

3 Receiving notification on unsupported items

Overview

Receiving notifications on unsupported items is supported since Zabbix 2.2.

It is part of the concept of internal events in Zabbix, allowing users to be notified on these occasions. Internal events reflect a change of state:

- when items go from 'normal' to 'unsupported' (and back)
- when triggers go from 'normal' to 'unknown' (and back)
- when low-level discovery rules go from 'normal' to 'unsupported' (and back)

This section presents a how-to for **receiving notification** when an item turns unsupported.

Configuration

Overall, the process of setting up the notification should feel familiar to those who have set up alerts in Zabbix before.

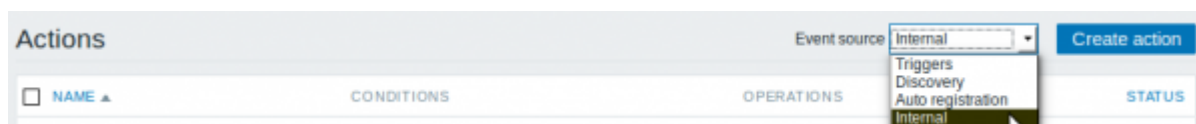
Step 1

Configure [some media](#), such as e-mail, SMS or Jabber, to use for the notifications. Refer to the corresponding sections of the manual to perform this task.

For notifying on internal events the default severity ('Not classified') is used, so leave it checked when configuring [user media](#) if you want to receive notifications for internal events.

Step 2

Go to *Configuration*→*Actions* and select *Internal* as the event source. Click on *Create action* on the upper right to open an action configuration form.



Step 3

In the **Action** tab enter a name for the action and the subject/content of problem and recovery messages.

Actions

Action Conditions Operations

Name

Default subject

Default message

Recovery message

Recovery subject

Recovery message

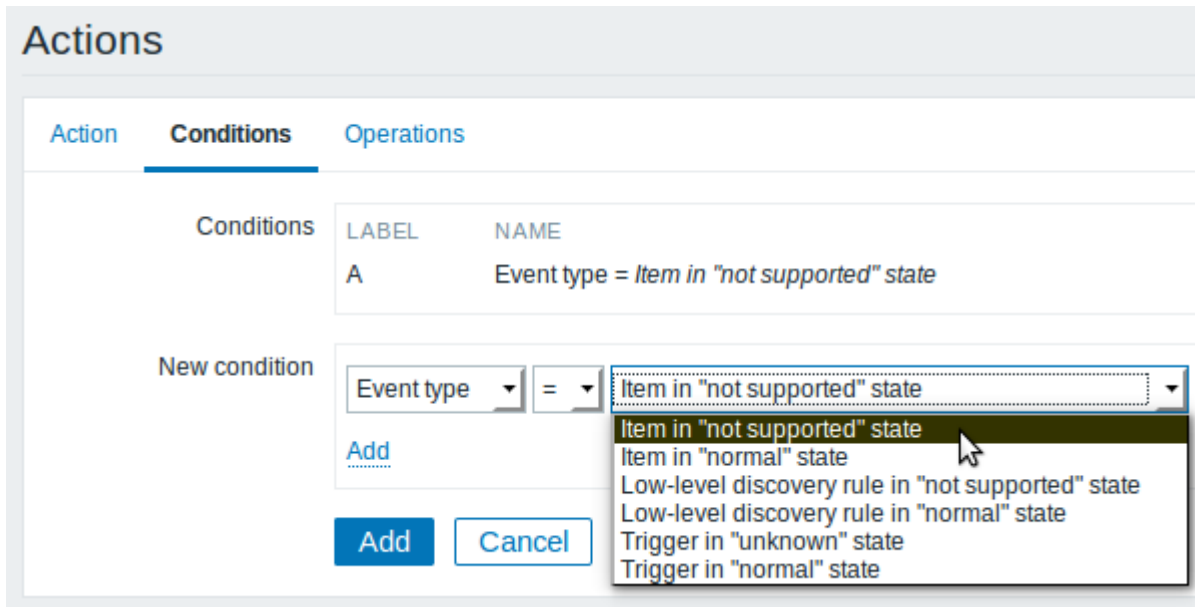
Enabled

Add

Cancel

Step 4

In the **Conditions** tab select *Event type* in the New condition block and select *Item in "not supported" state* as the value.



Don't forget to click on *Add* to actually list the condition in the *Conditions* block.

Step 5

In the **Operations** tab, click on *New* and select some recipients of the message (user groups/users) and the media types (or 'All') to use for delivery.

Actions

Action Conditions **Operations**

Default operation step duration (minimum 60 seconds)

Action operations

STEPS	DETAILS	START
1 - 2	Send message to user groups: Zabbix admin via Email	Immed

Operation details

Steps -

Step duration (minimum 60 seconds, 0 - use act

Operation type Send message

USER GROUP	ACTION
Zabbix admin	Remove
Add	

Send to User groups

USER	ACTION
Add	

Send to Users

Send only to

Default message

[Update](#) [Cancel](#)

Click on *Add* in the *Operation details* block to actually list the operation in the *Action operations* block.

If you wish to receive more than one notification, set the operation step duration (interval between messages sent) and add another operation.

When finished, click on the **Add** button underneath the form.

And that's it, you're done! Now you can look forward to receiving your first notification from Zabbix if some item turns unsupported.

From: <https://www.zabbix.com/documentation/3.0/> - **Zabbix Documentation 3.0**

Permanent link: https://www.zabbix.com/documentation/3.0/manual/config/notifications/unsupported_item

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