Purpose

This document describes how to manage services, service groups and service templates using the Nagios XI Core Config Manager (CCM). While monitoring wizards make it easy to set up new services in Nagios XI, the CCM allows for more precise control over service monitoring, notifications, and configurations.

Target Audience

This document is intended for use by Nagios XI Administrators and assumes the reader has administrator privileges for the CCM.

Core Config Manager Overview

Services can most easily be setup using the Monitoring Wizard under the main Configure page. However, some administrators may need more customized options, or a greater degree of control over their monitoring setup. The Nagios XI CCM allows for precise control over service monitoring, notifications, and configurations.

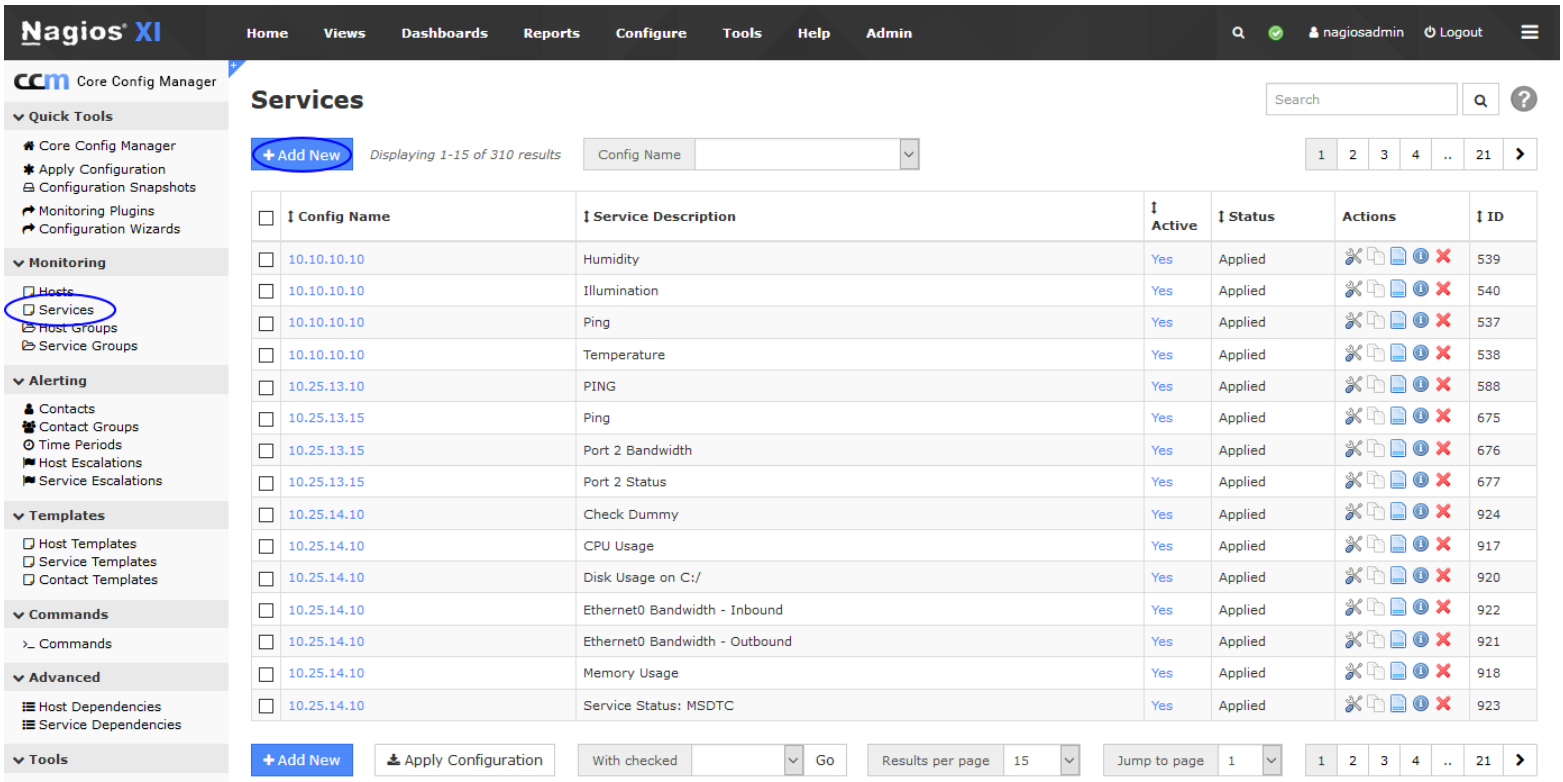
You can access the CCM from the **Configure** option on the top menu, and then select the **Core Config Manager** option under the **Advanced Configuration** option, or when you hover your mouse on the **Configure** option on the top menu it will appear as an option.

This document will discuss how to do the following items within CCM:

