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Nagios XI & UCME-IT Integration

User Guide

Version 2018

Control See Software Solutions Ltd.

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Table of Contents

1. Overview 3
1.1 Nagios XI 3
1.2 UCME-IT 3
1.3 Nagios XI and UCME-IT integrated diagram 4
2. System requirements 4
2.1 Nagios XI 4
2.1.1 Software Requirements 4
2.1.2 Hardware Requirements 4
2.2 UCME-IT 5
2.2.1 Software Requirements 5
2.2.2 Hardware Requirements 5
3. Software & Hardware Installation 6
3.1 Nagios XI Installation 6
3.1.1 Software Installation 6
3.1.2 Hardware Installation 9
3.2 UCME-IT Installation 10
3.2.1 UCME-IT Software Installation 10
3.2.2 UCME-IT Hardware Installation 14
3.3 Nagios Agent 14
3.3.1 NSClient++ 14
3.3.2 NCPA 14
4.JSON file Preparation 15
5. Configuration Settings 16
5.1 UCME-IT Configuration 16
5.2 Nagios XI Configuration (Integration with UCME-IT) 21
6.UCME Communication Log 34
6.1 UCME-IT LOG 34
6.2 WEB LOG 35

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1. Overview

The main purpose of this document is to provides system requirements, the steps to install and integrate both the two different vendor products **Nagios XI** (Nagios Enterprises) and **UCME-IT** (Control See). Both products functionalities and purpose given below.

1.1 Nagios XI

Nagios® is a trademark of Nagios Enterprises**.**

Nagios XI provides monitoring of all mission-critical infrastructure components including applications, services, operating systems, network protocols, systems metrics, and network infrastructure. Hundreds of third-party addons provide for monitoring of virtually all in-house and external applications, services, and systems.

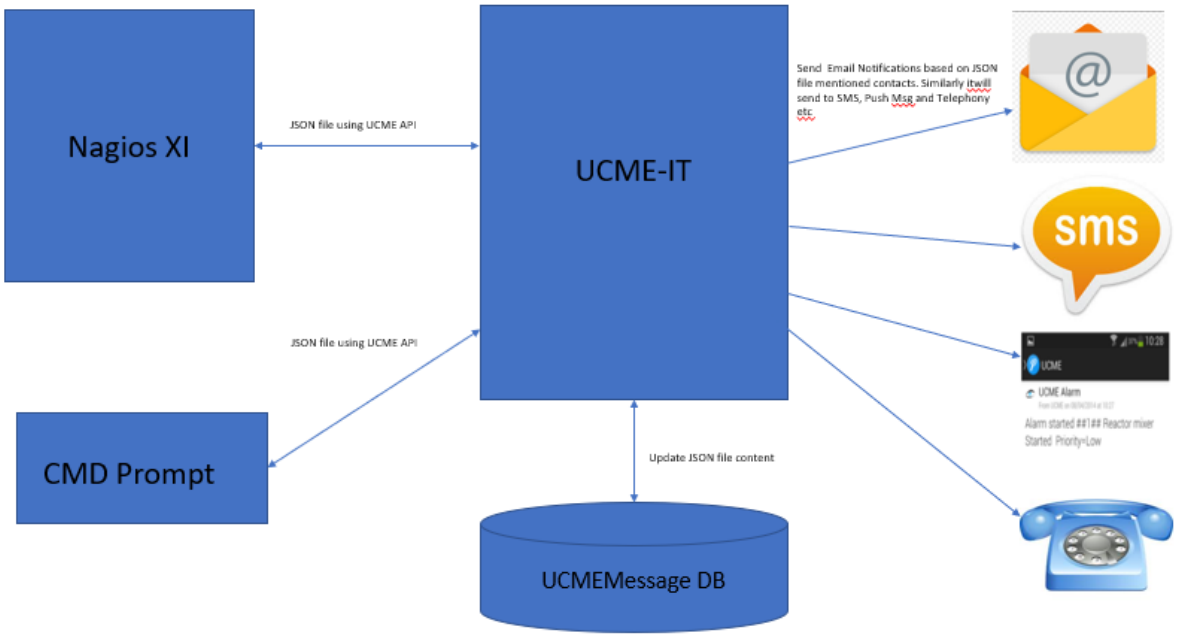
1.2 UCME-IT

UCME-IT® is a trademark of Control See Software Solutions Ltd.

