Purpose

This document describes how to understand users & contacts in Nagios XI 2024.

Users And Contacts

Nagios XI users and contacts are closely related, although slightly different:

- Users correspond to user accounts that are used to login to the Nagios XI web interface.
 - A user is typically "connected" to contact for the purpose of both enabling notifications and obtaining permission to see and modify hosts and services.
- **Contacts** are definitions in Nagios Core that are normally used for directing host and service alerts to specific individuals.
 - While it isn't necessary for contacts to have a relationship with a user, they most often do to ensure the user can use the Nagios XI web interface.

Relation Of Users To Contacts

In normal operation, Nagios XI users are directly associated to Nagios Core contacts with a one-toone relationship. Admins create this relationship when they check the **Create as Monitoring Contact** option when adding new user accounts to Nagios XI.

This direct correlation allows Nagios XI to manage alert notifications from the Nagios Core monitoring engine on a per-user basis. Nagios XI users can easily manage their notification preferences and methods using the Nagios XI web interface without having to understand the complexities of the underlying Nagios Core contact definitions.

When a Nagios XI user account is related to a Nagios Core contact, the user account is automatically granted permission to see and modify all hosts and services for which the underlying Nagios Core contact receives notifications.

Relationship Configuration Details

By default, Nagios XI allows users to manage their notification preferences, notification times, and notification messages through the XI web interface. This requires that each Nagios XI user has a direct relationship with a corresponding contact in Nagios Core.

The relationship between a Nagios XI user and a Nagios Core contact is established with the following configuration:

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- There is a Nagios Core Contact with the same short name (e.g., jdoe) as the Nagios XI User's username (e.g. jdoe).
- The Nagios Core contact that corresponds to the user account must have the following properties:
 - Host notification command is xi_host_notification_handler
 - Service notification command is xi_service_notification_handler
 - Host-service notification time periods are both set to <username>_notification_times
 - e.g., jdoe_notification_times

Creating Or Breaking Relationships

If you wish to define a relationship between pre-existing Nagios Core contact and a new Nagios XI user, you can modify the Nagios Core contact's configuration information using the Core Config Manager (Configure > Core Config Manager > Alerting > Contacts). This can be useful when constructing relationships after migrating from a Nagios Core setup.

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Common Settings Alert Settings Misc Settings	
Contact Username	Addon Address 1
Allas	Addon Address 2
Email Address	Addon Address 3
Pager Number	Addon Address 4
🛔 Manage Contact Groups 🛛	Addon Address 5
Manage Contact Templates	Addon Address 6
🚽 Active 🚫	

Common Settings Alert Settings Misc Settings	
Host Notifications Enabled	Service Notifications Enabled
On Off Skip Null	On Off Skip Null
Host Notifications Timeperiod	Service Notifications Timeperiod
Joe_notification_times v	24x7 ~
Host Notification options	Service Notification options
Down Unreachable Up Flapping Scheduled Downtime None	Warning Unknown Critical Flapping Scheduled Downtime Ok None
Manage Host Notification Commands	Manage Service Notification Commands
Retain status Information	Can Submit Commands
On Off Skip Null	On Off Skip Null
Retain non-status information	
On Off Skip Null	
Save	

If you wish to break an existing user \leftrightarrow contact relationship, you can change the contact's configuration details to use values other than those described above.

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Contact Templates / Notification Commands

When you edit a contact in **Configuration Manager**, you may notice on the **Alert Settings** tab that there are no Host or Service notification commands defined on the contact directly. The screenshot below shows that there are 0 commands selected for either the host or service notification commands.

Manage Host Notification Commands 🚺	Manage Service Notification Commands		
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When you create a user account with the **Create** as **Monitoring Contact** option checked (default), the contact that is created uses a template to define some default settings such as the notification commands xi_XXXXX_notification_handler.

Common Settings Alert Settings Misc Set	ttings
Contact Username 📍	Addon Address 1
Joe Smith	
Allas	Addon Address 2
Email Address	Addon Address 3
Pager Number	Addon Address 4
Anage Contact Groups	Addon Address 5
Manage Contact Templates	Addon Address 6
Active ①	
Save	

When editing a contact, on the **Common Settings tab** there is a **Manage Contact Templates** button. You can see in the screenshot to the right that the Manage Contact Templates button has a **1**. This indicates that there is one contact template being used by this contact.

1. Click the Manage Contact Templates button to view the selected contact templates.

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Manage Contact Templates		×
Filter	Assigned	Remove All
generic-contact	xl_contact_generic	~ X
Add Selected > ① Inactive object		
Close		

- a. Here you can see that the xi_contact_generic template is being used.
- 2. To view the settings of the template, in **Configuration Manager** navigate to **Templates > Contact Templates.**

Active 0	Actio	ns				10	
Yes	ಷ	Ø	۵	ő	۵	2	
Yes	র্খ	Q	۵	ð	۵	1	
			Re	esults (per page	15	
	Yes	Yes 🍳	Yes 🍕 🖸	Yes & D D	Yes 속 [] 을 쓰 Yes 속 [] 을 쓰	Yes & D 🖹 🛎 🖩	Yes 식 [] 을 볼 때 2 Yes 식 [] 을 볼 때 1

3. Click the edit icon for the xi_contact_generic template to view its settings.

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4. Click the **Alert Settings** tab and you will now see that there are **Host and Service** notification commands defined on the contact template.

