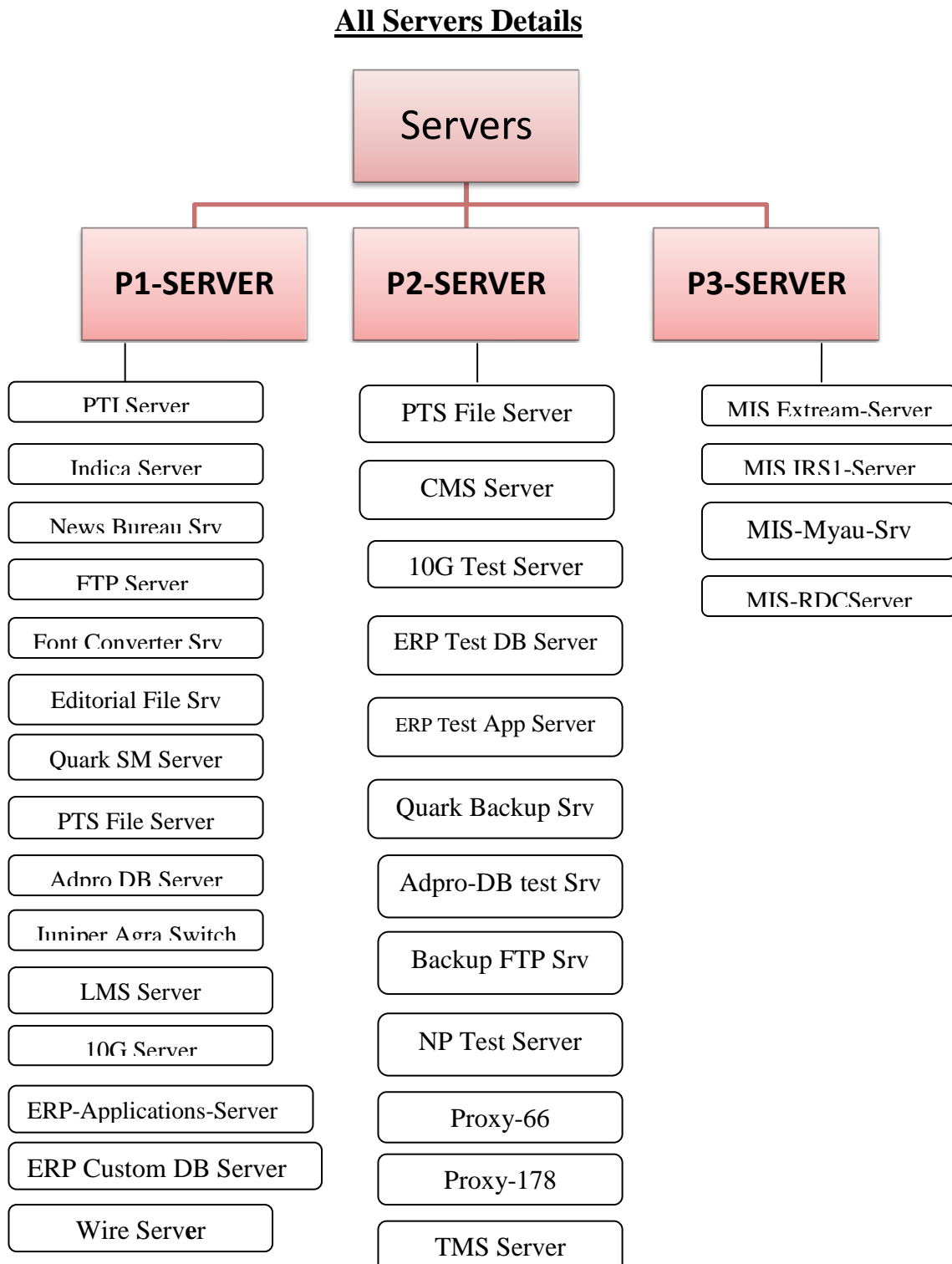


NAGIOS SMS Escalation Matrix & Other Process:

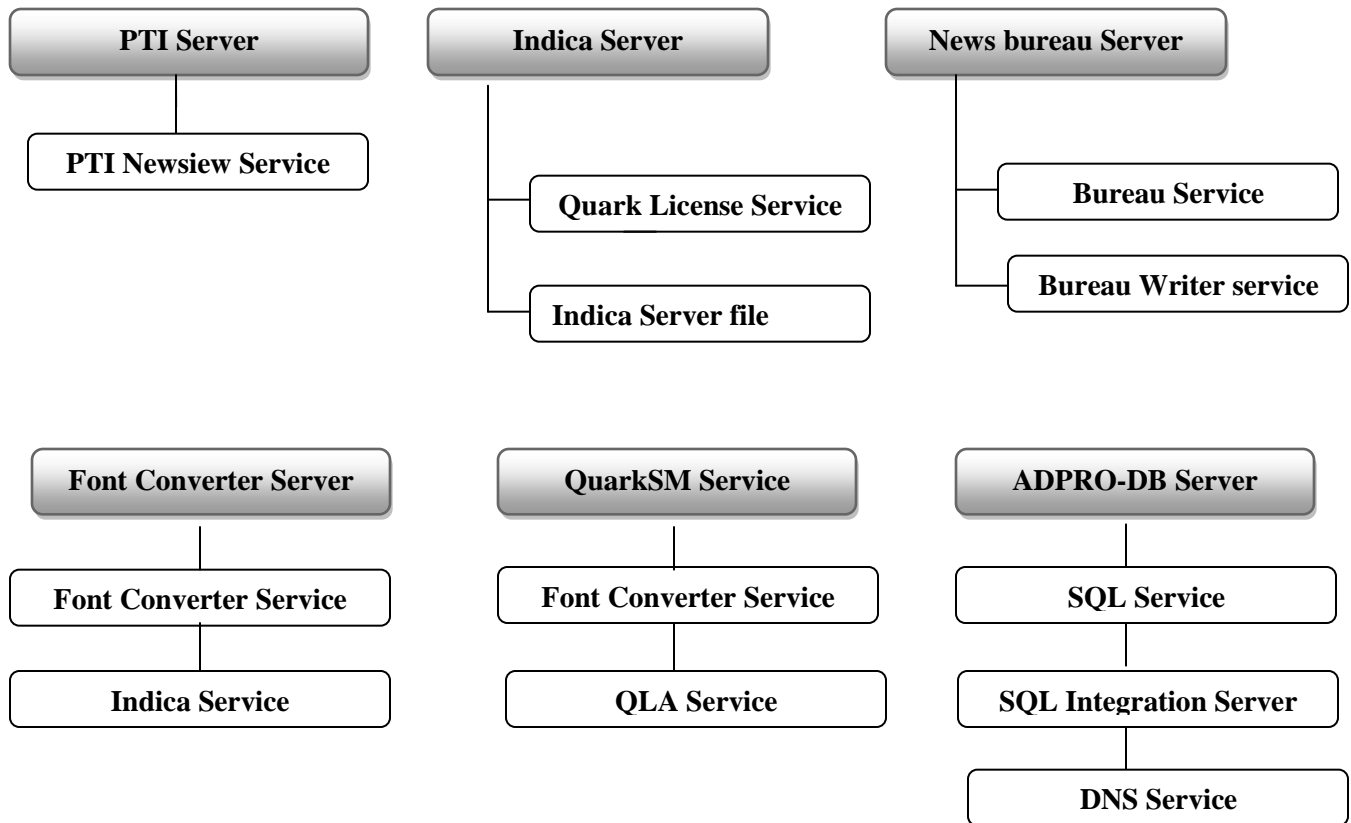
OBJECTIVE

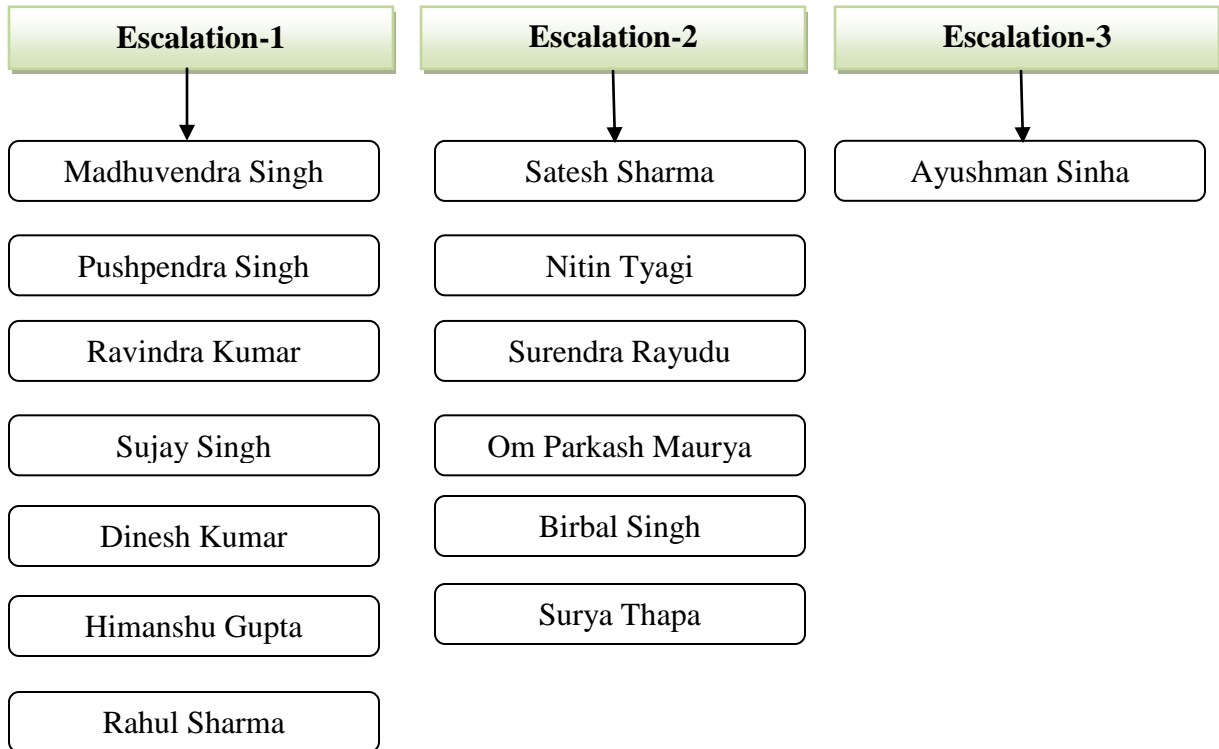
Need to Monitor Critical Servers, Switches & their Services and notified by SMS.