UCME-IT™ is a notification server software that enables developers to build SMS, Push, Mail & Voice communications using simple JSON or XML APIs. **UCME-IT™** runs on the customer's server. **UCME-IT™** runs on MS Windows™ operating system.

- **UCME-IT** is an event driven and multi-threaded application. It waits for messages coming from 3rd party systems via its APIs and only then it starts its notification activity.
- **UCME-IT** enables you to send alarm notification via: Phone, SMS, Email and Push.
- **UCME-IT** enables you to analyze alarms in real-time. When the alarm starts, **UCME-IT** takes a snapshot of all relevant parameters (tags) and sends them straight to your cell phone, offering you a complete picture of the system.
- In addition, **UCME-IT** enables users to perform bi-directional communication with their application by calling **UCME-IT** via phone or sending SMS command messages to **UCME-IT**.
- **UCME-IT** may dial up to 4 telephone lines concurrently, play voice messages.
- **UCME-IT** may use a cellular modem to send SMS messages and receive SMS commands. **UCME-IT** may send alarms by Email to any Email recipient.

1.3 Nagios XI and UCME-IT integrated diagram



2. System requirements

2.1 Nagios XI

Nagios XI has both Software and Hardware minimum system requirements. These requirements must be met in order for the software to work properly.

2.1.1 Software Requirements

- Operating System: CentOS or Redhat Enterprise Linux (RHEL) versions 6, or 7
- Database: MySQL/MariaDB, plus PostgresQL if running versions less than XI 5 or if upgrading from a pre-5 version

2.1.2 Hardware Requirements

- Hard Drive: 20 GB
- Memory: 2 GB
- CPU: Dual core, 2.4 GHz

The table below provides hardware recommendations based on a node (host) to service ratio of 1:5.

Monitored Nodes / Hosts	Monitored Services	Hard Drive Space	CPU Cores	RAM
50	250	40 GB	1 – 2	1 – 4 GB
100	500	80 GB	2 – 4	4 – 8 GB
> 500	> 2500	120 GB	> 4	> 8 GB

2.2 UCME-IT

UCME-IT has both Software and Hardware minimum system requirements. These requirements must be met in order for the software to work properly.

2.2.1 Software Requirements

The server requires, at a minimum, the following software:

- Microsoft Windows® 7, Microsoft Windows® 8, Microsoft Windows® 8.1, Microsoft Windows® 10, Microsoft Windows® 2008 Server, Microsoft Windows® Server 2012, Microsoft Windows® Server 2016.
- Microsoft IIS® server version 6.0 or higher (In case you intend to use the web features of **UCME-IT**)
- Intel/Dialogic drivers SR 6.0 Redistributable Edition (for Telephony only)
- Internet Explorer 6.0 (in case you intend to use the web features of **UCME-IT**) or higher.
- Microsoft SQL-Server® or Microsoft SQL-Server Express version 2008 R2, 2012 (or higher version). SQL-Server is required in case you intend to log your historical data to MS-SQL database.

