

## 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.

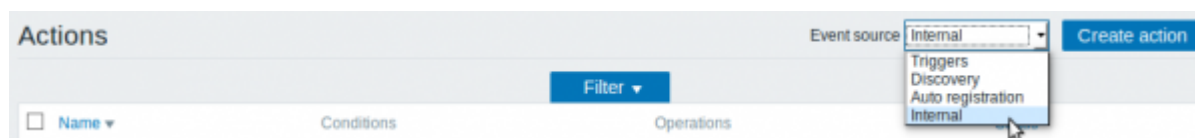
#### Step 1

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

## Actions

Action Operations Recovery operations

\* Name

Conditions	Label	Name	Action
	A	Event type equals <i>Item in "not supported" state</i>	<a href="#">Remove</a>

New condition

Event type equals

[Add](#)

Enabled

\* At least one operation or recovery operation must exist.

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

#### Step 4

In the **Operations** tab, enter the subject/content of the problem message.

Click on *New* in the *Operations* block and select some recipients of the message (user groups/users) and the media types (or 'All') to use for delivery.

## Actions

Action Operations **Recovery operations**

Default operation step duration  (minimum 60 seconds)

Default subject

Default message

Operations Steps Details S

1 - 2 **Send message to user groups: Zabbix administrators via Email** Ir

Operation details

Steps  -  (0 - infinitely)

Step duration  (minimum 60 seconds, 0 - use action)

Operation type Send message

Send to User groups

User group	Action
Zabbix administrators	<a href="#">Remove</a>
<a href="#">Add</a>	

Send to Users

User	Action
	<a href="#">Add</a>

Send only to

Default message

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

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

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

### Step 5

The **Recovery operations** tab allows to configure a recovery notification when an item goes back to the normal state.

Enter the subject/content of the recovery message.

Click on *New* in the *Operations* block and select some recipients of the message (user groups/users) and the media types (or 'All') to use for delivery.

## Actions

Action   Operations   Recovery operations

Default subject

Default message

Operations   
**Notify all who received any messages regarding the problem before**

Operation details

Operation type

Default message

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

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

### Step 6

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/4.0/> - **Zabbix Documentation 4.0**

Permanent link: [https://www.zabbix.com/documentation/4.0/manual/config/notifications/unsupported\\_item](https://www.zabbix.com/documentation/4.0/manual/config/notifications/unsupported_item)

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