

Understanding Multi-Tenancy In Nagios XI 2026R2

Purpose

This document describes how to configure Nagios XI to support multi-tenancy to allow multiple users or clients to share access to a single Nagios XI instance. This ensures those specific users have access only to hosts and services they are authorized to view and maintain.

Additional Resources

In addition to this document, Nagios Administrators should be familiar with this documentation that provides supporting information to successfully implement multi-tenancy with Nagios XI:

[Understanding Users and Contacts in Nagios XI](#)

[Understanding User Rights and Roles in Nagios XI](#)

Multi-Tenancy Overview

Multi-tenancy allows administrators to configure Nagios XI in such a way that the following criteria can be met:

- A single Nagios XI instance can monitor hosts and services for multiple users (clients)
- Each user (client) can only see the hosts and services they are authorized to view and maintain

Permissions and Multi-Tenancy

A key component of multi-tenancy is the ability to restrict a given user's permission to allow them to see and control only hosts and services they are authorized to view and maintain. Nagios XI automatically determines what hosts and services a user is authorized to see based on their relationship to those hosts and services.

By default, Nagios XI grants users permission to see and control hosts and services that are configured to:

- Send alerts to the user (contact)
- Send alerts to a contact group where the user (contact) is a member

Note that it is **not** necessary for notifications to actually be enabled for the user in order for them to be granted visibility of host and service objects, only that their associated contact is added to objects you want them to be able to see, or that their contact is present in a contact group which is added to the objects.

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A key to understanding the relationships between objects and the corresponding permissions that contacts have is to know how different types of objects relate to each other:

- Users (contacts) may belong to one or more contact groups
- Hosts and services may be configured to send alerts to multiple contacts or contact groups
- Each Role has a corresponding contact group, and the contacts for users given Role membership will be added to the contact group. The Role contact group will be automatically added to any objects chosen in the Host Contacts and Service Contacts Role settings.
- Hosts and services may be members of one or more host groups or service groups, respectively,

Getting Started

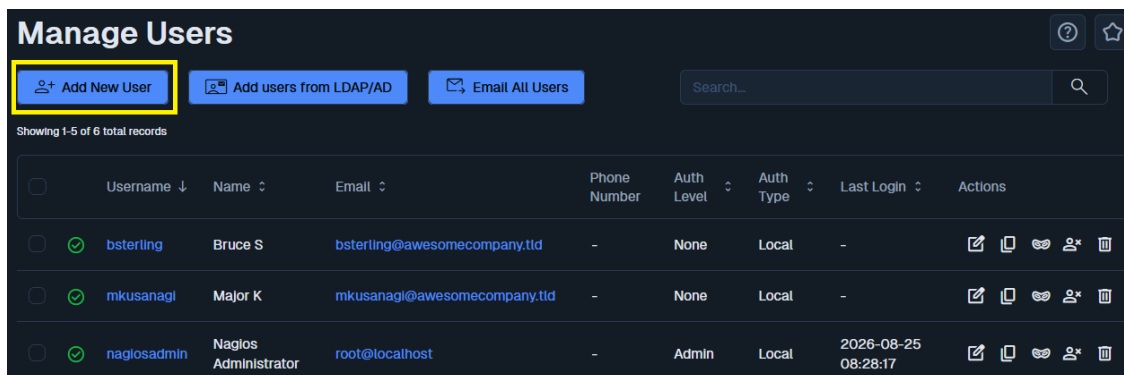
This guide will take you through the steps of configuring Nagios XI to support multi-tenancy, including:

- [Creating users and contacts](#)
- [Defining contact groups](#)
- [Configuring hosts and services](#)
- [Defining host groups](#)

Creating Users And Contacts

The first step in creating a multi-tenant Nagios XI installation is the creation of multiple user accounts.

1. Login as an Admin level user.
2. Navigate to **Admin > Users > Manage Users** and click the **Add New User** button.



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3. Populate the fields as required.

The most important option is the **Create as Monitoring Contact** checkbox, this is how the multi-tenancy security model works.

It is also worth mentioning that the **Can see all hosts and services** option will prevent multi-tenancy from filtering the objects the user is allowed to see.

You can learn more about user rights and Roles here:

[Understanding User Rights and Roles in Nagios XI](#)

Add New User

Account Settings

Username *
bsterling

Password *
••••••••••••••••

☒ Email User Account Information ⓘ Set to a random secure password

☒ Force password change at next login

General Settings

Alias (Name) *
Bruce S

Email Address *
bsterling@awesomecompany.tld

Phone Number
••••••••••••••••

☒ Create as Monitoring Contact

☒ Enable Notifications

☒ Account Enabled

☒ Collect anonymized usage statistics to help improve Nagios XI

Security Settings

Authorization Level ⓘ
None

☐ Can see all hosts and services ⓘ

☐ Can control all hosts and services ⓘ

☐ Can configure hosts and services ⓘ

☐ Can access advanced features ⓘ

☐ Can access monitoring engine ⓘ

☐ Read-only access ⓘ

☐ API access ⓘ

☐ Auto deploy access ⓘ

☐ Nagios Mod-Gearman access ⓘ

☐ Experimental features access ⓘ

Core Config Manager access ⓘ
None

Global Dashboard Access ⓘ
Read-only

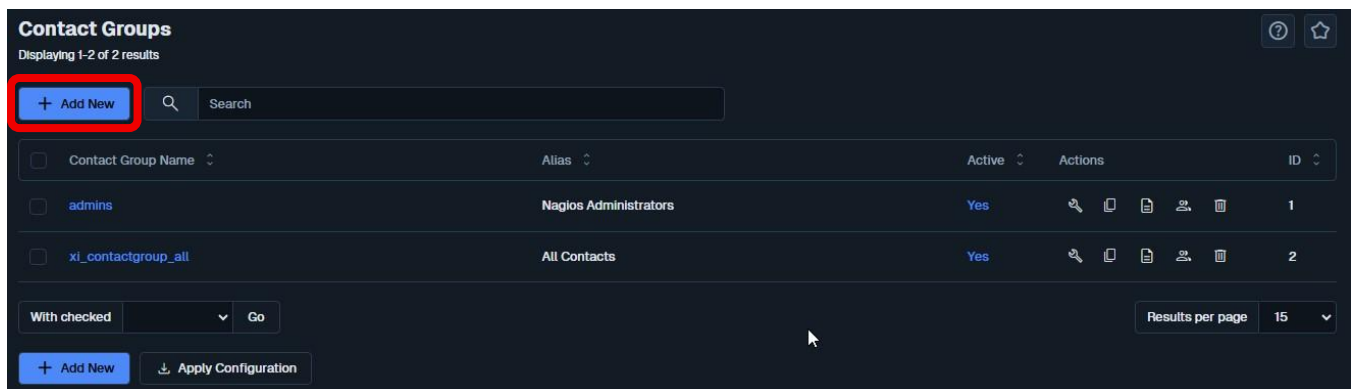
4. Create all the users that will be accessing Nagios XI.