2.2.2 Hardware Requirements

UCME-IT requires, at a minimum, the following hardware:

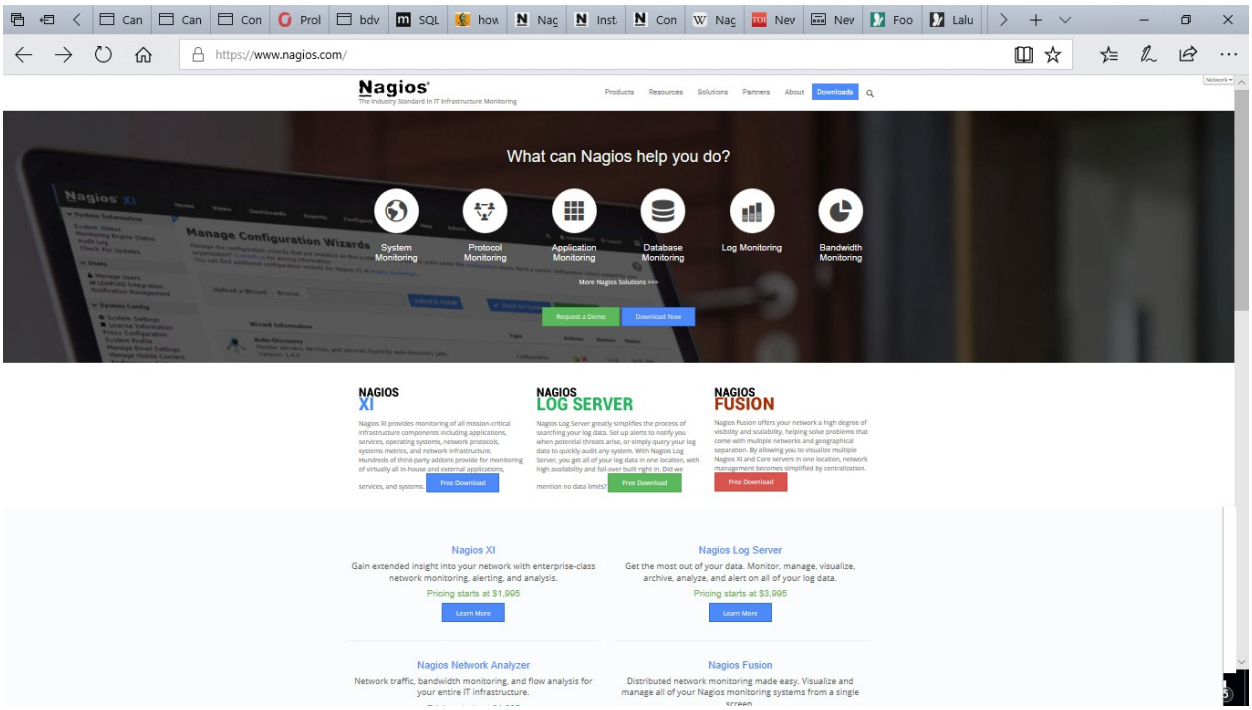
- Intel Pentium III or better
- 1GB RAM
- Dialogic telephony board (D/4PCIUF) in case you intend to use the telephony features of **UCME-IT**.
- Supported cellular modems: Siemens/Cinterion/Gemalto: BGS5T, TC35iT, TC65, MC52i, MC52, MC55. Wavecom: Fastrack. 2G Sierra Wireless: GL6100 Serial 2G, GL6110 USB 2G, GL8200 serial, FX30 USB 3G, AirLink LS300 Ethernet 3G, AirLink RV50 Ethernet 4G. MultiTech: Multi-Modem 2G, MultiConnect Cell-100 3G
- SIM card (in case you intend to use the SMS features of **UCME-IT**)
- Available serial, USB or Ethernet port for the modem connection (in case you intend to use the SMS features of **UCME-IT**)
- Internet connection (in case you intend to use the HTTP-SMS protocol and an SMS Broker service)

