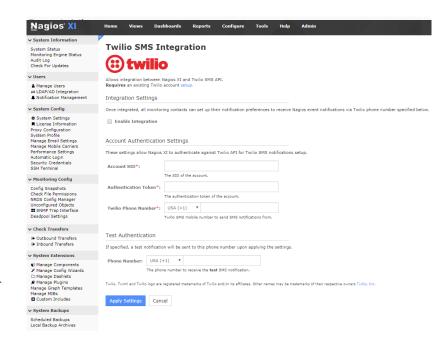
Twilio SMS Integration

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.
 to send the Nagios XI notifications from.
 - (Optional) Test number to receive a test message to.



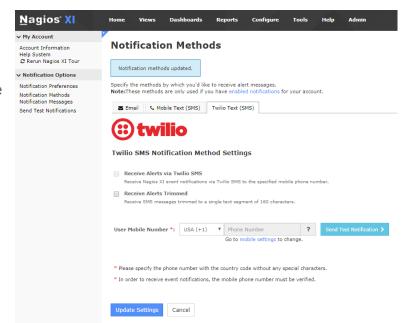
Click the **Apply Settings** button to save your settings.

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**

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.



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Nagios XI

Twilio SMS Integration

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:

<u>Understanding Nagios XI Notification Variables</u>.



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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