- Using service templates

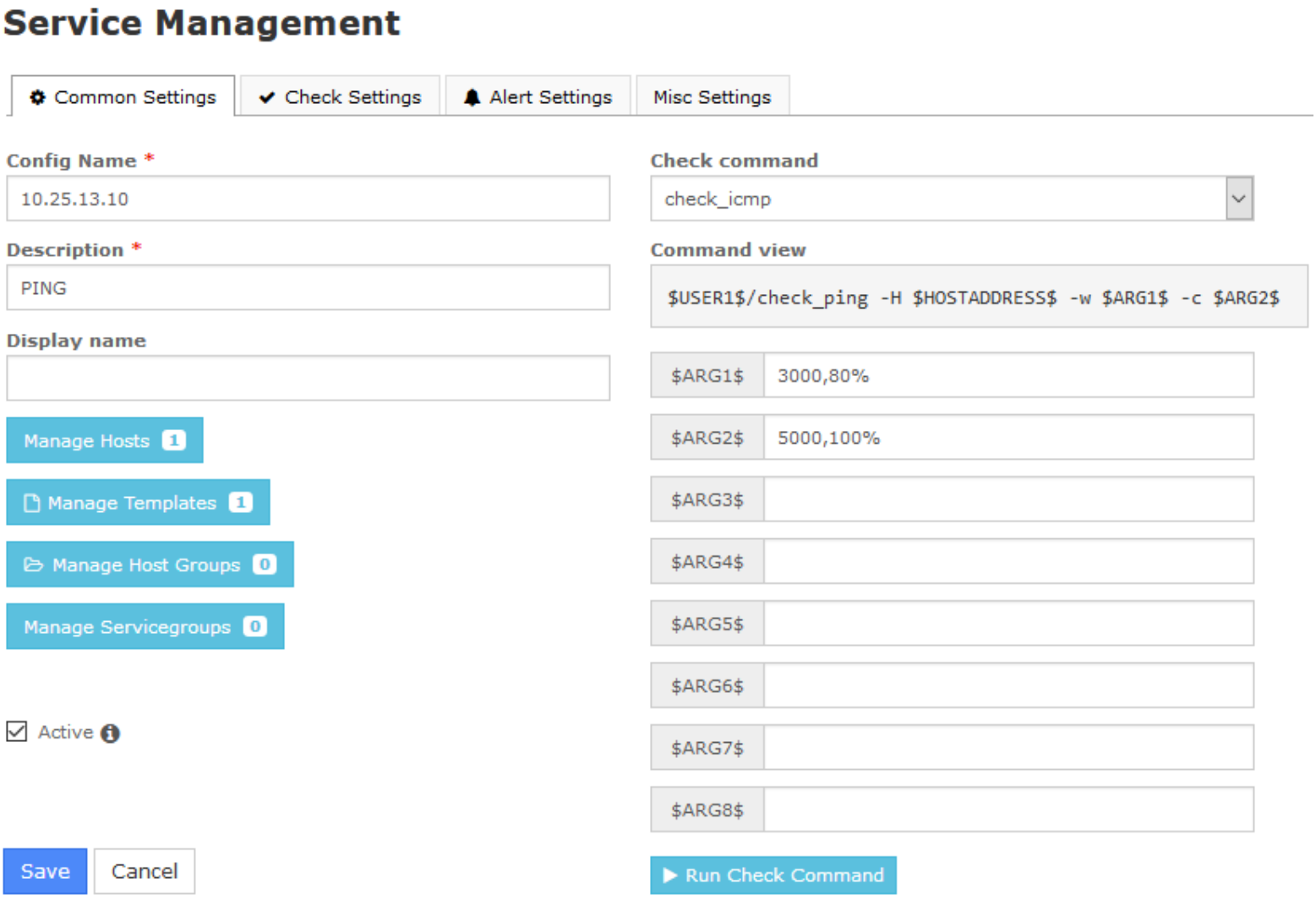
Adding Services

To manually add a new service, select the **Services** link located under **Monitoring** on the left menu of CCM. This will bring up the **service Management** page, which displays a list of the current services being monitored by Nagios XI.



Click the **Add New** button to manually add a new service.

The **Service Management** page will open on the **Common Settings** tab.



This tab allows you to define the primary service parameters such as Config Name, Description, and Display name.

All fields labeled with an asterisk are required fields. Note that the **Active** check box is checked, this enables the service. If this box is un-checked the service configuration won't be put into production when Apply Configuration is performed. However the settings will remain in CCM until you activate the service object.

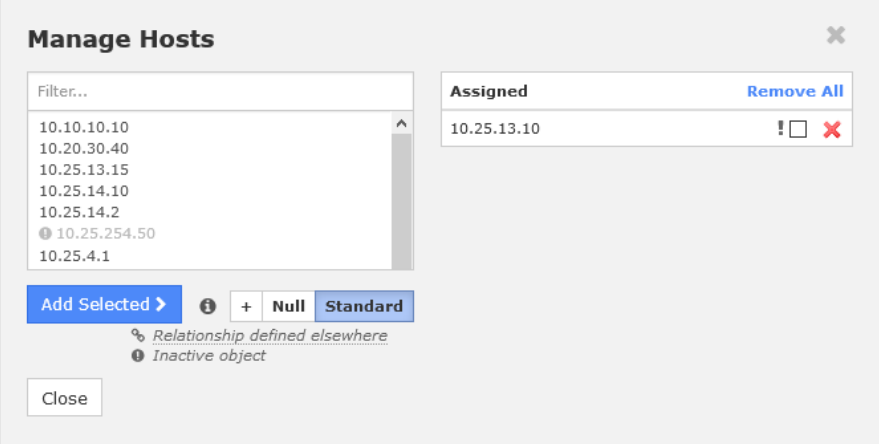
If you want to add a check for this service, you could select the appropriate command (such as `check_icmp`). Every command in the **Check command** drop down list is associated with a set of Nagios Core commands and arguments. For more detailed descriptions of Nagios commands see the following documents:

https://assets.nagios.com/downloads/nagioscore/docs/nagioscore/4/en/objectdefinitions.html#command

Managing Plugins In Nagios XI

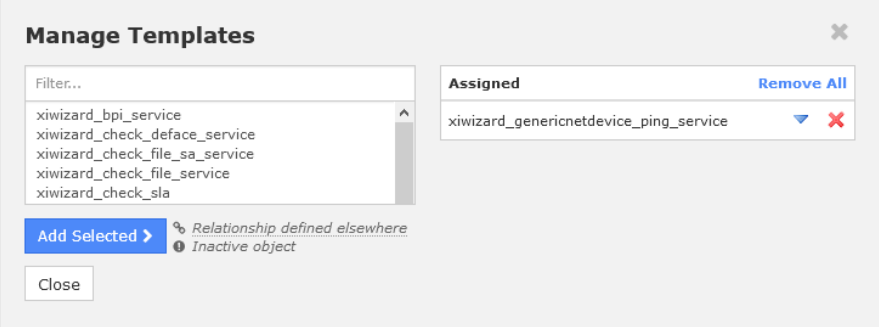
Use the **Manage Hosts** button to associate the service with a host.

