

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 :

- **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	From Templates	
Direct configuration	Name *			
	Display name			
	Data	Password		
		Email		
		Phone		
	Contact Templates to inherit			
	Contact groups	Add v		
	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 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 >		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.