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Defining Contact Groups

It is considered best practice to define one or more contact groups that can be used to categorize the contacts you create. Contact groups can be used to group contacts by company/client, department, team, or other logical grouping.

1. Navigate to **Configure > Core Config Manager > Alerting > Contact Groups**.
2. Click the **Add New** button to add a new contact group.

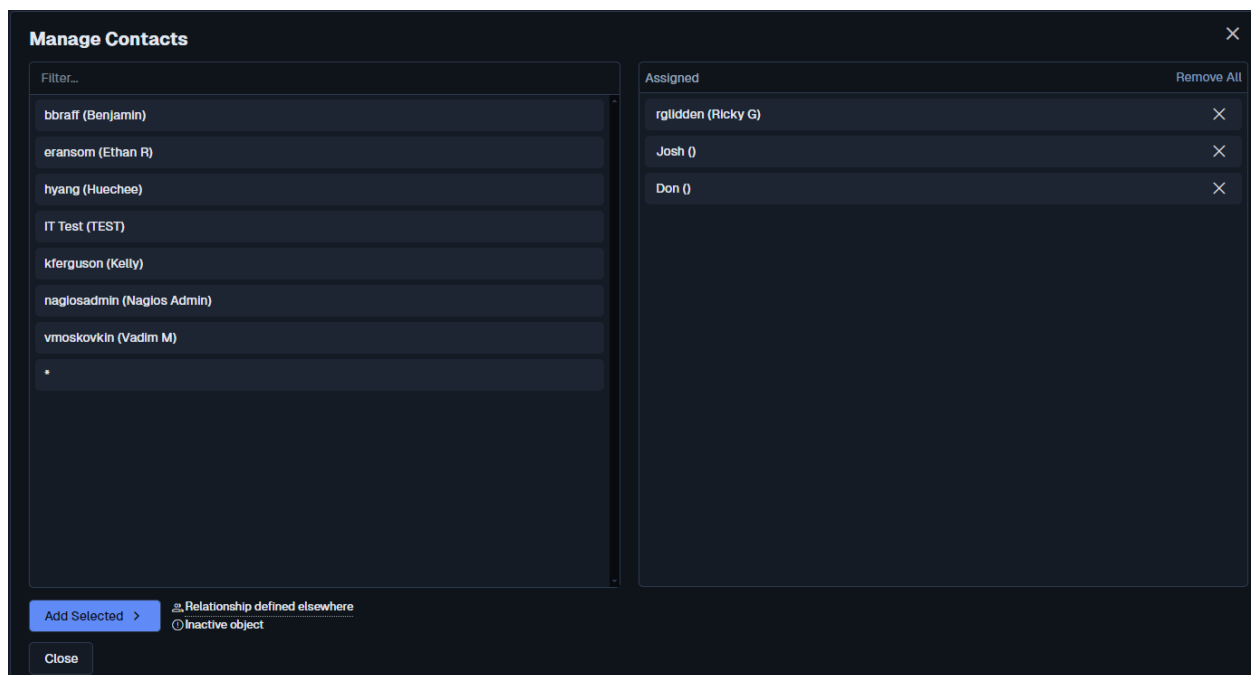


3. Define a name and description for the group.

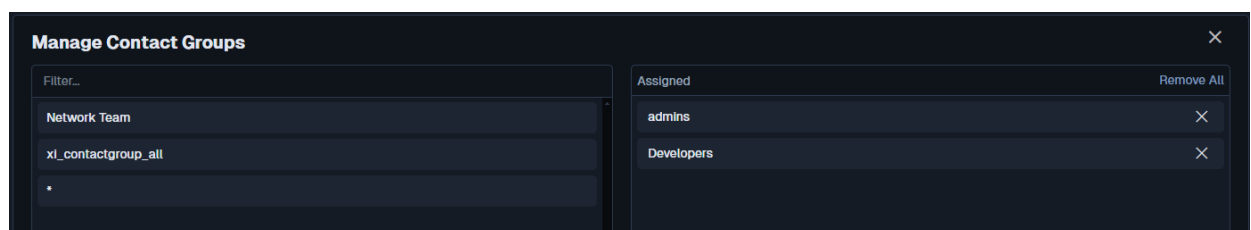
A screenshot of the 'Contact Group Management' form in Nagios XI. The form has two main sections: 'Contact Group Name' and 'Assign Memberships'. In the 'Contact Group Name' section, there are input fields for 'Contact Group Name' (containing 'Developers') and 'Alias' (containing 'Developers'). There is a checkbox for 'Active' which is checked. At the bottom are 'Save' and 'Cancel' buttons. In the 'Assign Memberships' section, there are two buttons: 'Manage Contacts' and 'Manage Contact Groups', both showing a count of '0'.

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4. Click the **Manage Contacts** button to add users to the contact group.
 - a. Select the **Contacts** that should belong to the group.
 - b. Click **Close** and then **Save** to finish creating the contact group.



5. Adding an entire contact group is done by clicking the **Manage Contact Groups** button and is similar to the **Manage Contacts** button.
 - a. This allows you to add a sub-group and allows for multiple group relationships on different levels.



6. Remember to **Save** your settings after you modify a contact group and **Apply Configuration** when done.

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Role Contact Groups

Each [Role](#) you create automatically makes an associated contact group, which is then added to any host or service objects selected in the Host Contacts and Service Contacts sections of the Role settings.

When users are made members of a Role, their corresponding contact is automatically added to the associated contact group, thus giving them visibility of the host and service objects selected for the Role. If their membership in a Role is removed, their contact is removed from the Role's contact group, and they will no longer have visibility or (if allowed) control of the objects.

The screenshot displays the Nagios XI interface. On the left, the 'Contact Groups' section shows a table with 7 results. The table has columns for 'Contact Group Name', 'Alias', 'Active', 'Actions', and 'ID'. The row for 'xi_roles_1' is highlighted with a yellow border. This row has an 'Admin' alias and is active. To the right, the 'Edit Role' dialog is open for the 'Phoenix DC Admins' role. The 'Host Contacts' section of the dialog is highlighted with a yellow border, showing a list of hosts with 'Phoenix-Edge' selected. The 'Service Contacts' section is also visible but not highlighted.

Contact Group Name	Alias	Active	Actions	ID
xi_contactgroup_all	All Contacts	Yes		3
xi_roles_1	Admin	Yes		1
xi_roles_2	User			
xi_roles_3	Read-Only			
xi_roles_4	Portland DC Admins			
xi_roles_5	Phoenix DC Admins			
xi_roles_6	Tokyo DC Admins			

Edit Role • Phoenix DC Admins

- Display
- Permissions
- Members
- Host Contacts**
- Service Contacts

Host Contacts

Choose which hosts users of this role are a contact for

Phoenix-Edge

Search options...