Contact Template Management	
Common Settings	
Host Notifications Enabled	Service Notifications Enabled
On Off Skip Null	On Off Skip Null
Host Notifications Timeperiod	Service Notifications Timeperiod
xi_timeperiod_24x7 ~	xi_timeperiod_24x7 v
Host Notification options	Service Notification options
Down Unreachable Up Flapping Scheduled Downtime None	Warning Unknown Critical Flapping Scheduled Downtime Ok None
Manage Host Notification Commands	Manage Service Notification Commands 1
Retain status information	Can Submit Commands
On Off Skip Null	On Off Sktp Nutl
Retain non-status information	
On Off Skip Null	
Save Cancel	

The screenshot above shows that there is 1 command selected for both the host and service notification commands.

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5. If you click either button, you will see the command that has been assigned.

Manage		×
Filter	Assigned	Remove All
check-host-alive-tftp	xi_service_notification_handler	×
check_none		
notify-host-by-email		
notify-host-by-email-xi		
notify-service-by-email		
notify-service-by-email-xi		
process-host-perfdata-file-bulk		
process-host-perfdata-file-pnp-bulk		
process-host-perfdata-pnp-normal		
process-service-perfdata-file-bulk		
process-service-perfdata-file-pnp-bulk		
· · · · · · · · · · · · · · · · · · ·		
Add Selected > Add Selected > Add Selected >	+ Null Standard ①	
Close		

The point of the steps you were just shown was to help explain how settings can be defined in templates. Templates are very helpful for common settings that will rarely change. If you do change a setting in a template, it will affect all objects (contacts in this case), keep this in mind. Changing the common templates such as xi_contact_generic is not recommended, however making a copy of those templates and then modifying/using the copy is a great way to deviate from the templates if required.

Notification Commands Explained Briefly

This topic can get very complicated, however a brief explanation can help you understand how things work in the back end (which may help understand some other Nagios XI configuration concepts).

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	Command Name 🗘	Command Line 💲	Active 🗘	Actio	ns			ID ¢
0	xi_host_notification_handler	/usr/bin/php /usr/local/naglosxi/scripts/handle_nagloscore_notification.php notification-type=hostcontact="\$CONTACTNAME\$" contactemail="\$CONTACTEMAIL\$"type=\$NOTIFICATIONTYPE\$ escalated="\$NOTIFICATIONISESCALATED\$"author="\$NOTIFICATIONAUTHOR\$" comments="\$NOTIFICATIONCOMMENT\$"host="\$HOSTNAME\$" hostaddress="\$HOSTADDRESS\$"hostalias="\$HOSTALIAS\$" hostaddress="\$HOSTADDRESS\$"hostalias="\$HOSTALIAS\$" hostadisplayname="\$HOSTDISPLAYNAME\$"hoststate=\$HOSTSTATE\$ hoststateid=\$HOSTADTED\$lasthoststate=\$LOSTSTATE\$ lasthoststateid=\$LASTHOSTSTATEID\$hoststatetype=\$HOSTSTATETYPE\$ currentattempt=\$HOSTATTEMPT\$maxattempts=\$MAXHOSTATTEMPT\$\$ hostoutput="\$HOSTOUTPUT\$"longhostoutput="\$LONGHOSTOUTPUT\$" datetime=="\$LONGDATETIME\$"	Yes	খ	D	ð	۵	124

In **Configuration Manager** navigate to **Commands** > >_ **Commands**. Use the search field to narrow down the results to notification_handler.

In the screenshot above, the xi_host_notification_handler command is shown. This is the command that is used when you create a user account with the Create as Monitoring Contact option checked (default). A contact that uses this notification command will be handled through our internal script:

/usr/local/nagiosxi/scripts/handle_nagioscore_notification.php.

Here is a broad description of what it does:

- Checks the 'Manage Email Settings' page for your mail settings, if it is sendmail then it will end up sending it out through the bin/mail command, and if it's SMTP it will use PHP mailer to send outbound.
- The script respects the individual user settings that each XI user has. These can be configured by clicking your logged in username in the top right, and looking at the **Notification Preferences**, **Notification Methods**, and **Notification Messages** page.
- This allows a user to be able to configure their own settings on top of what the global Nagios settings are, without the need to have administrative access to the Configuration Manager

In the following screenshot, the notify-host-by-email command is shown.

Command Name	Command Line 💲	Active 🗘	Actions				ID	¢
notify-host- by-email	/usr/bin/printf %b" "***** Nagios Monitor XI Alert *****\n\nNotification Type: \$NOTIFICATIONTYPE\$\nHost: \$HOSTNAME\$\nState: \$HOSTSTATE\$\nAddress: \$HOSTADDRESS\$\nInfo: \$HOSTOUTPUT\$\n\nDate/Time: \$LONGDATETIME\$\n" /bin/mail -s "** \$NOTIFICATIONTYPE\$ Host Alert: \$HOSTNAME\$ is \$HOSTSTATE\$ *** \$CONTACTEMAIL\$	Yes	عر [(Ĵc	Ū	1	

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This notification command can be used when you don't have a user account created in Nagios XI and you require notifications to be sent to a contact that you have manually created.

Here is a broad description of what it does:

• The command below prints all the data in the format required to send an email, it is just one long text string:

/usr/bin/printf

• This string of text is then piped (using the pipe | symbol) to the bin/mail command down below:

/bin/mail

- The bin/mail command will then attempt to send the email.
- This method is much simpler and provides a generic message format to be used for notifications. It does not allow end user customization and requires an Admin to make changes in Configuration Manager and then apply configuration.

Finishing Up

This completes the documentation on understand users & contacts 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

<u>Visit Nagios Knowledge Base</u>

Visit Nagios Library

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