

1 Sending message

Overview

Sending a message is one of the best ways of notifying people about a problem. That is why it is one of the primary actions offered by Zabbix.

Configuration

To be able to send and receive notifications from Zabbix you have to:

- [define the media](#) to send a message to
- [configure an action operation](#) that sends a message to one of the defined media

Zabbix sends notifications only to those users that have at least 'read' permissions to the host that generated the event. At least one host of a trigger expression must be accessible.

You can configure custom scenarios for sending messages using [escalations](#).

To successfully receive and read e-mails from Zabbix, e-mail servers/clients must support standard 'SMTP/MIME e-mail' format since Zabbix sends UTF-8 data (If the subject contains ASCII characters only, it is not UTF-8 encoded.). The subject and the body of the message are base64-encoded to follow 'SMTP/MIME e-mail' format standard.

Tracking messages

You can view the status of messages sent in *Monitoring* → *Events*.

In the *Actions* column you can see summarized information about actions taken. In there green numbers represent messages sent, red ones - failed messages. *In progress* indicates that an action is initiated. *Failed* informs that no action has executed successfully.

If you click on the event time to view event details, you will also see the *Message actions* block containing details of messages sent (or not sent) due to the event.

In *Administration* → *Audit*, if you select *Actions* from the dropdown, you will see details of all actions taken for those events that have an action configured.

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