

How To Integrate Twilio SMS with Nagios XI

Purpose

This document describes how to integrate the 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. 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>

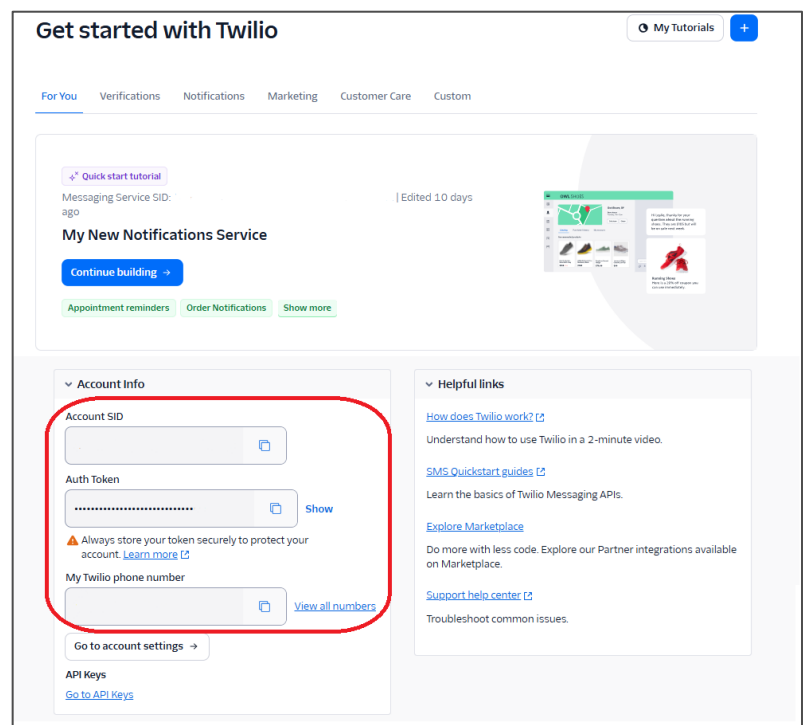
For questions and inquiries regarding Twilio products, please go to:

<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 on your **Twilio Home Page**.

If you are running into any issues setting up your Twilio account, phone number, locating your SID and authentication token, or registering your number under an approved A2P 10DLC campaign make sure to use the Twilio support link above.



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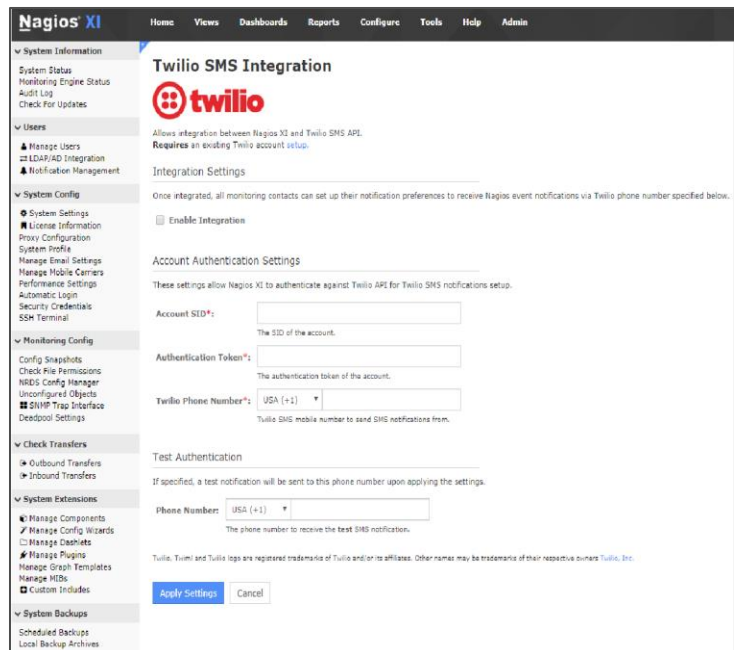
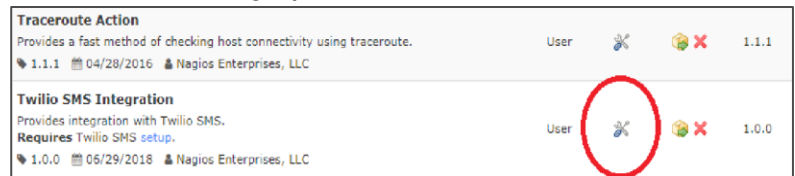
Configure the Twilio Component

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

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**.