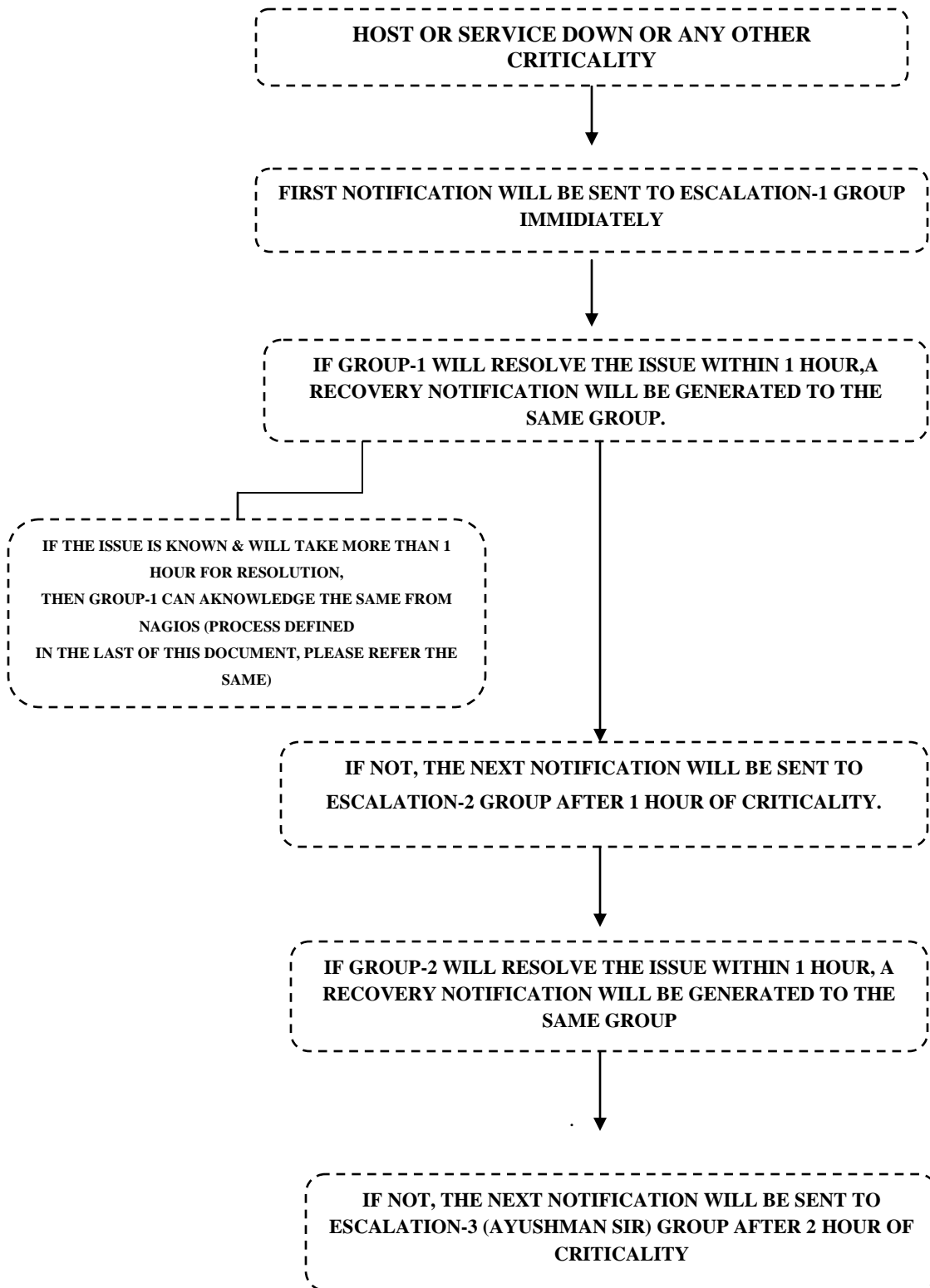
TECHNICAL REQUIREMENTS

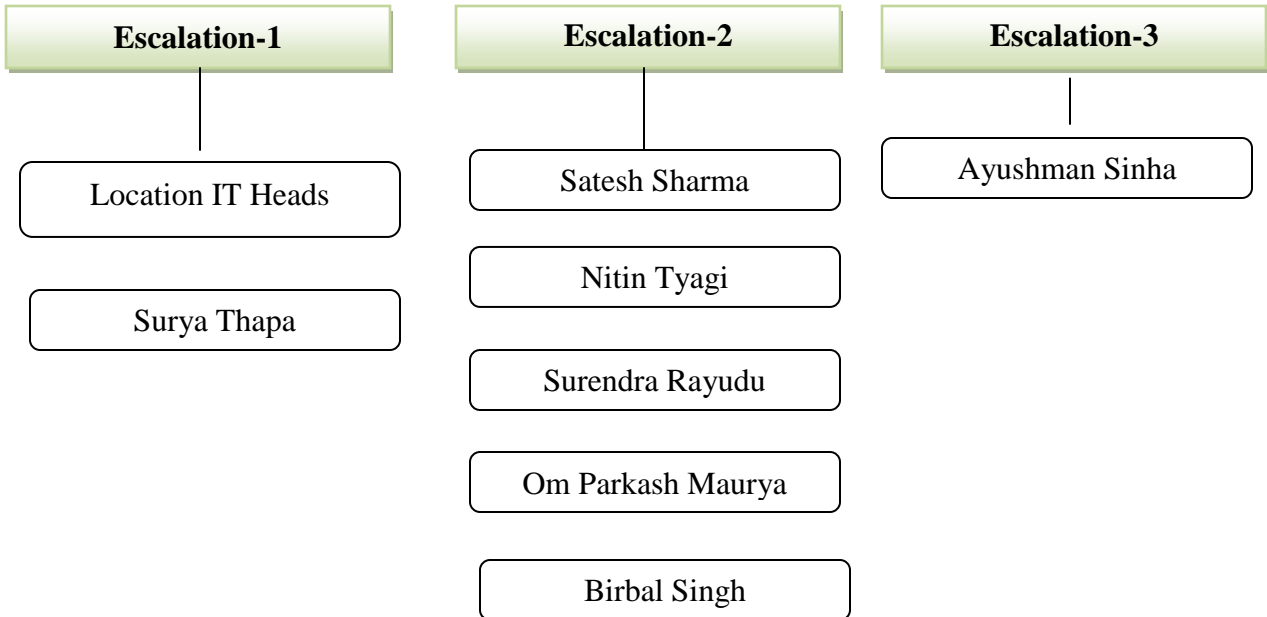


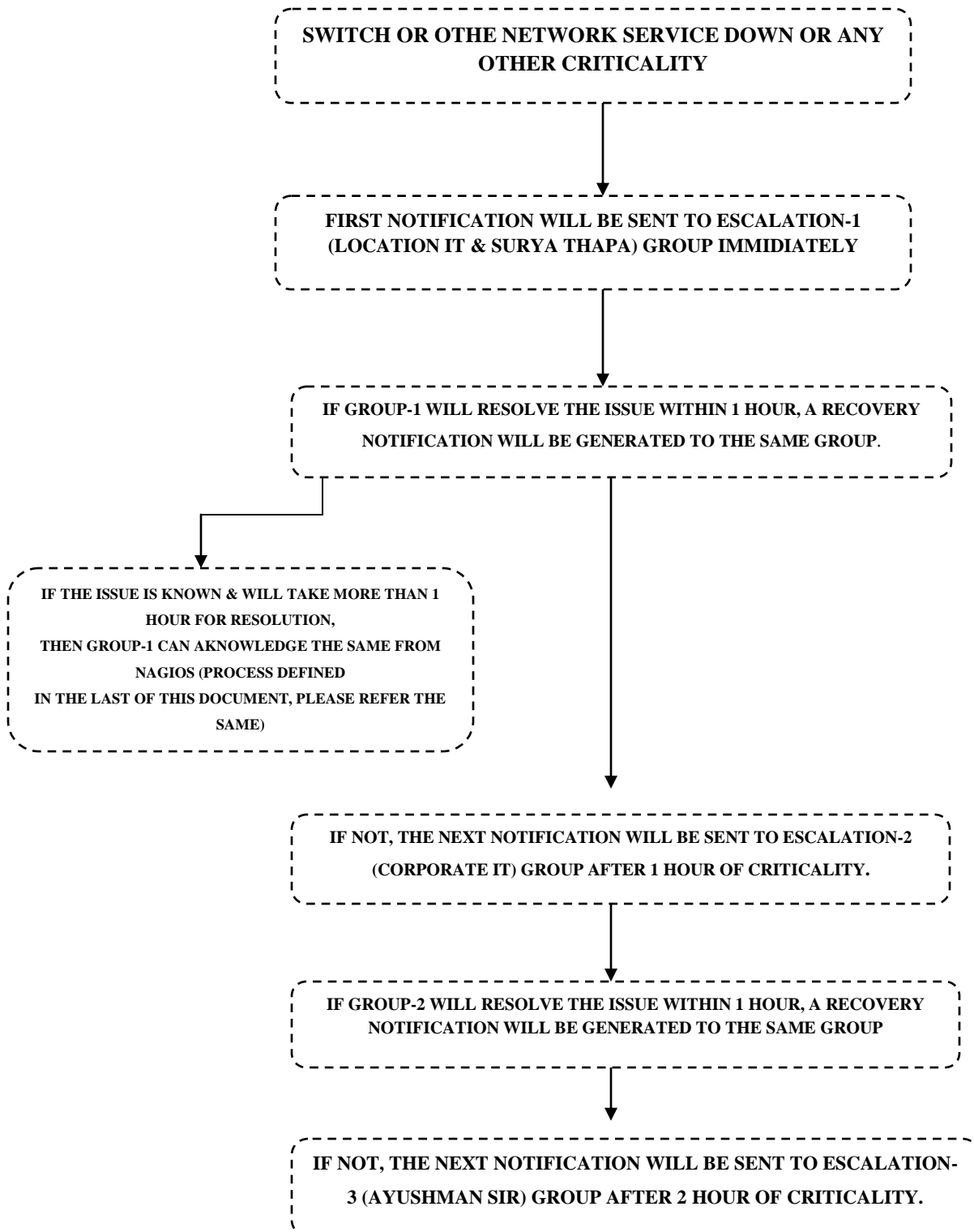
All Critical Services



Escalation Matrix for All Windows & Linux Servers:**ESCALATION GROUPS FOR SMS NOTIFICATIONS**

NOTIFICATION ESCALATION MATRIX

ESCALATION MATRIX FOR SWITCHES & NETWORK DEVICES:**ESCALATION GROUPS FOR SMS NOTIFICATIONS**

NOTIFICATION ESCALATION MATRIX

HOW TO AKNOWLDGE THE DOWN STATUS OF HOST OR SERVICE

- CLICK ON THE HOST NAME