3. Software & Hardware Installation

3.1 Nagios XI Installation

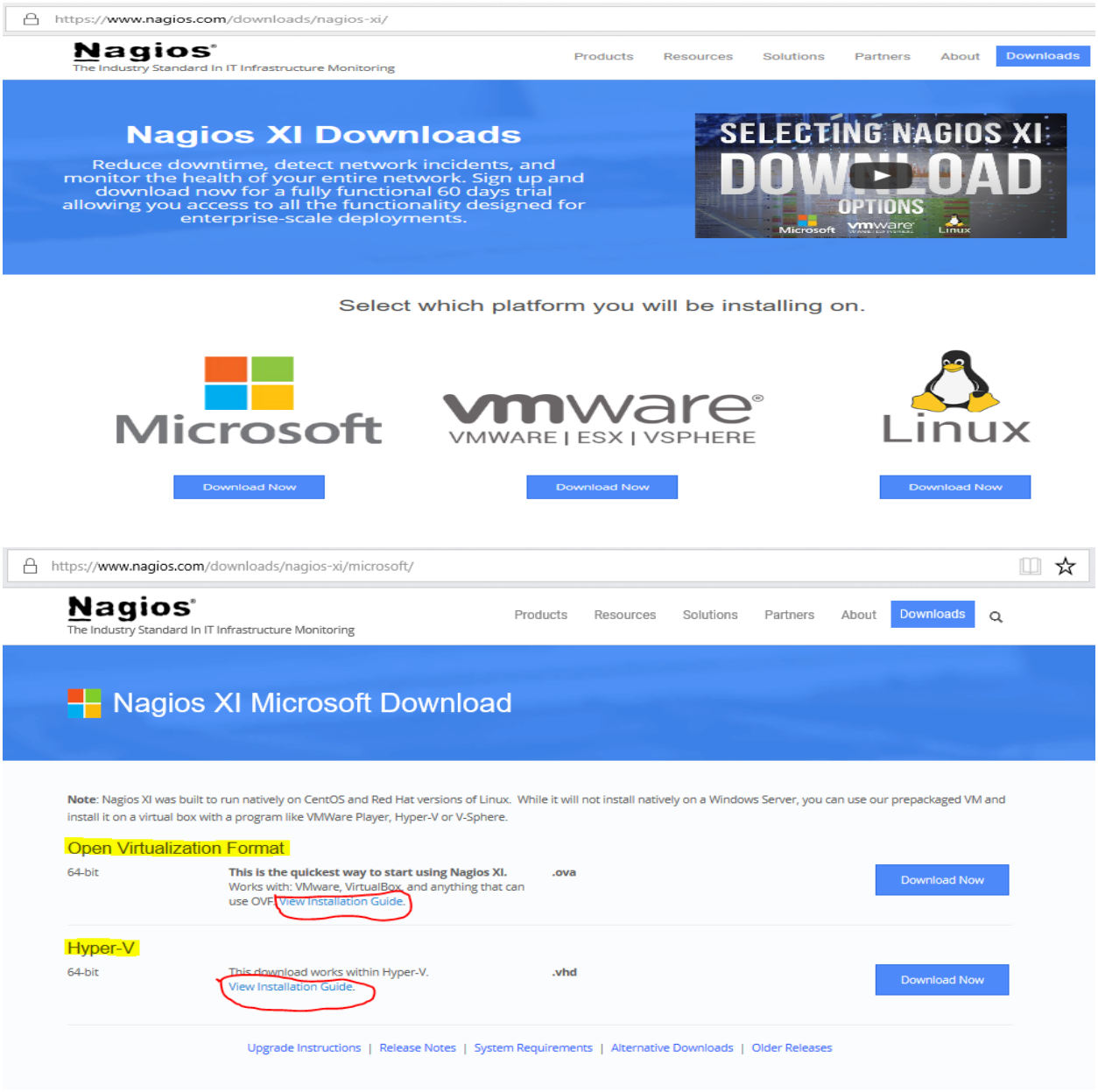
3.1.1 Software Installation

1. Go to the below Nagios website and download **Nagios XI** application.
   https://www.nagios.com/

