

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 contact creation process. On the left is a small dialog box titled '+ Add New [Contact]' with three buttons: 'Detected by Automatic Modules', 'No new element', and 'Accept selected differences'. A blue arrow points from this dialog to a larger 'Contact' configuration form on the right. The 'Contact' form has a left sidebar with tabs: 'Generic*', 'Direct configuration', and 'Data'. The 'Generic' tab is active, showing a table with columns 'Property', 'Value', and 'From Templates'. The table contains the following rows:

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

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 :

Generic*

Direct configuration

Data

Property

Name *

Display name

Password

Email

Phone

Contact Templates to inherit

Contact groups

Can submit command

Expert mode

Is a monitoring administrator

Notification ways

Value

Add

True [default]

False

Inherit from template

True

False [default]

Inherit from template

True

False [default]

Inherit from template

Add

From Templates

<

- **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.