- (Select All)
- localhost
- Workman-Winbox
- ☒ Phoenix-Edge
- Google

Clear Close

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Configuring Hosts and Services

In order to grant users permission to see specific hosts and services, you must configure that user to be a notification contact for those hosts and services.

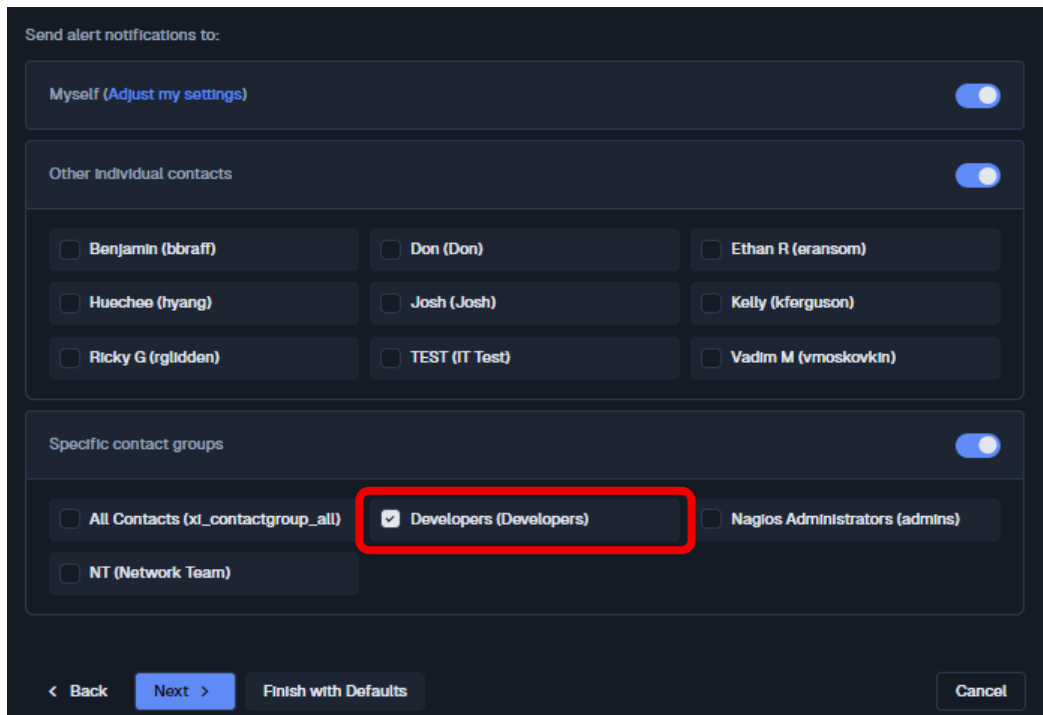
1. When configuring new hosts and services using a Configuration Wizard, you can simply select the appropriate contact(s) and/or contact group(s) that should receive notifications for the host and services on the **Notification Settings** page (**Step 4**).
2. The contacts and contact groups you select on this screen will have the ability to view the status of these hosts and services when they log in to Nagios XI.
3. If you add a Role contact group, the host and service objects being created will be added to the Host Contact and Service Contact settings for the Role, and all members of the Role will have visibility of and (if allowed) control over them.

The screenshot displays the 'Notification Settings' page in Nagios XI. It features three main sections, each with a toggle switch on the right:

- Myself (Adjust my settings)**: A toggle switch that is turned on (blue).
- Other individual contacts**: A toggle switch that is turned on (blue). Below this header, there are four contact selection boxes:
 - ☒ Major K (mkusanagi)
 - ☐ Neal S (nstephenson)
 - ☐ Pat C (pcadigan)
 - ☐ William G (wglbson)
- Specific contact groups**: A toggle switch that is turned on (blue). Below this header, there are seven contact group selection boxes:
 - ☐ Admin (xi_roles_1)
 - ☐ All Contacts (xi_contactgroup_all)
 - ☒ Phoenix DC Admins (xi_roles_5)
 - ☐ Portland DC Admins (xi_roles_4)
 - ☐ Read-Only (xi_roles_3)
 - ☐ Tokyo DC Admins (xi_roles_6)
 - ☐ User (xi_roles_2)

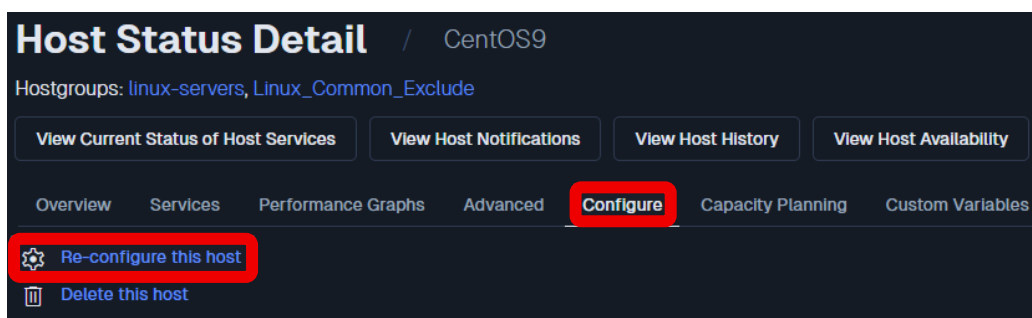
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4. When adding this server we added the **Developers** contact group. This means that the users Ricky, Josh, and Don will see this host and services when logged in to Nagios XI, because their associated contacts are members of the contact group.



The screenshot shows the 'Send alert notifications to:' configuration page in Nagios XI. It has three main sections: 'Myself (Adjust my settings)' with a toggle switch, 'Other individual contacts' with a toggle switch and a grid of checkboxes for Benjamin (bbraff), Don (Don), Ethan R (eransom), Huechee (hyang), Josh (Josh), Kelly (kferguson), Ricky G (rglidden), TEST (IT Test), and Vadim M (vmoskovkin), and 'Specific contact groups' with a toggle switch and checkboxes for 'All Contacts (xi_contactgroup_all)', 'Developers (Developers)' (which is checked and highlighted with a red box), 'Nagios Administrators (admins)', and 'NT (Network Team)'. At the bottom are navigation buttons: '< Back', 'Next >', 'Finish with Defaults', and 'Cancel'.

5. If you create your **users** and/or **contact groups** after creating hosts and services, you can easily re-configure the hosts or services to use those new contacts and/or contact groups. This can be accomplished by selecting the **Re-configure this host/service** option under the **Configure** tab when viewing detailed information on a specific host or service.



The screenshot shows the 'Host Status Detail' page for 'CentOS9'. It includes tabs for 'Overview', 'Services', 'Performance Graphs', 'Advanced', 'Configure' (highlighted with a red box), 'Capacity Planning', and 'Custom Variables'. Under the 'Configure' tab, there are two options: 'Re-configure this host' (highlighted with a red box) and 'Delete this host'.