Services must be associated with at least one host for them to be valid (can be via a Hostgroup).



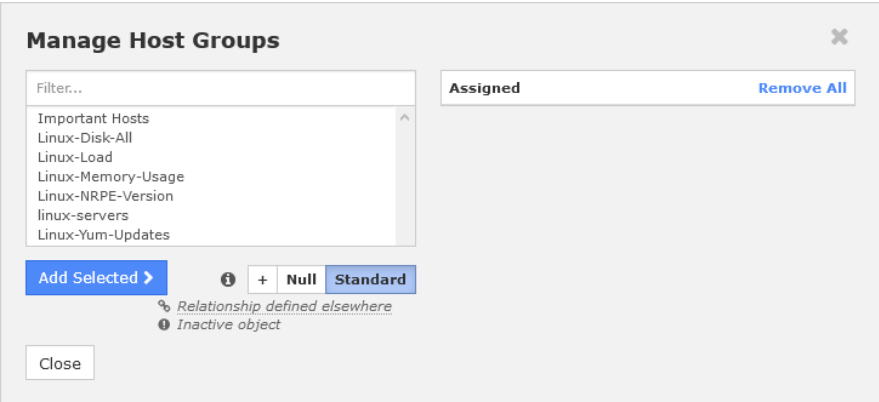
Use the **Manage Templates** button to associate template(s) to the service.

Templates provide a method to push the same service settings to similar services.

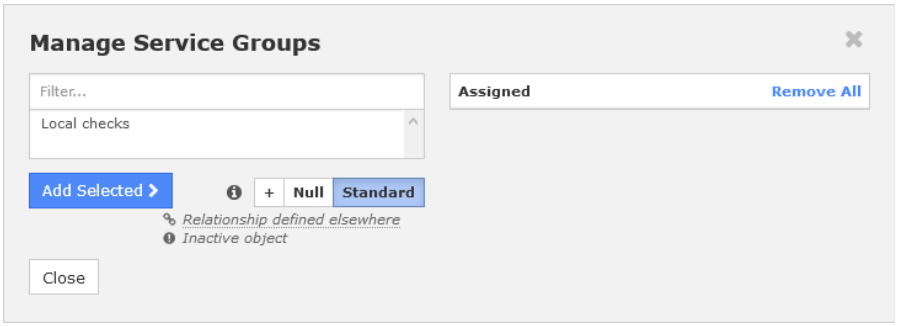


Use the **Manage Host Groups** button to associate existing host group(s) to the service.

Host groups are a way to assign a service to multiple hosts dynamically.