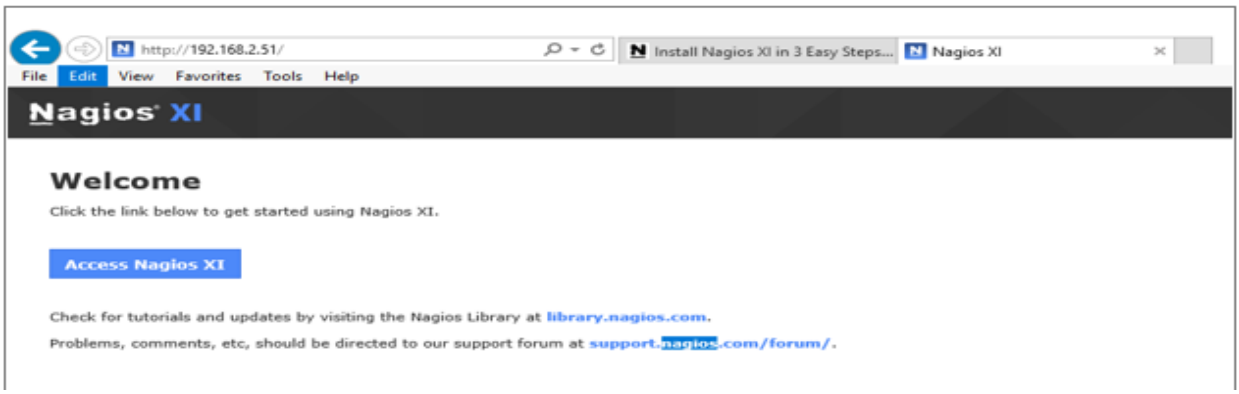


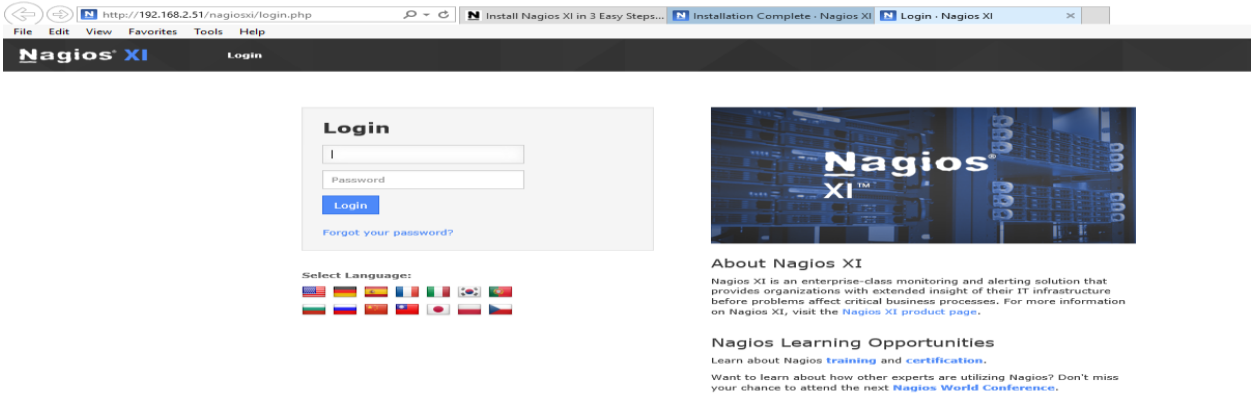
2. Select (Open Virtualization Format / Hyber-V) based on your OS installed and installed as **Installation Guide** link provided.