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- When the **Configure Host** page opens, select the **Notification** tab. This will allow you to change any of the contacts and contact groups associated to this host.

The screenshot shows the 'Configure Host' page for a host named 'CentOS9'. The 'Notifications' tab is selected and highlighted with a red box. The page contains the following sections:

- Note:** You may update basic settings for the host below or use the [Nagios Core Config templates](#) are not shown below.
- Tabs:** Attributes, Monitoring, **Notifications** (selected), Host Groups, Host Parents.
- Specify the parameters that determine how notifications should be sent for the host.**
- When a problem is detected:**
 - ☐ Don't send any notifications
 - ☒ Send a notification immediately
 - ☐ Wait minutes before sending a notification
- If problems persist:**
 - Send a notification every minutes until the problem is resolved.
- Send alert notifications to:**
 - ☒ Myself([Adjust settings](#))
 - ☐ Other individual contacts
 - ☐ Benjamin (bbraff)
 - ☐ Don (Don)
 - ☐ Ethan R (eransom)
 - ☐ Huechee (hyang)
 - ☐ Josh (Josh)
 - ☐ Kelly (kferguson)
 - ☐ Ricky G (rglidden)
 - ☐ TEST (IT Test)
 - ☐ Vadim M (vmoskovkin)
 - ☐ Specific contact groups

- Click **Update** when done making changes.

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Defining Host Groups

Host groups allow you to group hosts in a logical manner, making it easier for users to get a quick view of their network infrastructure, visualizing status summaries of the objects in the group in places like **Home > Details**, and quickly filtering Reports by group. They will not have an impact on the notifications or access control but will make it easier for both your users to grasp what they are looking at and for you as the administrator to quickly pinpoint where problems are occurring.

Note that each user will only be able to see the host objects they are a contact on when viewing or filtering by host groups.

1. Navigate to **Configure > Core Config Manager > Monitoring > Host Groups**.
2. Click the **Add New** button to add a new host group.

Contact Groups
Displaying 1-4 of 4 results

[+ Add New](#)

☐	Contact Group Name	Alias	Active	Actions	ID
☐	admins	Nagios Administrators	Yes		1
☐	Developers	Developers	Yes		5
☐	Network Team	NT	Yes		4
☐	xi_contactgroup_all	All Contacts	Yes		2

With checked Results per page 15

[+ Add New](#) [Apply Configuration](#)

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3. Define a name and description for the group.

Host Group Management

Host Group Name *

Laptops

Alias *

Laptops

Notes

Notes URL

Action URL

☒ Active ⓘ

Save

Cancel

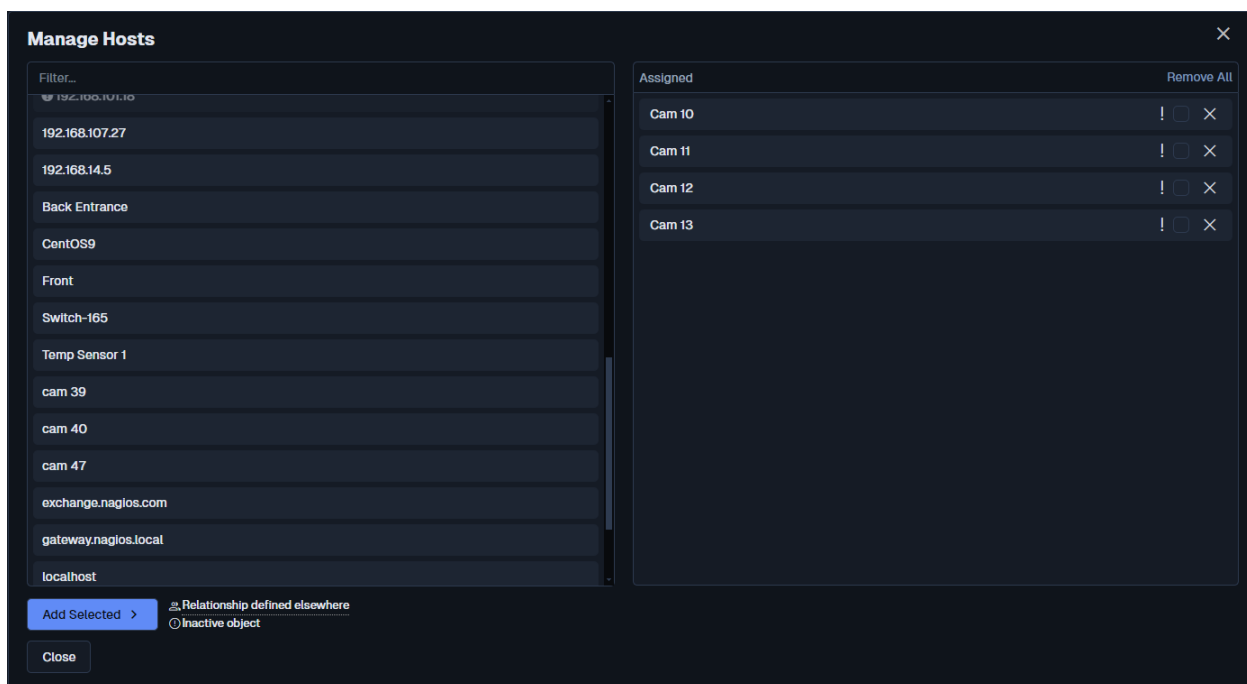
Assign Memberships

Manage Hosts 0

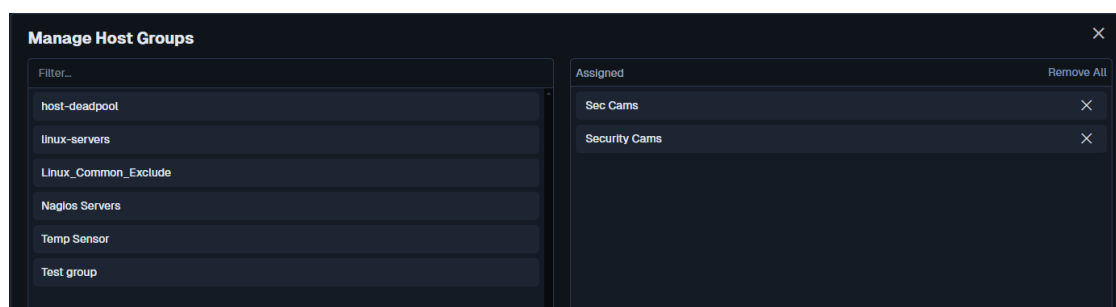
Manage Host Groups 0

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4. Click the **Manage Hosts** button to add hosts to the host group.
 - a. Select the contacts that should belong to the group.
 - b. Click **Close** and then **Save** to finish creating the host group.



5. Similar to contact groups, you can create host groups that have individual hosts and other host groups as their members. Host groups are added with the **Manage Host Groups** button.