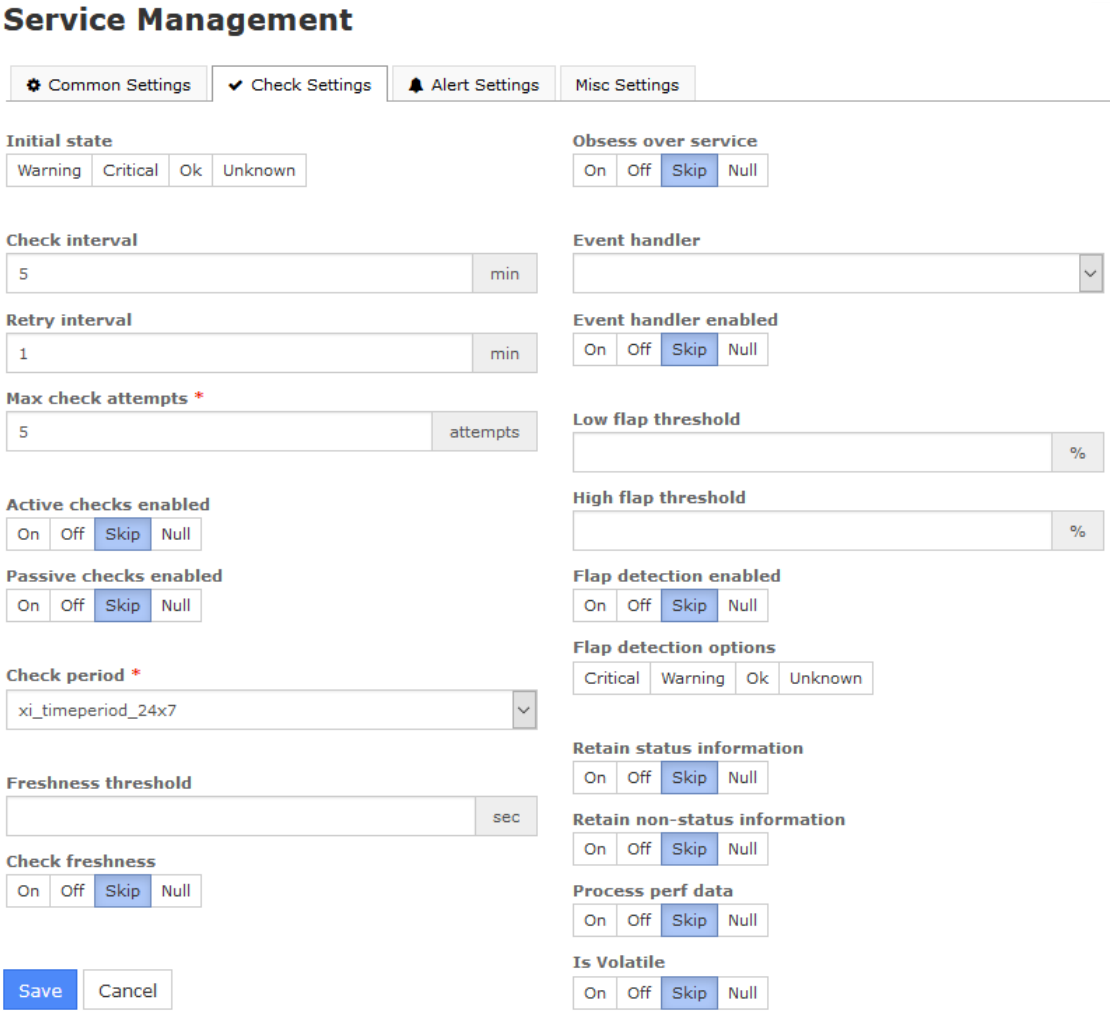


Use the **Manage Servicegroups** button to add this service to an existing servicegroup.



Servicegroups are a way of creating a collection of services to for purposes such as viewing them in the main interface.

The **Check Settings** tab allows you to specify the settings for frequency of checks and also the service state.



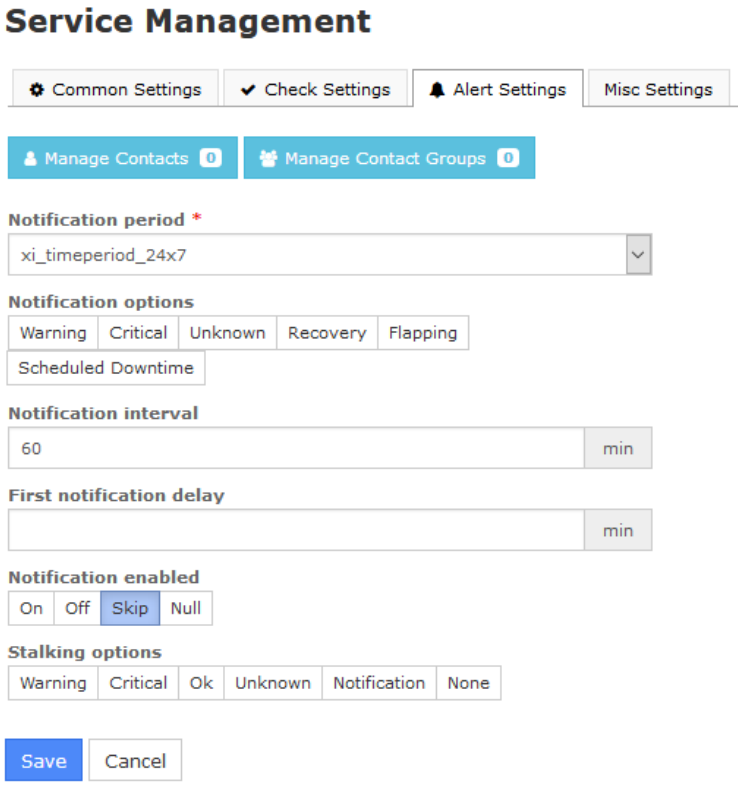
If a problem is detected, you can specify the details of how the problem is handled.

You will notice a lot of options have **Skip** chosen. This means that the setting is not being directly defined on the service object, this prevents any settings defined in templates from being overwritten.

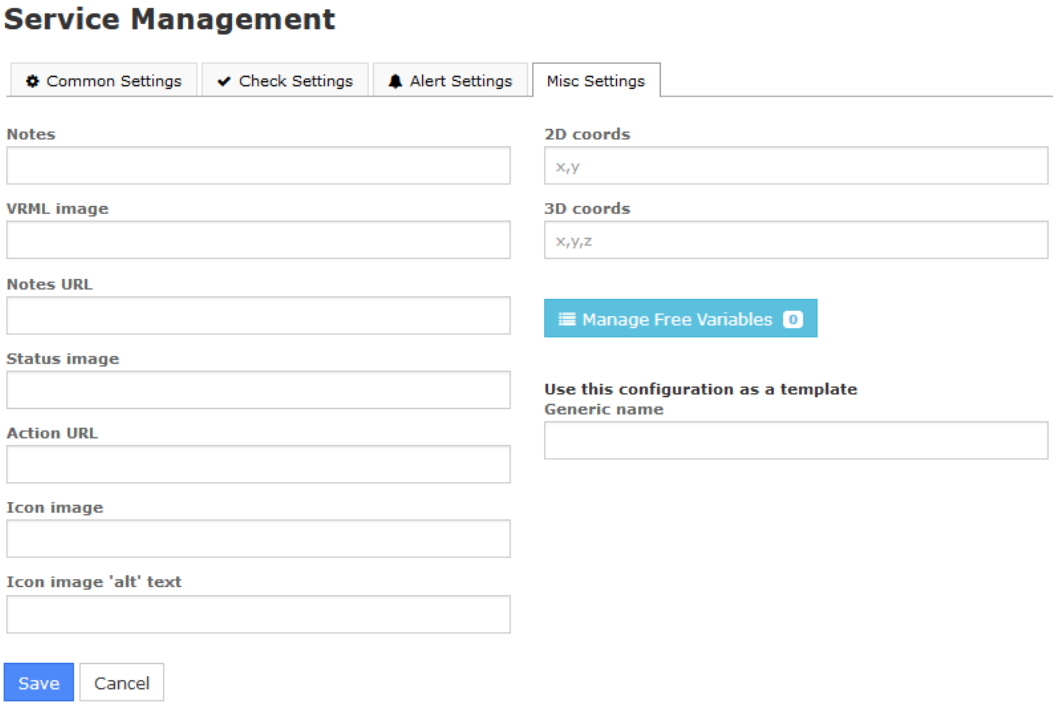
If you look at the previous **Manage Templates** screenshot you'll see the template `xiwizard_genericnetdevice_ping_service` is being used, which has these settings applied (as well as that template using another template).

