

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.

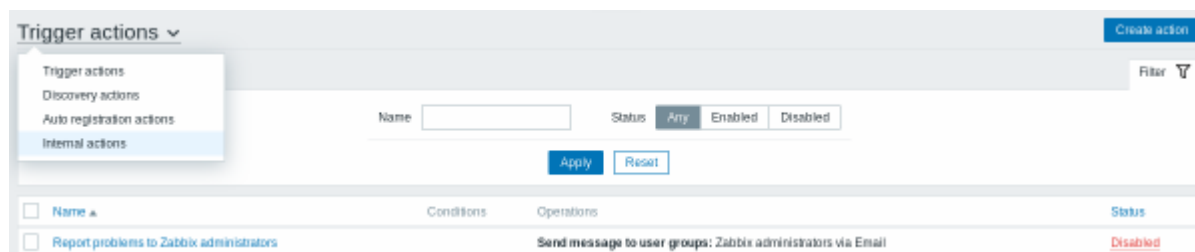
Step 1

Configure [some media](#), such as e-mail, SMS, or script 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 actions* from the page title dropdown.

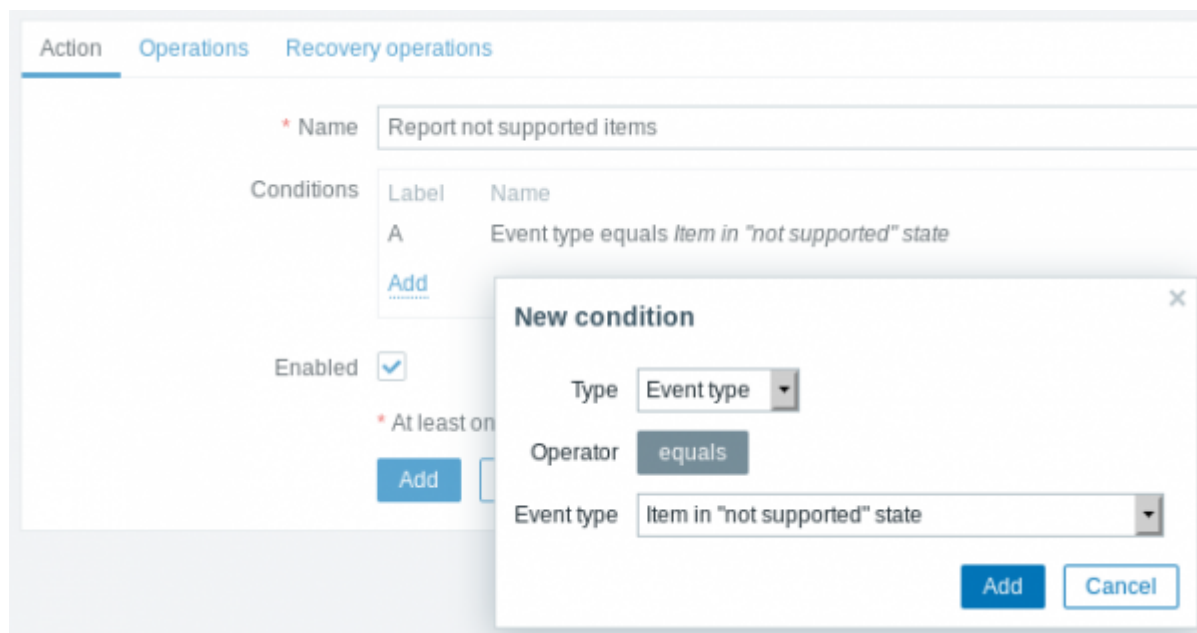


Click on *Create action* on the upper right to open an action configuration form.

Step 3

In the **Action** tab enter a name for the action. Then click on *Add* in the condition block to add a new condition.