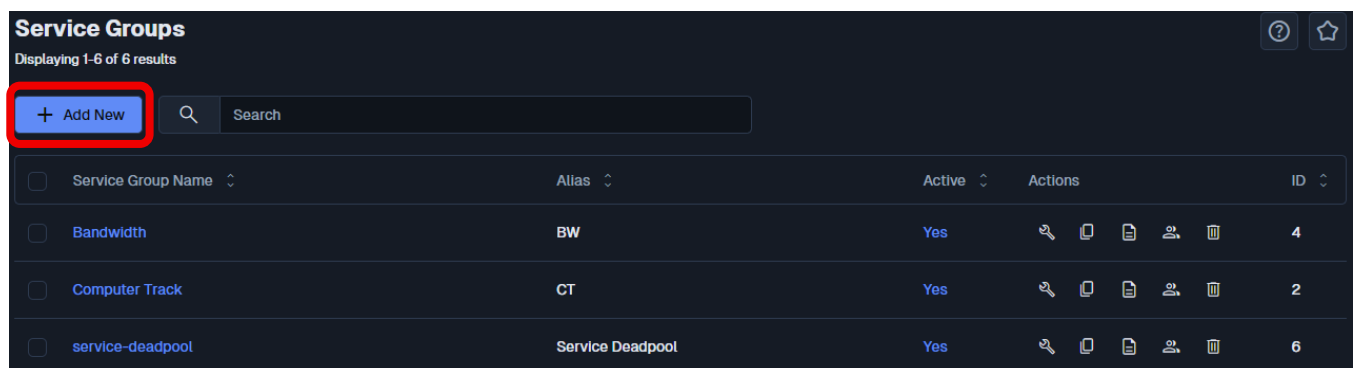
6. Remember to **Apply Configuration** when you are done making configuration changes.

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Service Groups

Service groups work in a similar way to host groups, in that they allow you to group services together in a way that makes sense for users who need to view the status of your infrastructure. The process of creating service groups is similar to that of creating host groups.

1. Navigate to **Configure > Core Config Manager > Monitoring > Service Groups**.
2. Click the **Add New** button to add a new **Service Group**.

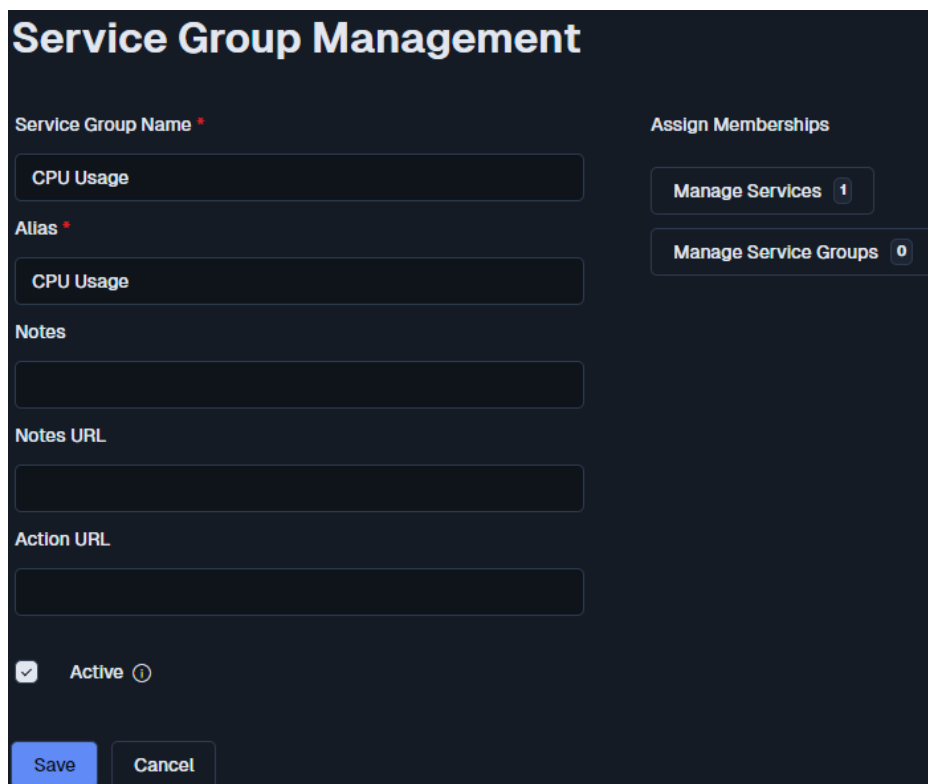


Service Groups
Displaying 1-6 of 6 results

+ Add New

☐	Service Group Name	Alias	Active	Actions	ID
☐	Bandwidth	BW	Yes	   	4
☐	Computer Track	CT	Yes	   	2
☐	service-deadpool	Service Deadpool	Yes	   	6