The **Alert Settings** tab allows you to specify your notification settings.

Use the **Manage Contacts** and **Manage Contact Groups** buttons to associate your existing contacts and contact groups with this service.



The **Misc Settings** tab is for defining additional service information and can be used for adding notes, icon images, and also for setting Free variable definitions.



There are a few important things that you should note about Free variables (custom object variables):

- Custom variable names must begin with an underscore (_) to prevent name collision with standard variables
- Custom variable names are case-insensitive
- Custom variables are inherited from object templates like normal variables
- Scripts can reference custom variable values with macros and environment variables

For additional information about using custom object variables see the following document:

Understanding Nagios XI Notification Variables

Once you've finished entering information for your new service, click the **Save** button to return to the service Management page.

Click the **Apply Configuration** button to restart Nagios XI and put the new settings info effect. Nagios XI will verify the settings and display a success message that the service was set up correctly.

Modifying Services

Services can be modified by clicking the **Modify** icon OR the config name itself from the **Service Management** page.

This will bring up the same set of tabbed menus covered in the Adding services section of this tutorial. Refer to that section for a detailed walk through of the tabs that control service settings.

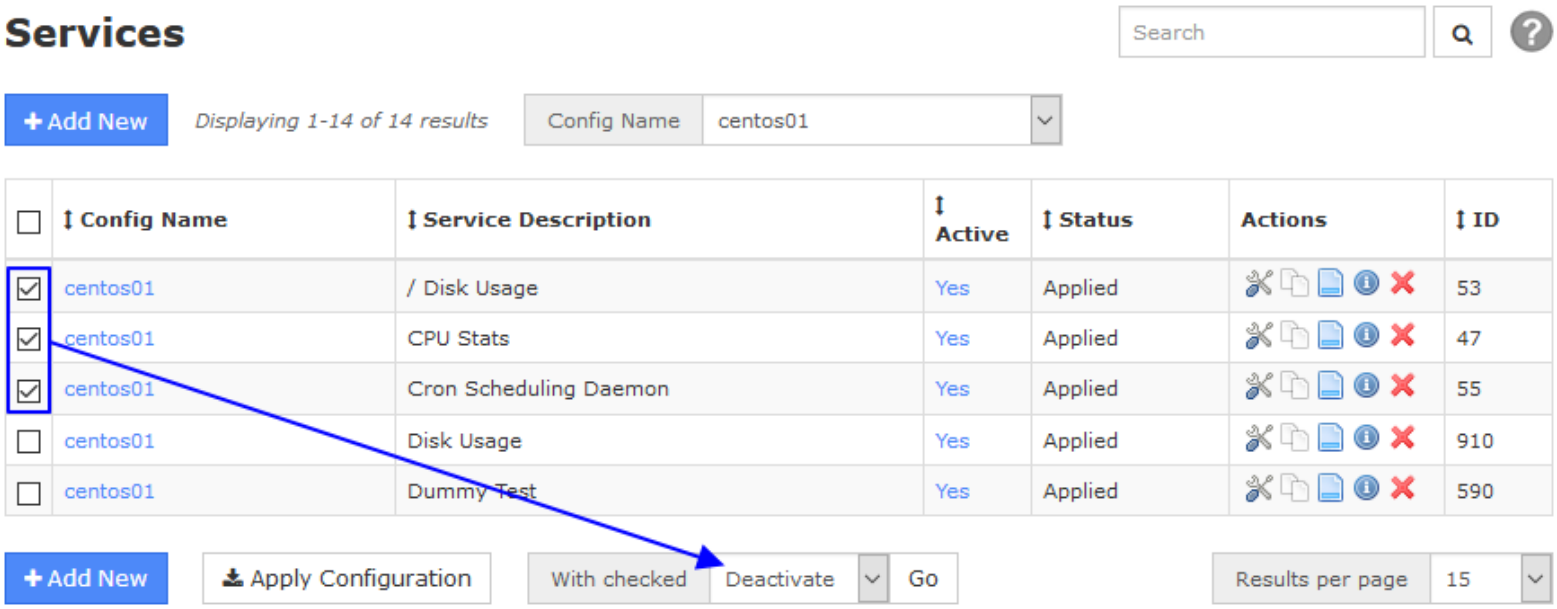
Deleting / Deactivating Services

Services can be deleted by selecting the **Delete** icon from the **Service Management** page.

Services can be activated or deactivated by clicking on the **Yes** or **No** link under the **Active** column.

