

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]" with a plus icon. It contains the text "Detected by Automatic Modules", a button "No new element", and a checked button "Accept selected differences". A blue arrow points from this dialog to the right, where a larger "Contact" configuration form is shown. The form has a left sidebar with tabs: "Generic" (selected), "Direct configuration", and "Data". The main area is a table with columns "Property", "Value", and "From Templates".

Property	Value	From Templates
Name *	<input type="text"/>	
Display name	<input type="text"/>	
Password	<input type="text"/>	
Email	<input type="text"/>	
Phone	<input type="text"/>	
Contact Templates to inherit	<input type="text"/>	
Contact groups	Add <input type="button" value="-"/>	
Can submit command	True <input type="checkbox"/> [default] False <input type="checkbox"/> Inherit from template <input type="checkbox"/>	
Expert mode	True <input type="checkbox"/> False <input type="checkbox"/> [default] Inherit from template <input type="checkbox"/>	
Is a monitoring administrator	True <input type="checkbox"/> False <input type="checkbox"/> [default] Inherit from template <input type="checkbox"/>	
Notification ways	Add <input type="button" value="-"/>	

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 >		Value	From Templates
Generic*	Property		
	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 <input type="button" value="v"/>	
	Can submit command	True [default] False <input type="button" value="Inherit from template"/>	
	Expert mode	True False [default] <input type="button" value="Inherit from template"/>	
	Is a monitoring administrator	True False [default] <input type="button" value="Inherit from template"/>	
	Notification ways	Add <input type="button" value="v"/>	

- **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 >		Value	From Templates
Generic*	Property		
	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.