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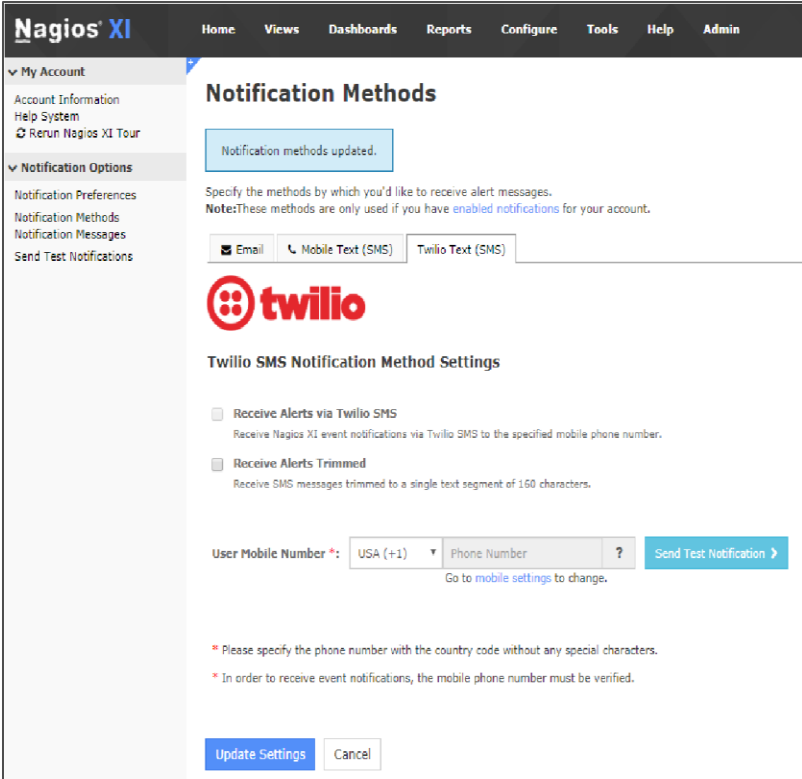
Enabling SMS Alerts for Users

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.



The screenshot shows the Nagios XI user interface. The top navigation bar includes links for Home, Views, Dashboards, Reports, Configure, Tools, Help, and Admin. On the left, a sidebar menu shows 'My Account' with sub-links for Account Information, Help System, and Rerun Nagios XI Tour. Below this is the 'Notification Options' section with links for Notification Preferences, Notification Methods (which is highlighted), Notification Messages, and Send Test Notifications. The main content area is titled 'Notification Methods' and shows a message 'Notification methods updated.' Below this, it instructs the user to specify methods for receiving alert messages, noting that these are only used if the user has enabled notifications. There are three tabs: 'Email', 'Mobile Text (SMS)', and 'Twilio Text (SMS)'. The 'Twilio Text (SMS)' tab is active, displaying the Twilio logo and 'Twilio SMS Notification Method Settings'. Two checkboxes are present: 'Receive Alerts via Twilio SMS' (unchecked) and 'Receive Alerts Trimmed' (unchecked). Below these is a form for 'User Mobile Number *' with a dropdown for country code (set to 'USA (+1)'), a text field for 'Phone Number', and a 'Send Test Notification' button. At the bottom, there are 'Update Settings' and 'Cancel' buttons. Two asterisked notes are at the bottom: '* Please specify the phone number with the country code without any special characters.' and '* In order to receive event notifications, the mobile phone number must be verified.'

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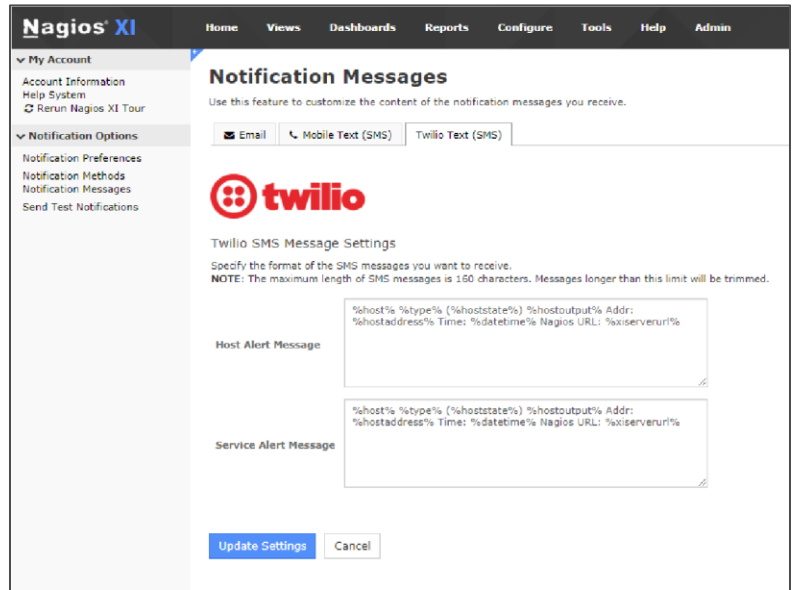
Customizing SMS Alert Messages

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 web interface. The top navigation bar includes links for Home, Views, Dashboards, Reports, Configure, Tools, Help, and Admin. The left sidebar has a 'My Account' section with links to Account Information, Help System, and Rerun Nagios XI Tour. Below this is a 'Notification Options' section with links to Notification Preferences, Notification Methods, Notification Messages, and Send Test Notifications. The main content area is titled 'Notification Messages' and includes a sub-header 'Use this feature to customize the content of the notification messages you receive.' There are three tabs: 'Email', 'Mobile Text (SMS)', and 'Twilio Text (SMS)'. The 'Twilio Text (SMS)' tab is selected, showing the Twilio logo and 'Twilio SMS Message Settings'. A note states: '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: %axisserverurl%'. At the bottom, there are 'Update Settings' and 'Cancel' buttons.

Finishing Up

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