The screenshot shows the Nagios Core web interface. The left sidebar contains navigation links for General, Home, Documentation, Current Status, Tactical Overview, Map, Hosts, Services, Host Groups, Service Groups, Problems, Reports, Availability, Trends, Alerts, History, Summary, Histogram, Notifications, and Event Log. The main content area displays a list of hosts and their services. The 'Test_server' host is highlighted with a red circle, indicating its status as DOWN. The status bar at the bottom shows the time as 7:02 PM.

Host	Status	Services	Actions
Test_server	DOWN	1 CRITICAL	

- AFTER THAT ON NEXT WINDOW AGAIN CLICK ON HOST NAME

Nagios Core

Current Network Status
Last Updated: Mon May 11 19:03:41 IST 2015
Updated every 10 seconds
Nagios® Core™ 3.5.1 - www.nagios.org
Logged in as nagiosadmin

Host Status Totals
Up Down Unreachable Pending
0 1 0 0
All Problems All Types
1 1

Service Status Totals
Ok Warning Unknown Critical Pending
0 0 0 1 0
All Problems All Types
1 1

Service Status Details For Host 'Test_server'

Limit Results: 100

Host	Service	Status	Last Check	Duration	Attempt	Status Information
Test_server	Uptime	CRITICAL	05-11-2015 19:02:31	0d 0h 1m 10s	1/5	CRITICAL - Socket timeout after 10 seconds