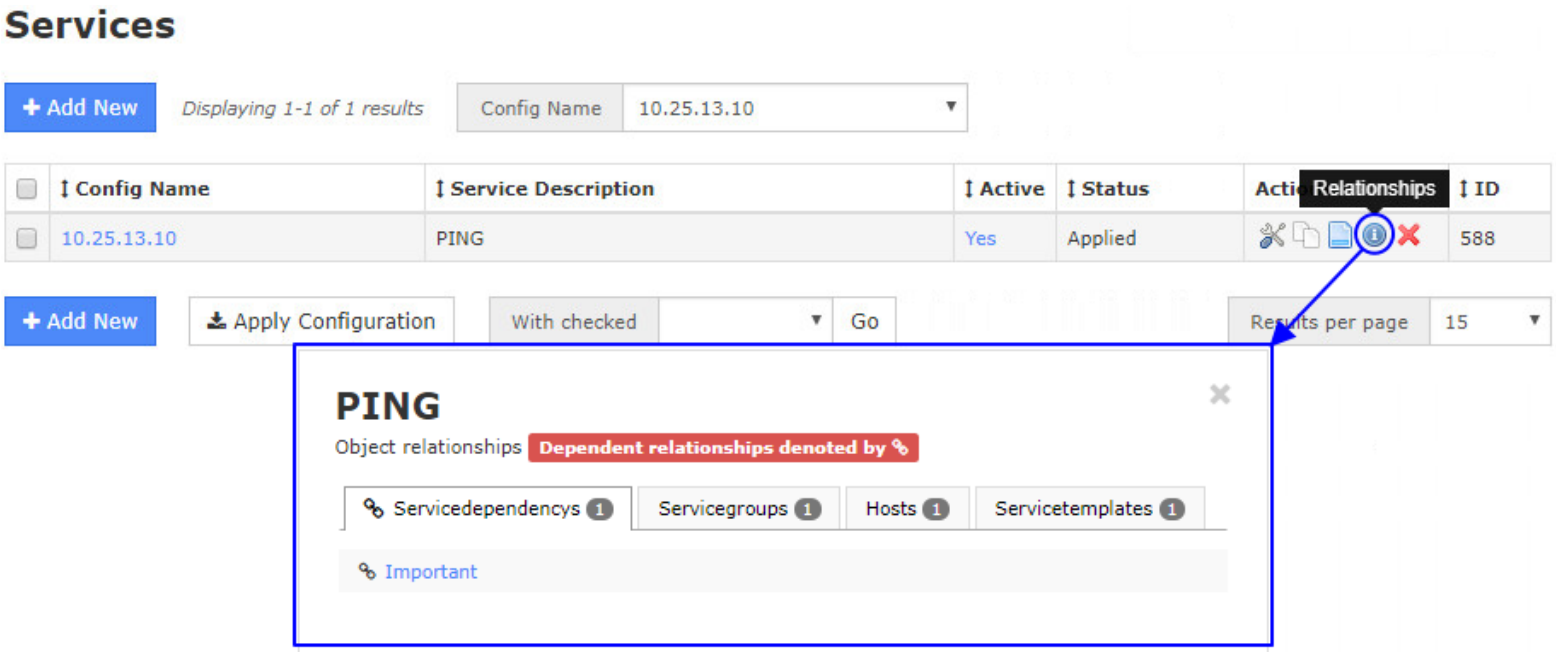
Deactivating a service is the same as deleting it as far as the monitoring engine is concerned, but this does preserve the service's configuration within Nagios XI if you want to recover it later.

Multiple services can be also be deleted / deactivated by selecting the desired services in the **left checkbox column** and then selecting the action from the **With checked** drop down list.



Important Note: Services can only be deleted/deactivated once any service dependencies/escalations/group_membership are also deleted/deactivated/modified.

To see if a service has dependencies click the **Information** icon (**i**) to check for dependencies.



This information will be displayed in a pop-up window. In the screenshot above you can see this service belongs to a dependency that prevents it from being deleted or deactivated.

Copying Services

Copying a service is a quick way to start monitoring a new service, especially if the new service will have similar (if not the same) monitoring settings.

To copy a service, click the **Copy** icon from the **service Management** page for the service you want to copy.

If you wanted to copy multiple services, select the desired services you want to copy in the left checkbox column and then select **Copy** from the **With checke**d drop down list (same as demonstrated in the deleting / deactivating services section).

After a creating a copy, the duplicate service(s) will be appended with a service description of `_copy_x` that will need to be changed. Copies are also inactive by default, and will need to be activated for monitoring use.

Config Name	Service Description	Active	Status	Actions	ID
10.25.13.10	PING	Yes	Applied		588
10.25.13.10	PING_copy_1	No	-		1085

To rename and activate the copied service click the **Modify** icon. Change the entry for **description** to a valid name.

If you are going to use this service with another host then you'll need to change the host using the **Manage Hosts** button.

To activate the copied service, click the **Active** checkbox. Once changes are complete click the **Save** button then click **Apply Configuration** to start monitoring the new service.

