

## 2 Actions

### Overview

If you want some operations taking place as a result of events (for example, notifications sent), you need to configure actions.

Actions can be defined in response to events of all supported types:

- Trigger events - when trigger status changes from *OK* to *PROBLEM* and back
- Discovery events - when network discovery takes place
- Auto registration events - when new active agents auto-register
- Internal events - when items become unsupported or triggers go into an unknown state

### Configuring an action

To configure an action, do the following:

- Go to *Configuration* → *Actions*
- From the *Event source* dropdown select the required source
- Click on *Create action*
- Set general action attributes
- Choose the [operation](#) to carry out, in Operations tab
- Choose the [conditions](#) upon which the operation is carried out, in Conditions tab

General action attributes:

## Actions

Action
Conditions
Operations

Name

Default subject

Default message 

Trigger: {TRIGGER.NAME}  
 Trigger status: {TRIGGER.STATUS}  
 Trigger severity: {TRIGGER.SEVERITY}  
 Item value: {ITEM.NAME1} ({HOST.NAME1}:  
 {ITEM.KEY1}): {ITEM.VALUE1}  
  
 Original event ID: {EVENT.ID}

Recovery message

Recovery subject

Recovery message 

Trigger: {TRIGGER.NAME}  
 Trigger status: {TRIGGER.STATUS}  
 Trigger severity: {TRIGGER.SEVERITY}  
 Item value: {ITEM.NAME1} ({HOST.NAME1}:  
 {ITEM.KEY1}): {ITEM.VALUE1}  
  
 Original event ID: {EVENT.ID}

Enabled

Parameter	Description
<i>Name</i>	Unique action name.
<i>Default subject</i>	Default message subject. The subject may contain <a href="#">macros</a> . It is limited to 255 characters.
<i>Default message</i>	Default message. The message may contain <a href="#">macros</a> . It is limited to certain amount of characters depending on the type of database (see <a href="#">Sending message</a> for more information).

Parameter	Description
<i>Recovery message</i>	<p>Mark the checkbox to turn on a <i>Recovery message</i>. <i>Recovery message</i> is a special way of getting notified for a resolved problem. If turned on, only a <b>single</b> message with a custom subject/body is sent if trigger value changes to OK. <i>Note:</i> To receive a recovery message, "Trigger value=<i>Problem</i>" must be present in action <a href="#">conditions</a>; "Trigger value=<i>OK</i>", however, must not be present. (If "Trigger value=<i>OK</i>" is set, the recovery message will not work; instead you will get a full escalation of defined messages and/or remote commands in the same way as for a problem situation). <i>Recovery message</i> will be sent only to those who received any messages regarding the problem before. A recovery message inherits acknowledgement status and history from the problem event (such as when expanding {EVENT.ACK.HISTORY} and {EVENT.ACK.STATUS} macros). If using {EVENT.*} macros in a recovery message, they will refer to the problem event (not the OK event). {EVENT.RECOVERY.*} macros will <b>only</b> expanded in a recovery message and will refer to the recovery/OK event.</p>
<i>Recovery subject</i>	Recovery message subject. It may contain macros. It is limited to 255 characters
<i>Recovery message</i>	Recovery message. It may contain macros. It is limited to certain amount of characters depending on the type of database (see <a href="#">Sending message</a> for more information).
<i>Enabled</i>	Mark the checkbox to enable the action. Otherwise it will be disabled.

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