

Create a contact

How

To create a new Contact, use the button "Add new [Contact]" located in the Action Menu.

Contact creation form will be displayed.

The image shows two parts of the user interface. On the left is a dialog box titled '+ Add New [Contact]'. It contains the text 'Detected by Automatic Modules', a button with a circular arrow icon and the text 'No new element', and a button with a checkmark icon and the text 'Accept selected differences'. An arrow points from this dialog to the right, where a larger configuration form is shown. The form has a left sidebar with three tabs: 'Generic*', 'Direct configuration', and 'Data'. The 'Generic*' tab is active. The main area of the form is a table with columns 'Property', 'Value', and 'From Templates'. The 'Property' column lists various fields: 'Name *', 'Display name', 'Password', 'Email', 'Phone', 'Contact Templates to inherit', 'Contact groups', 'Can submit command', 'Expert mode', 'Is a monitoring administrator', and 'Notification ways'. The 'Value' column shows input fields or dropdown menus for these properties. The 'From Templates' column contains buttons like 'Inherit from template' for some properties.

This form is composed of tabs, corresponding to categories of properties :

- Generic
- Direct Configuration
- Data

The left menu give to Administrators the ability to :

- Validate the new contact
- Cancel the action
- Delete the contact

Generic

Generic properties contains the minimum properties required to create a Contact :

- **Name**
 - the name of the Contact
 - this field is **required**
- **Display name**
 - the name that will be displayed in the visualization interface and in notifications
- **Password**
 - the Password that the user will use to connect to the visualization interface
 - the password is hidden when editing the contact
- **Email**
 - email address of the contact, used to notify him
- **Phone**
 - phone number of the contact, used to notify by pager for example
- **Contact Templates to inherit**
 - list of templates the contact should inherit from
 - templates name are suggested when starting to fill the field
- **Contact groups**
 - List of contact groups the contact should be in
 - more than one contact groups can be selected
- **Can submit command**
 - option used to determine if user will be able to schedule a new check through the visualization interface

Contact >		
Generic*	Property	Value
	Name*	<input type="text"/>
Direct configuration	Display name	<input type="text"/>
Data	Password	<input type="password"/>
	Email	<input type="text"/>
	Phone	<input type="text"/>
	Contact Templates to inherit	<input type="text"/>
	Contact groups	Add ▾
	Can submit command	True [default] False Inherit from template
	Expert mode	True False [default] Inherit from template
	Is a monitoring administrator	True False [default] Inherit from template
	Notification ways	Add ▾

- **Expert mode**
 - option used to determine if the user will be able to see the expert mode in the visualization interface
- **Is a monitoring Administrator**
 - option used to give the user Administrators rights, ie UI Configuration Access
- **Notification ways**
 - list of notification ways used to notify the contact (by email, by pager etc.)

Direct Configuration

This category is used to define properties linked to the notifications, like Periods, Type of notification and Options.

- **Host notification period**
 - define the period within contact will be notified about host alerts
 - the value must be selected from the available time period list
- **Check notification period**
 - define the period within contact will be notified about service alerts
 - the value must be selected from the available time period list
- **Enable host notifications**
 - determines if notifications should be sent about host alerts
 - default value is taken from Contact template
- **Enable check notifications**
 - determines if notifications should be sent about service alerts
 - default value is taken from Contact template
- **Host notification commands**
 - this option let the ability to select the command that will be used to notify the contact about host alerts
 - multiple notification command can be selected
 - default value is taken from contact template
- **Checks notification commands**
 - this option gives the ability to select the command that will be used to notify the contact about service alerts
 - default value is taken from contact template
- **Host notification options**
 - this option is used to define host states for which notifications should be sent
 - value is a comma separated list of flags
 - valid options are :
 - **d** : down
 - **u** : unreachable
 - **r** : recovery
 - **f** : flapping
 - **s** : scheduled downtime
 - **n** : none
 - default value is taken from contact template
 - if no flag is present, contact will be notified according to host properties

Contact >		Property	Value	From Templates
Generic		Host notification Period	24x7 [default]	
Direct configuration		Service notification Period	24x7 [default]	
Data		Enable host notifications	True [default] False	Inherit from template
		Enable service notifications	True [default] False	Inherit from template
		Host notification commands	Add	
		Service notification commands	Add	
		Host notification options		
		Service notification options		
		Minimum priority (filter)	0 (no filter) [default]	

- **Check notification options**
 - this option is used to define check states for which notifications should be sent
 - value is a comma separated list of flags
 - valid options are :
 - **w** : warning
 - **u** : unknown
 - **c** : critical
 - **r** : recovery
 - **f** : flapping
 - **n** : none
 - default value is taken from contact template
 - if no flag is present, contact will be notified according to service properties
- **Minimum priority**
 - this value is used to notify the contact only if priority is equal or higher the filter value

Note : Minimum priority is very useful when a contact wants to be notified only for critical systems like Gateway,Electrical room etc.