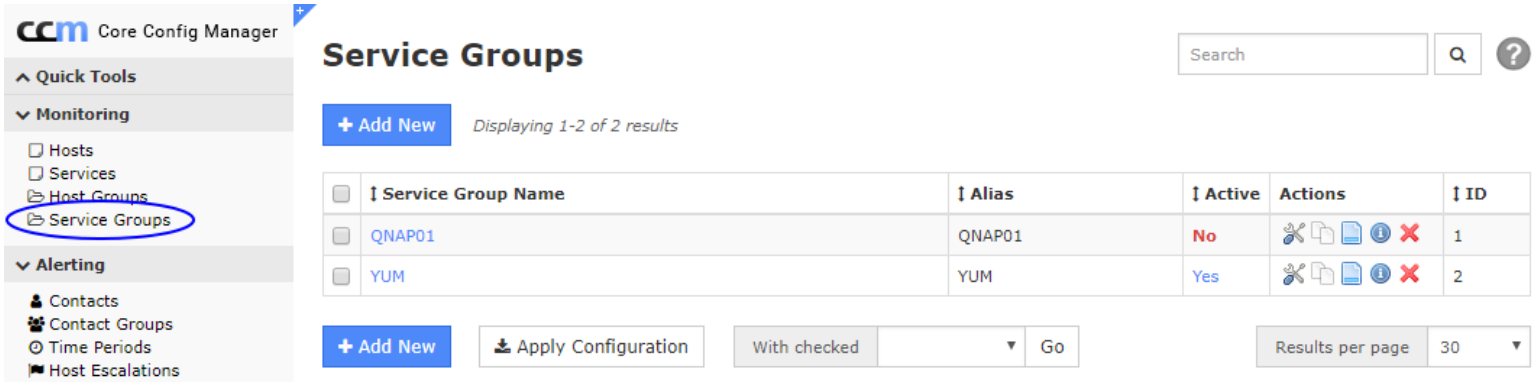
Displaying Service Information

The Information icon displays a service's database information and any related dependencies. This is demonstrated in the deleting / deactivating services section.

Managing Service Groups

Service Groups allow you to group services in a logical manner, making it easier for users to get a quick view of their network infrastructure. 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.

You can define new service groups by selecting the **service Groups** menu item (under Monitoring) from the Core Config menu and clicking the **+ Add New** button.

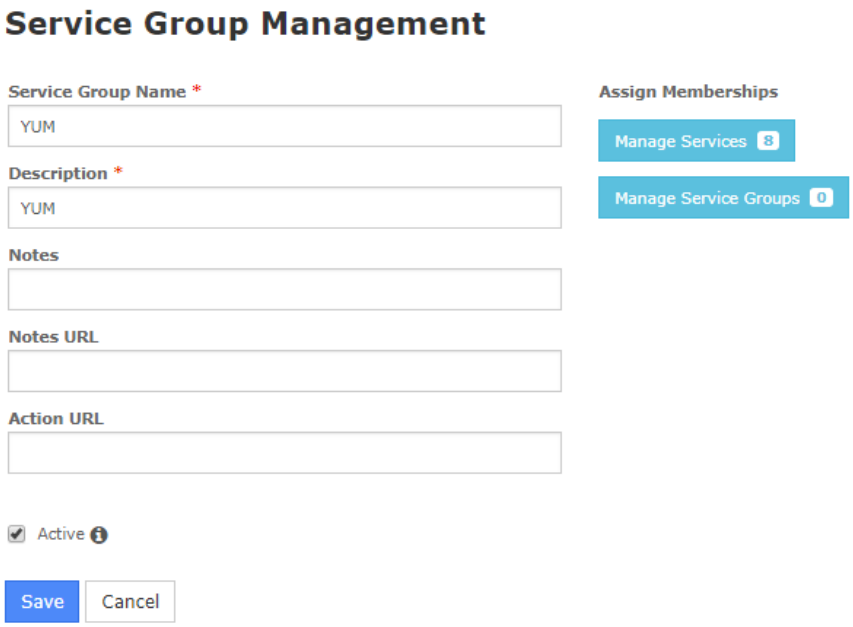


You will need to give the new service group a name and description.

You can add **services** or **service groups** to the newly created service group using the **Manage services** button and **Manage service Groups** buttons.

When you are finished click the **Save** button.

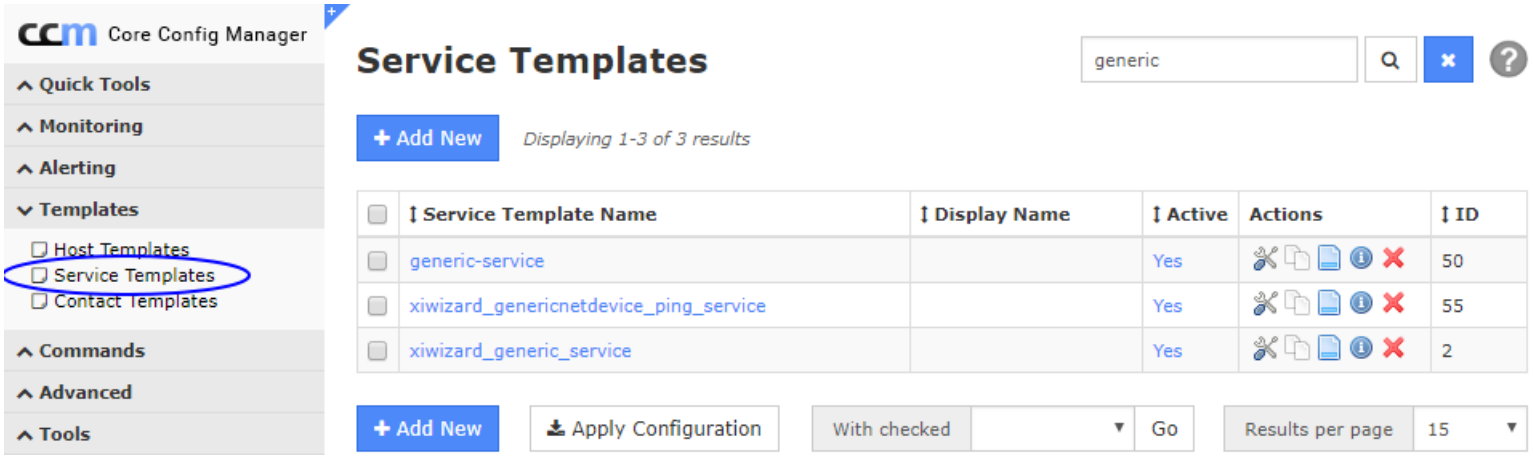
Remember to **Apply Configuration** when you are done making configuration changes.