3. Define a name and description for the group.



Service Group Management

Service Group Name *

Alias *

Notes

Notes URL

Action URL

☒ **Active** ⓘ

Assign Memberships

Manage Services 1

Manage Service Groups 0

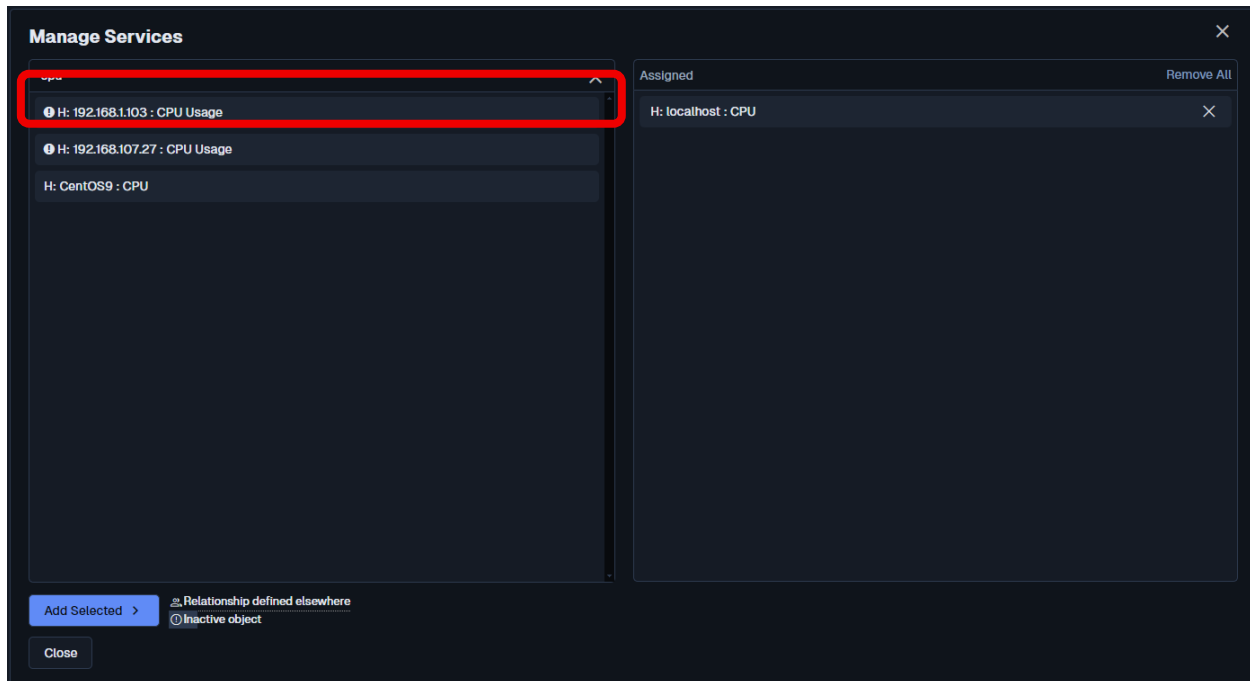
Save **Cancel**

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4. Click the **Manage Services** button to add services to the service group.

Adding members to the service group is the same as in Contact and Host Groups. If you have a lot of services, you can filter the results in the left pane by typing in the **Filter** field.

In the screenshot, the results have been filtered by the word CPU.

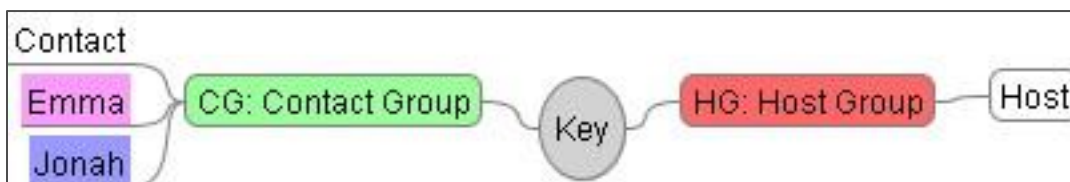


5. Remember to **Save** and **Apply Configuration** when you are done making configuration changes.

An Example

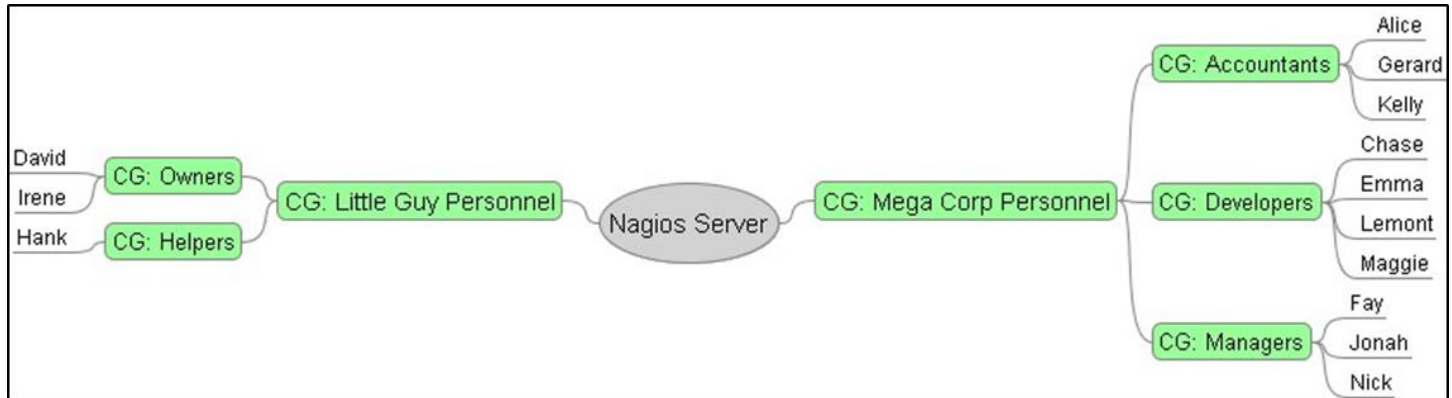
We configured Nagios XI with a sample setup to test and document the multi-tenancy features available. The information below describes how we set up our Nagios XI instance, and the end-result of our configuration.

The configuration diagrams follow the pattern shown in the image below. Elements of the diagram show the relationships between hosts, host groups, contacts, and contact groups.

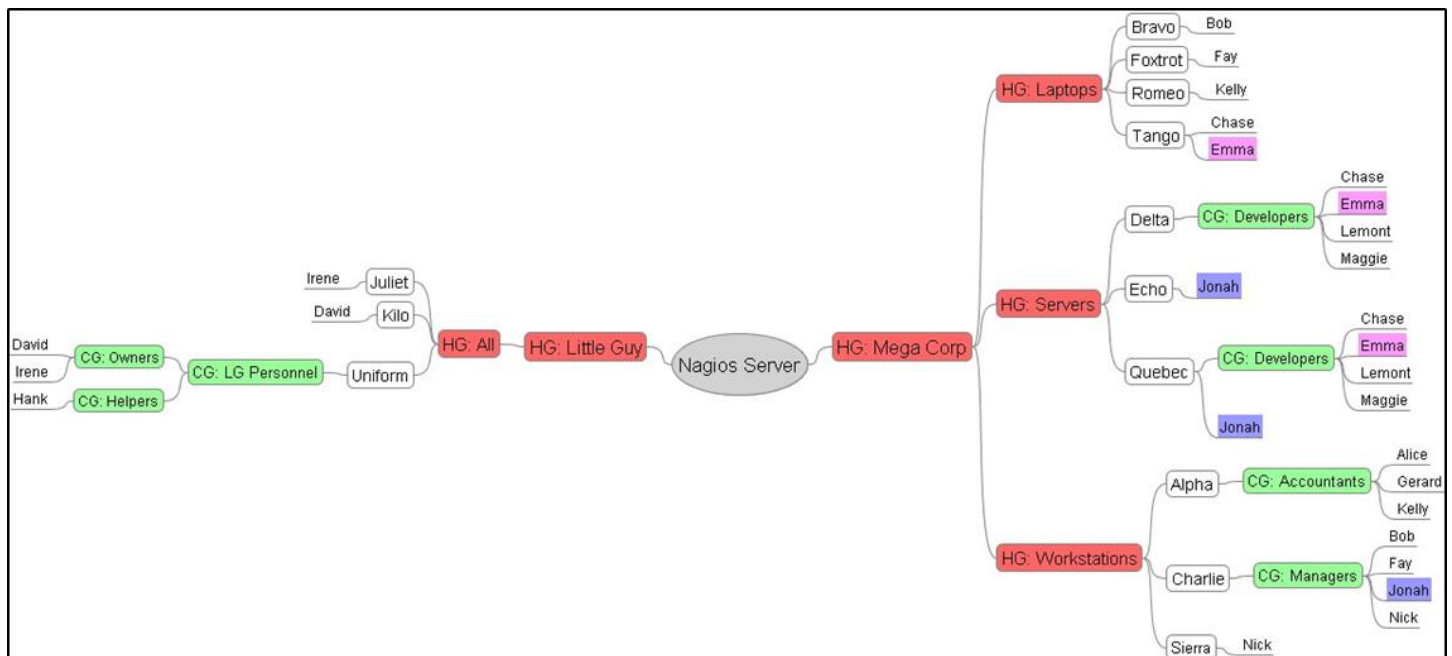


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We defined two client companies - "Little Guy" and "Mega Corp" - each of which had a single top-level contact group covering their entire company. Those top-level contact groups then had other sub-groups as their members, which were used to define roles or departments within the company. The sub-groups then had individual employees as their members. The image below represents the configuration we created.