Results 1 - 1 of 1 Matching Services

- AFTER THAT ON NEXT PAGE CLICK ON “AKNOWLEDGE THE HOST STATUS” OPTION

Nagios Core

Host Information
Last Updated: Mon May 11 19:04:22 IST 2015
Updated every 10 seconds
Nagios® Core™ 3.5.1 - www.nagios.org
Logged in as nagiosadmin

Host
Test-server
(Test_server)

Member of
TEST-SERVER

10.59.53.10

Host State Information

Host Status: **DOWN** (for 0d 0h 1m 8s)
(Host Check Timed Out)

Status Information:
Performance Data: 1/2 (SOFT state)
Current Attempt: 1/2 (SOFT state)
Last Check Time: 05-11-2015 19:02:35
Check Type: ACTIVE
Check Latency / Duration: 0.038 / 30.008 seconds
Next Scheduled Active Check: 05-11-2015 19:04:14
Last State Change: 05-11-2015 19:03:14
Last Notification: N/A (notification 0)
Is This Host Flapping? **NO** (6.25% state change)
In Scheduled Downtime? **NO**
Last Update: 05-11-2015 19:04:14 (0d 0h 0m 8s ago)

Active Checks: **ENABLED**
Passive Checks: **ENABLED**
Obsessing: **ENABLED**
Notifications: **ENABLED**
Event Handler: **ENABLED**
Flap Detection: **ENABLED**

Host Commands

- Locate host on map
- Disable active checks of this host
- Re-schedule the next check of this host
- Submit passive check result for this host
- Stop accepting passive checks for this host
- Stop obsessing over this host
- Acknowledge this host problem**
- Disable notifications for this host
- Send custom host notification
- Delay next host notification
- Schedule downtime for this host
- Schedule downtime for all services on this host
- Disable notifications for all services on this host
- Enable notifications for all services on this host
- Schedule a check of all services on this host
- Disable checks of all services on this host
- Enable checks of all services on this host
- Disable event handler for this host
- Disable flap detection for this host

Host Comments

- ENTER COMMENTS & THEN CLICK ON CONFIRM

Nagios® External Command Interface
 Last Updated: Mon May 11 19:04:45 IST 2015
 Nagios® Core™ 3.5.1 - www.nagios.org
 Logged in as: nagiosadmin

You are requesting to acknowledge a host problem

Command Options

Host Name:

Sticky Acknowledgement: ☒

Send Notification: ☒

Persistent Comment: ☐

Author (Your Name):

Comment:

Command Description

This command is used to acknowledge a host problem. When a host problem is acknowledged, future notifications about problems are temporarily disabled until the host changes from its current state. If you want acknowledgement to disable notifications until the host recovers, check the 'Sticky Acknowledgement' checkbox. Contacts for this host will receive a notification about the acknowledgement, so they are aware that someone is working on the problem. Additionally, a comment will also be added to the host. Make sure to enter your name and fill in a brief description of what you are doing in the comment field. If you would like the host comment to remain once the acknowledgement is removed, check the 'Persistent Comment' checkbox. If you do not want an acknowledgement notification sent out to the appropriate contacts, uncheck the 'Send Notification' checkbox.

Please enter all required information before committing the command.
 Required fields are marked in red.
 Failure to supply all required values will result in an error.

- ON THE LAST WINDOW, CLICK ON DONE.

Nagios® External Command Interface
 Last Updated: Mon May 11 19:05:18 IST 2015
 Nagios® Core™ 3.5.1 - www.nagios.org
 Logged in as: nagiosadmin

Your command request was successfully submitted to Nagios for processing.

Note: It may take a while before the command is actually processed.

[Done](#)

NOTE: WE ARE CONFIGURING THE SAME ESCALATION MATRIX FOR MAILS NOTIFCATIONS AS WELL.