Using Service Templates

Service templates can be created by selecting the **Service Templates** link from the Core Config menu **Templates**. This will bring up the **Service Template Management** page.

Many administrators prefer to create their own service templates to specify default values for check commands, notification settings, and contact settings. Templates can also inherit values from other templates, which can be useful for creating universal settings for services and services.



From the **service Template Management** page, you can add, modify, copy, or delete existing templates. Nagios XI comes with an existing selection of service templates that can be used or modified for your monitoring needs. The **Service Template Management** page uses the same layout and menu system as the **Service Management** page. See the above section on Adding services for details on navigating the user interface.

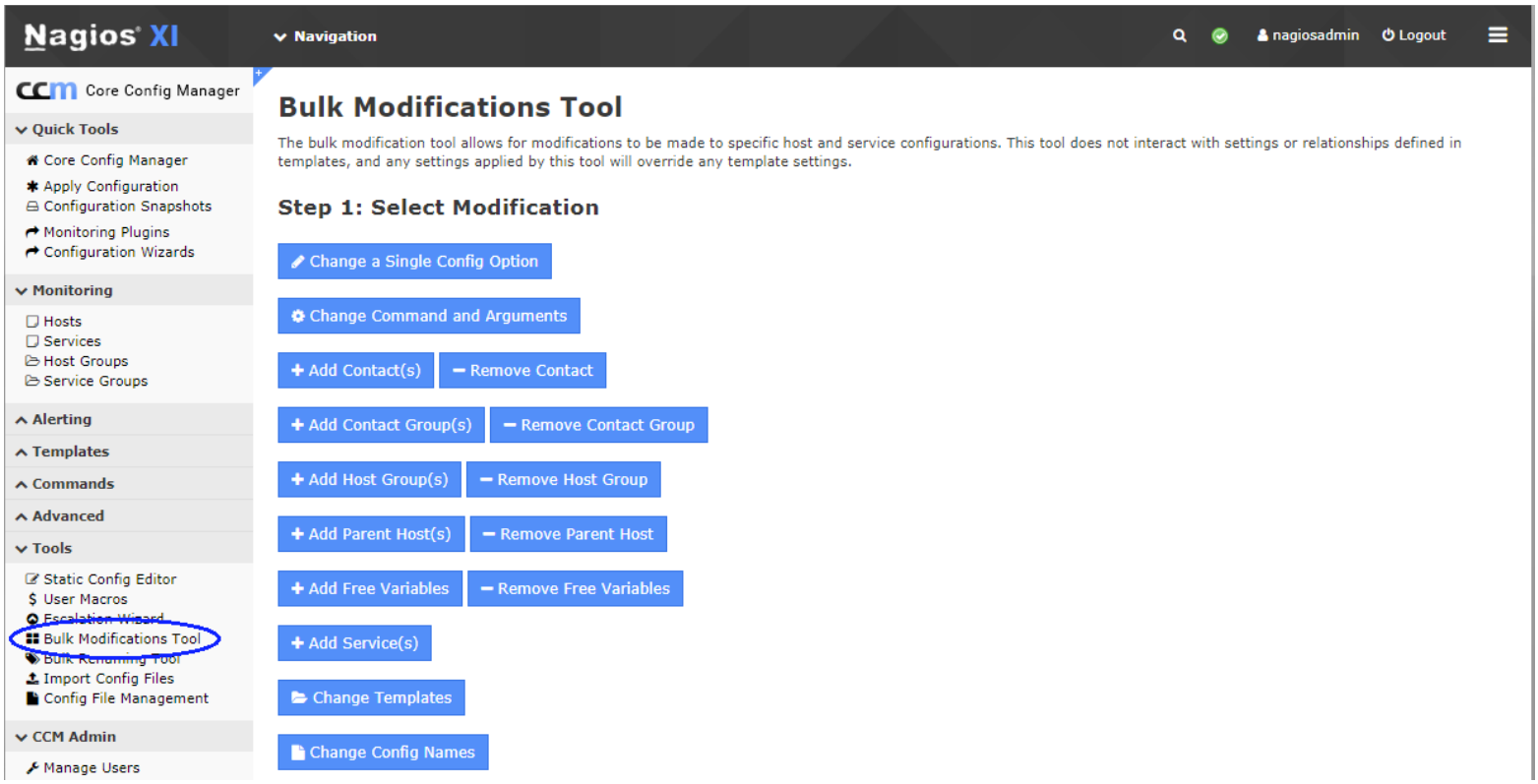
Important Note: Templates can inherit values from other parent templates. If a template has a parent template assigned via the **Manage Templates** button, it will inherit that template's settings. Be careful when modifying the ***"generic"*** templates, as these are the main parent templates and this may affect many of the other templates that inherit values from it.

Bulk Modifications Tool

When you need to update a configuration setting for multiple services you can use the **Bulk Modifications Tool**, which is located under the Tools menu. This allows you to make a change like adding a contact to a selection of services, instead of manually editing each service.

The Bulk Modifications Tool is available when you have the Nagios XI Enterprise License. If you are not licensed for the Enterprise Edition you can enable a 60 day trial which allows you to use all the features of the Bulk Modifications Tool.

The following screenshot shows the location and options of the Bulk Modifications Tool.



Finishing Up

This completes the documentation on using CCM for service management in Nagios XI.

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