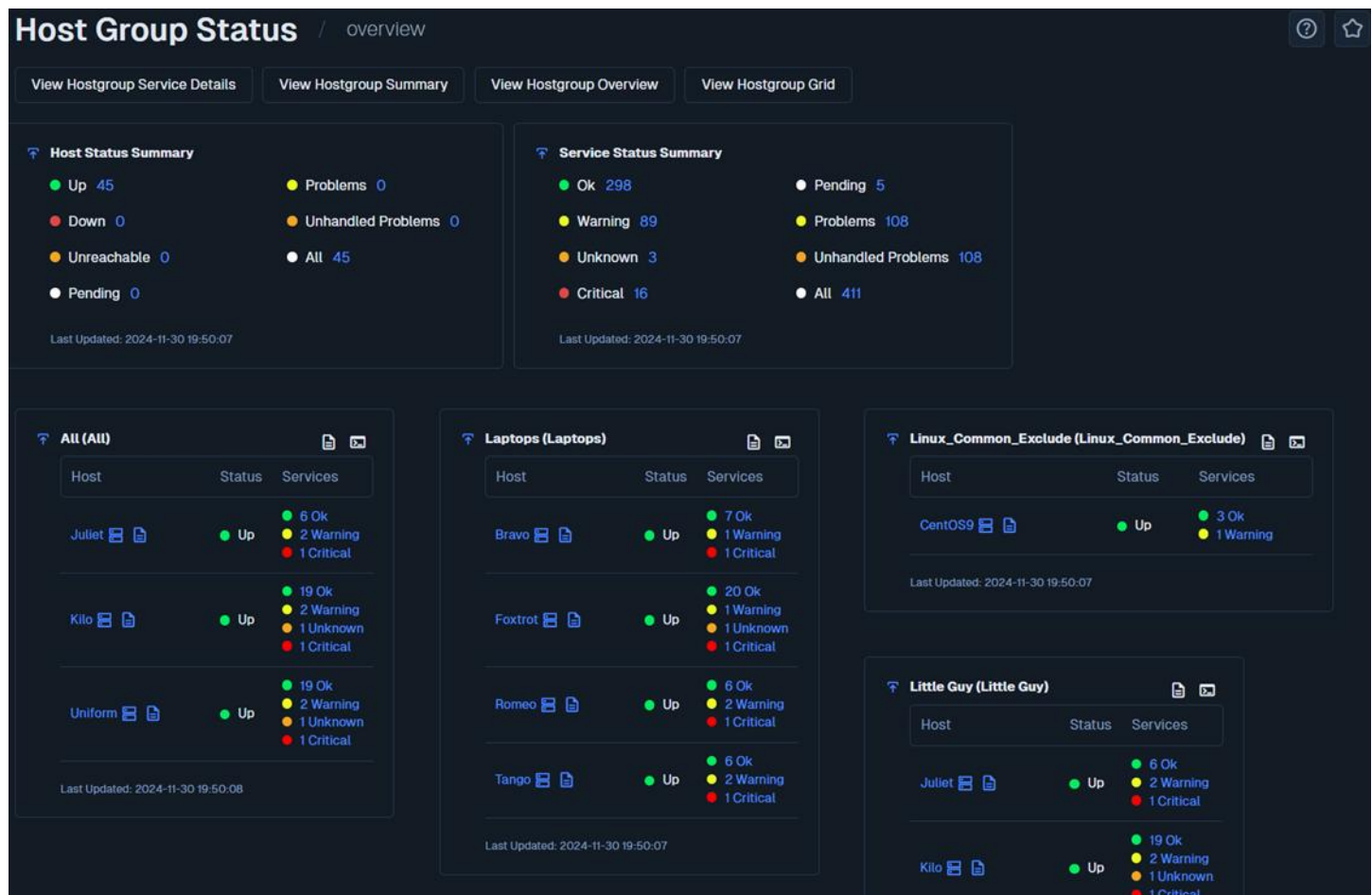
Top-level host groups were configured to contain each company's respective infrastructure elements. Sub-level host groups were defined to narrow the scope of included infrastructure elements for Mega Corp. The diagram below shows the hosts that are defined as members of various **hostgroups**, along with the **contact(s)** and/or **contact group(s)** that were assigned to each host for notification purposes.



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Administrator View

We configured Nagios XI using the **nagiosadmin** account. This account is an administrator, so it has permission to view all hosts, services, and groups that were defined. The following screenshot shows the hostgroups that were visible to the administrator under the **Hostgroup Overview** screen once we finished configuring everything.



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Non-Admin View #1: Jonah

We created a Jonah user that appeared in three different places (highlighted in purple) in the diagram on the previous page. Jonah was configured as a direct notification contact for the hosts Echo and Quebec, and indirectly as a notification contact for Charlie via his membership in the Managers contact group.



These relationships are summarized in the diagram above:

We logged into Nagios XI as Jonah and selected the **Hostgroup Overview** screen to see what hosts and host groups Jonah could see.

The following screenshot shows that Jonah's view was limited to include only the hosts Echo, Quebec, and Charlie.

Host Group Status / overview

View Hostgroup Service Details | View Hostgroup Summary | View Hostgroup Overview | View Hostgroup Grid

Host Status Summary

- Up 6
- Down 0
- Unreachable 0
- Pending 0
- Problems 0
- Unhandled Problems 0
- All 6

Last Updated: 2024-11-30 19:59:02

Service Status Summary

- Ok 21
- Warning 6
- Unknown 0
- Critical 3
- Pending 0
- Problems 9
- Unhandled Problems 9
- All 30

Last Updated: 2024-11-30 19:59:03

Mega Corp (Mega Corp)

Host	Status	Services
Charlie	Up	6 Ok, 2 Warning, 1 Critical
Echo	Up	6 Ok, 2 Warning, 1 Critical
Quebec	Up	6 Ok, 2 Warning, 1 Critical

Last Updated: 2024-11-30 19:59:02

Security cameras (Sec Cams)

Host	Status	Services
cam 47	Up	1 Ok

Last Updated: 2024-11-30 19:59:01

IPCAM (Security Cams)

Host	Status	Services
Back Entrance	Up	1 Ok

Last Updated: 2024-11-30 19:59:02

Servers (Servers)

Host	Status	Services
Echo	Up	6 Ok, 2 Warning, 1 Critical
Quebec	Up	6 Ok, 2 Warning, 1 Critical

Workstations (Workstations)

Host	Status	Services
Charlie	Up	6 Ok, 2 Warning, 1 Critical

Last Updated: 2024-11-30 19:59:03

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Non-Admin View #2: Emma



Another user Emma was directly defined as the notification contact for the host Tango and indirectly for Delta and Quebec through her membership in the Developers contact group.

