**ZABBIX**　**Zabbix Documentation 3.0**

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## 5 Receiving problem notification

### Overview

In this section you will learn how to set up alerting in the form of notifications in Zabbix.

With items collecting data and triggers designed to "fire" upon problem situations, it would also be useful to have some alerting mechanism in place that would notify us about important events even when we are not directly looking at Zabbix frontend.

This is what notifications do. E-mail being the most popular delivery method for problem notifications, we will learn how to set up an e-mail notification.
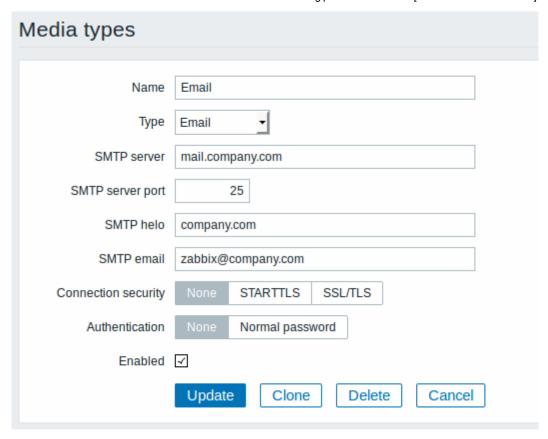
### E-mail settings

Initially there are several predefined notification delivery methods in Zabbix. E-mail is one of those.

To configure e-mail settings, go to *Administration → Media types* and click on *Email* in the list of pre-defined media types.

| Media types | | | | Create media type |
|---|---|---|---|---|
| ☐ NAME ▲ | TYPE | STATUS | USED IN ACTIONS | DETAILS |
| ☐ Email | Email | Enabled | | SMTP server: "mail.company.com", SMTP helo: "company.com", SMTP email: "zabbix@company.com" |
| ☐ Jabber | Jabber | Enabled | | Jabber identifier: "jabber@company.com" |
| ☐ SMS | SMS | Enabled | | GSM modem: "/dev/ttyS0" |

This will present us with the e-mail settings definition form.

## Media types

| | |
|---|---|
| Name | Email |
| Type | Email |
| SMTP server | mail.company.com |
| SMTP server port | 25 |
| SMTP helo | company.com |
| SMTP email | zabbix@company.com |
| Connection security | None    STARTTLS    SSL/TLS |
| Authentication | None    Normal password |
| Enabled | ✓ |

**Update**   Clone   Delete   Cancel

Set the values of SMTP server, SMTP helo and SMTP e-mail to the appropriate for your environment.
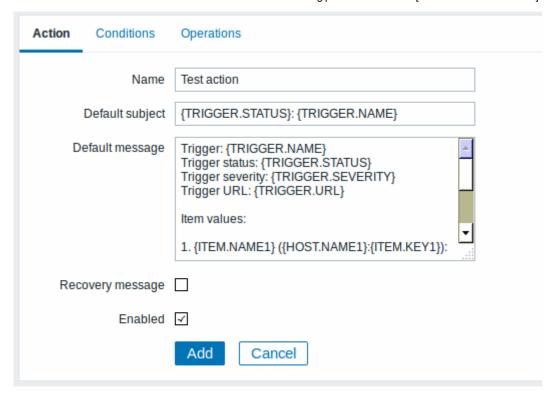
'SMTP email' will be used as the 'From' address for the notifications sent from Zabbix.

Press *Update* when ready.

Now you have configured 'Email' as a working media type. A media type must be linked to users by defining specific delivery addresses (like we did when configuring a new user), otherwise it will not be used.

**New action**

Delivering notifications is one of the things actions do in Zabbix. Therefore, to set up a notification, go to *Configuration → Actions* and click on *Create action*.
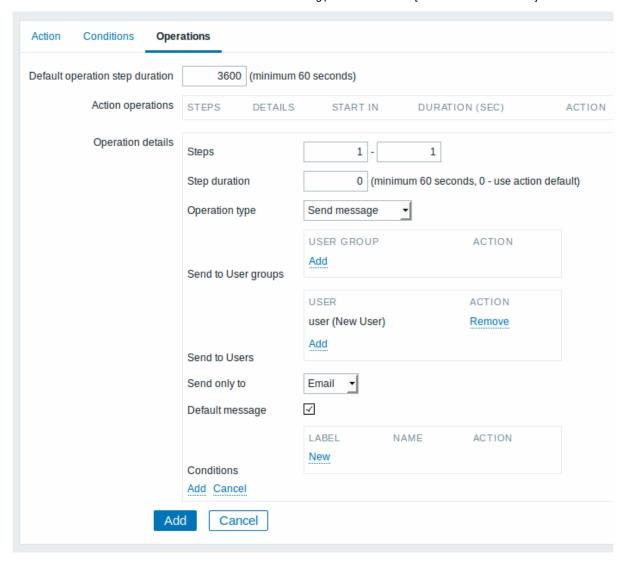
In this form, enter a name for the action.

{TRIGGER.STATUS} and {TRIGGER.NAME} macros (or variables), visible in the *Default subject* and *Default message* fields, will be replaced with the actual trigger status and trigger name values.

In the most simple case, if we do not add any more specific conditions, the action will be taken upon any trigger change from 'Ok' to 'Problem'.

We still should define what the action should do - and that is done in the *Operations* tab. Click on *New* in there, which opens a new operation form.

| Action | Conditions | **Operations** |

Default operation step duration    [ 3600 ] (minimum 60 seconds)

Action operations    STEPS       DETAILS       START IN       DURATION (SEC)       ACTION

Operation details

Steps                      [ 1 ] - [ 1 ]

Step duration              [ 0 ] (minimum 60 seconds, 0 - use action default)

Operation type             [ Send message ▼ ]

                           USER GROUP                ACTION
                           Add
Send to User groups

                           USER                      ACTION
                           user (New User)            Remove
                           Add
Send to Users

Send only to               [ Email ▼ ]

Default message            ☑

                           LABEL         NAME        ACTION
                           New
Conditions
Add  Cancel

[ **Add** ]    [ Cancel ]

Here, click on *Add* in the *Send to Users* block and select the user ('user') we have defined. Select 'Email' as the value of *Send only to*. When done with this, click on *Add* in the operation detail block.

That is all for a simple action configuration, so click *Add* in the action form.

**Receiving notification**

Now, with delivering notifications configured it would be fun to actually receive one. To help with that, we might on purpose increase the load on our host - so that our trigger "fires" and we receive a problem notification.

Open the console on your host and run:

```
cat /dev/urandom | md5sum
```

You may run one or several of these processes [http://en.wikipedia.org/wiki/Md5sum].

Now go to *Monitoring → Latest data* and see how the values of 'CPU Load' have increased. Remember, for our trigger to *fire*, the 'CPU Load' value has to go over '2' for 3 minutes running. Once it does:

- in *Monitoring → Triggers* you should see the trigger with a flashing 'Problem' status
- you should receive a problem notification in your e-mail

If notifications do not work:

- verify once again that both the e-mail settings and the action have been configured properly

- make sure the user you created has at least read permissions on the host which generated the event, as noted in the *Adding user* step. The user, being part of the 'Zabbix administrators' user group must have at least read access to 'Linux servers' host group that our host belongs to.
- Additionally, you can check out the action log by going to *Reports → Action log*.