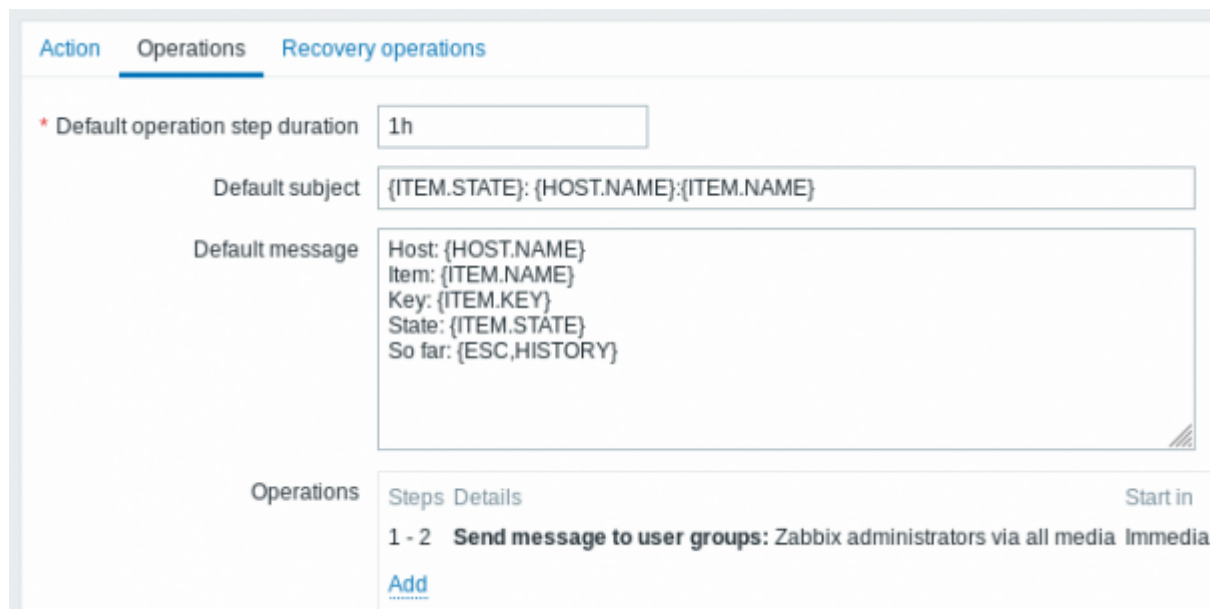
In the new condition popup window select *Event type* as the condition type and then select *Item in "not supported" state* as the event type value.



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

Operation details ✕

Operation type **Send message**

Steps - (0 - infinitely)

Step duration (0 - use action default)

*** At least one user or user group must be selected.**

Send to User groups	
User group	Action
Zabbix administrators	Remove
Add	

Send to Users	
User	Action
Add	

Send only to

Default message

[Add](#) [Cancel](#)

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

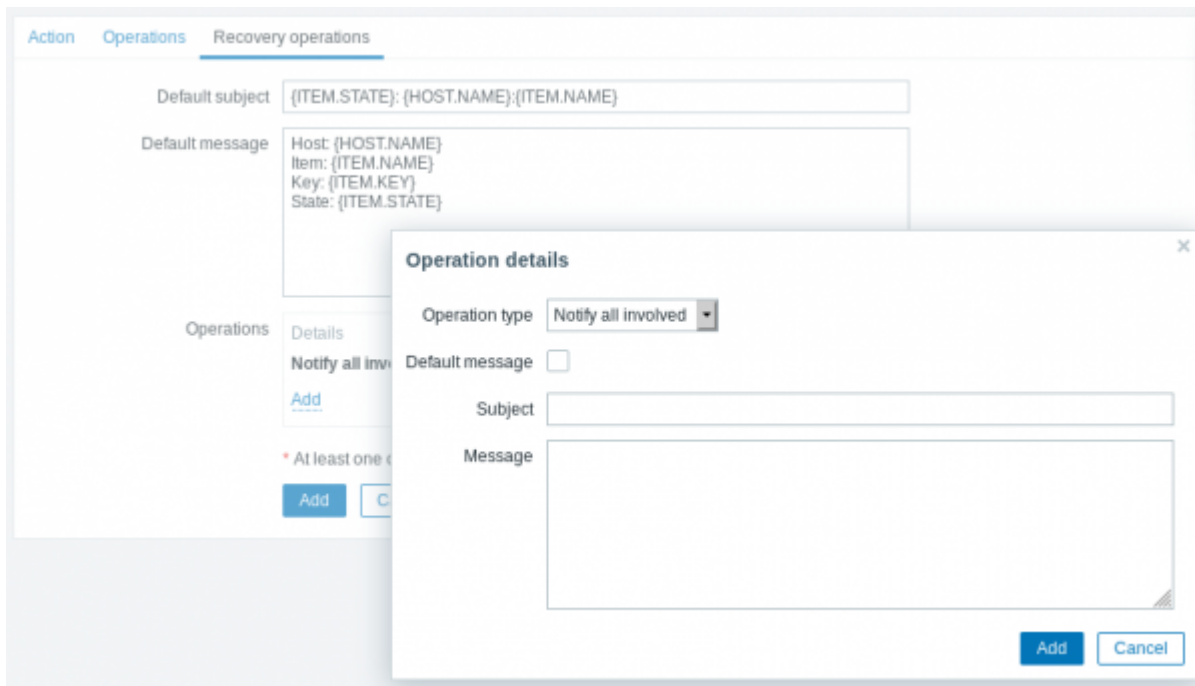
If you wish to receive more than one notification, set the operation step duration (interval between messages sent) and add another step.

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 *Add* in the *Operations* block, select the operation type, the recipients of the message (user groups/users) and the media types (or 'All') to use for delivery.



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

Step 6

When finished, click on the **Add** button at the bottom of 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/5.0/> - **Zabbix Documentation 5.0**

Permanent link: https://www.zabbix.com/documentation/5.0/manual/config/notifications/unsupported_item

Last update: **2019/12/06 12:23**