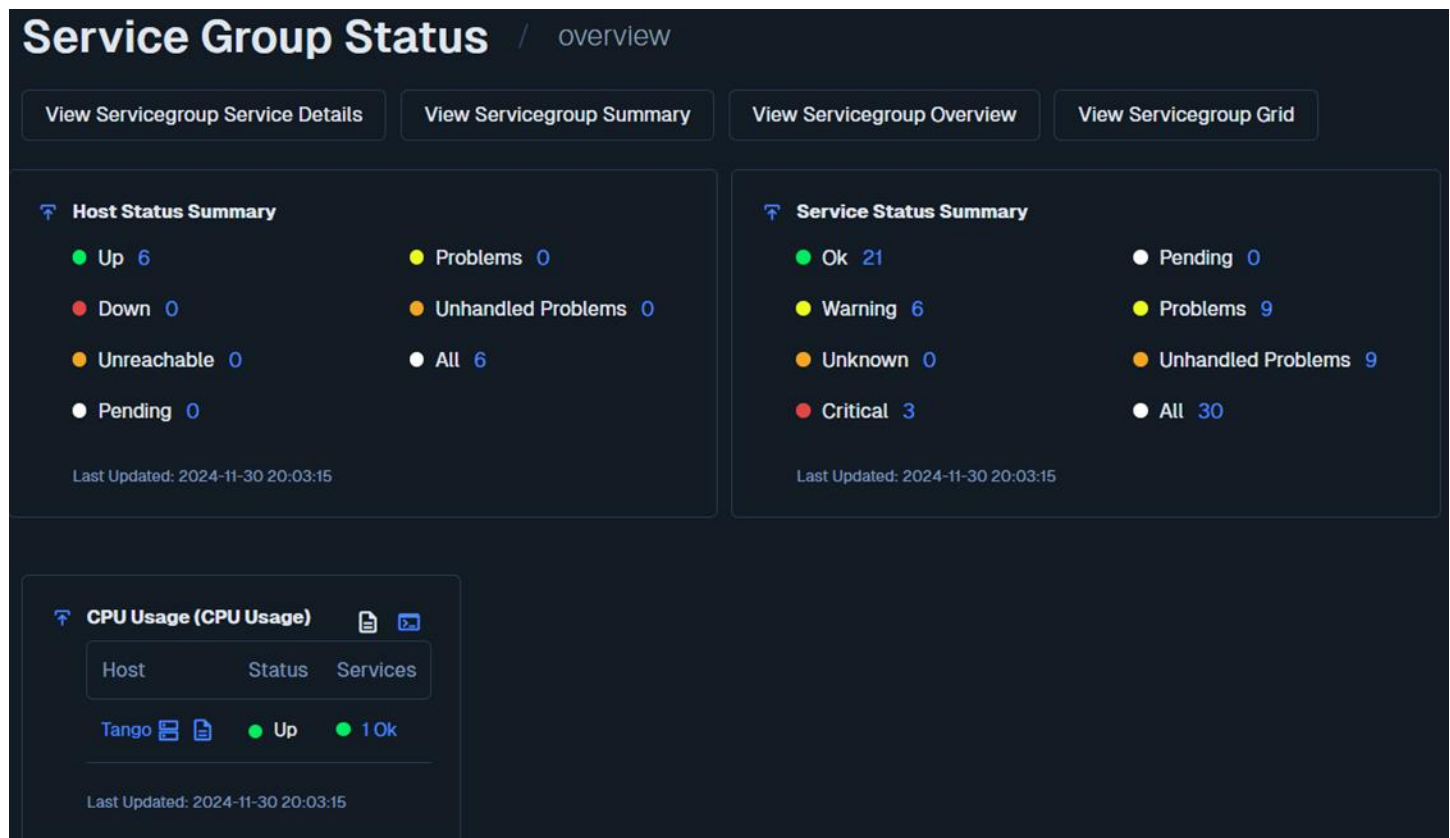
As seen in the following screenshot, Emma could only see the Delta, Tango and Quebec servers.

The screenshot shows the 'Host Group Status' overview page in Nagios XI. The page is divided into several sections:

- Host Status Summary:** Displays overall host status counts: Up (6), Down (0), Unreachable (0), Pending (0), Problems (0), Unhandled Problems (0), and All (6). Last Updated: 2024-11-30 19:59:53.
- Service Status Summary:** Displays overall service status counts: Ok (21), Warning (6), Unknown (0), Critical (3), Pending (0), Problems (9), Unhandled Problems (9), and All (30). Last Updated: 2024-11-30 19:59:54.
- Laptops (Laptops):** A table showing the status of hosts in the 'Laptops' group. The table has columns for Host, Status, and Services. The host 'Tango' is listed with a status of 'Up' and services: 6 Ok, 2 Warning, 1 Critical. Last Updated: 2024-11-30 19:59:53.
- Mega Corp (Mega Corp):** A table showing the status of hosts in the 'Mega Corp' group. The table has columns for Host, Status, and Services. The hosts 'Delta' and 'Quebec' are listed, both with a status of 'Up' and services: 6 Ok, 2 Warning, 1 Critical. The host 'Tango' is also listed with the same status and services. Last Updated: 2024-11-30 19:59:54.
- Security cameras (Sec Cams):** A table showing the status of hosts in the 'Security cameras' group. The table has columns for Host, Status, and Services. The host 'cam 47' is listed with a status of 'Up' and services: 1 Ok. Last Updated: 2024-11-30 19:59:53.
- IPCAM (Security Cams):** A table showing the status of hosts in the 'IPCAM' group. The table has columns for Host, Status, and Services. The host 'Back Entrance' is listed with a status of 'Up' and services: 1 Ok. Last Updated: 2024-11-30 19:59:54.

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Another example is the service group that was created which included CPU Usage services from multiple servers. When Emma is logged in and navigates to the **Servicegroup Overview** page she only sees the services she has access to, as per this screenshot.



Finishing Up

This completes the documentation on understanding multi-tenancy in Nagios XI. If you have additional questions or other support-related questions, please visit the Nagios Support Forum, Nagios Documentation Hub, or Nagios Library:

[Visit Nagios Support Forum](#)

[Visit Documentation Hub](#)

[Visit Nagios Library](#)