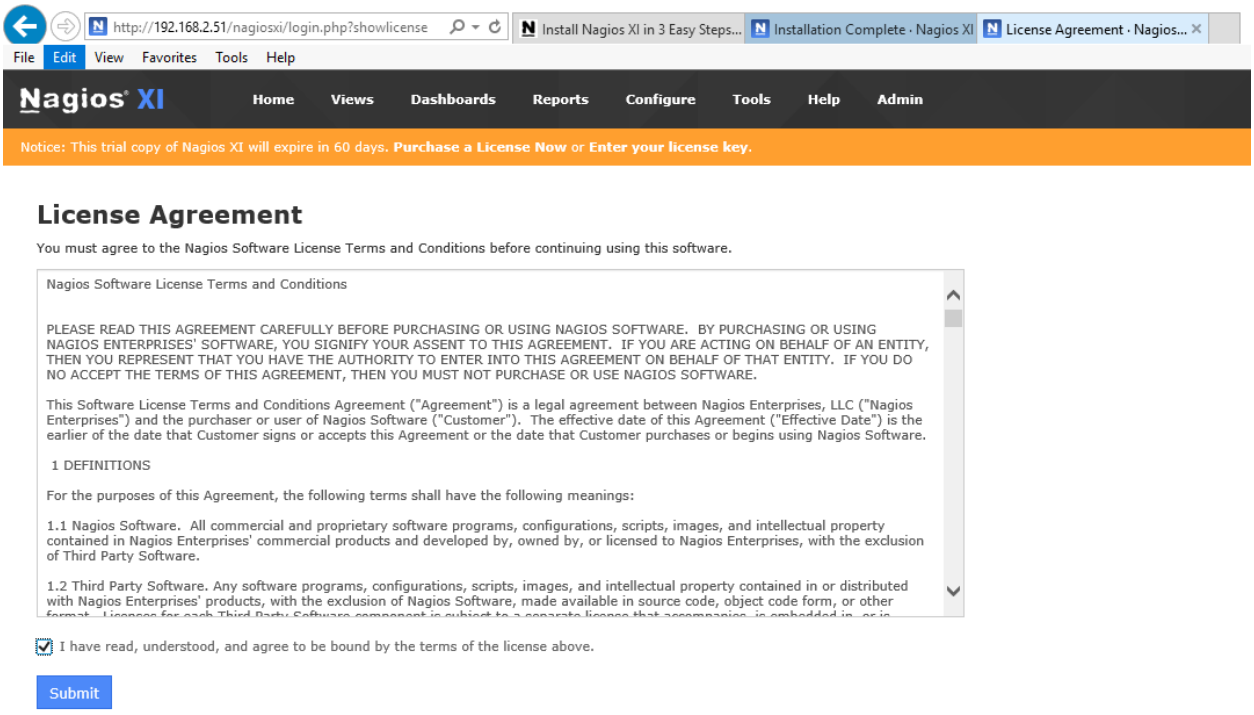
   Nagios XI Installation Guide: https://assets.nagios.com/downloads/nagiosxi/docs/Installing-Nagios-XI-with-VMware-Workstation-Player.pdf#_ga=2.262928140.1651268498.1516884644-569104265.1514962040



3. Launch the Nagios XI and login into using credential created (**Refer Nagios XI installation Guide**) while installed.


http://192.168.2.51/
Install Nagios XI in 3 Easy Steps...
Nagios XI
File Edit View Favorites Tools Help
Nagios XI
Welcome
Click the link below to get started using Nagios XI.
Access Nagios XI
Check for tutorials and updates by visiting the Nagios Library at library.nagios.com.
Problems, comments, etc, should be directed to our support forum at support.nagios.com/forum/.


http://192.168.2.51/nagiosxi/login.php
Install Nagios XI in 3 Easy Steps...
Installation Complete · Nagios XI
Login · Nagios XI
File Edit View Favorites Tools Help
Nagios XI
Login
Login
Password
Login
Forgot your password?
Select Language:
Nagios XI
About Nagios XI
Nagios XI is an enterprise-class monitoring and alerting solution that provides organizations with extended insight of their IT infrastructure before problems affect critical business processes. For more information on Nagios XI, visit the Nagios XI product page.
Nagios Learning Opportunities
Learn about Nagios training and certification.
Want to learn about how other experts are utilizing Nagios? Don't miss your chance to attend the next Nagios World Conference.


http://192.168.2.51/nagiosxi/login.php?showlicense
Install Nagios XI in 3 Easy Steps...
Installation Complete · Nagios XI
License Agreement · Nagios...
File Edit View Favorites Tools Help
Nagios XI
Home Views Dashboards Reports Configure Tools Help Admin
Notice: This trial copy of Nagios XI will expire in 60 days. Purchase a License Now or Enter your license key.
License Agreement
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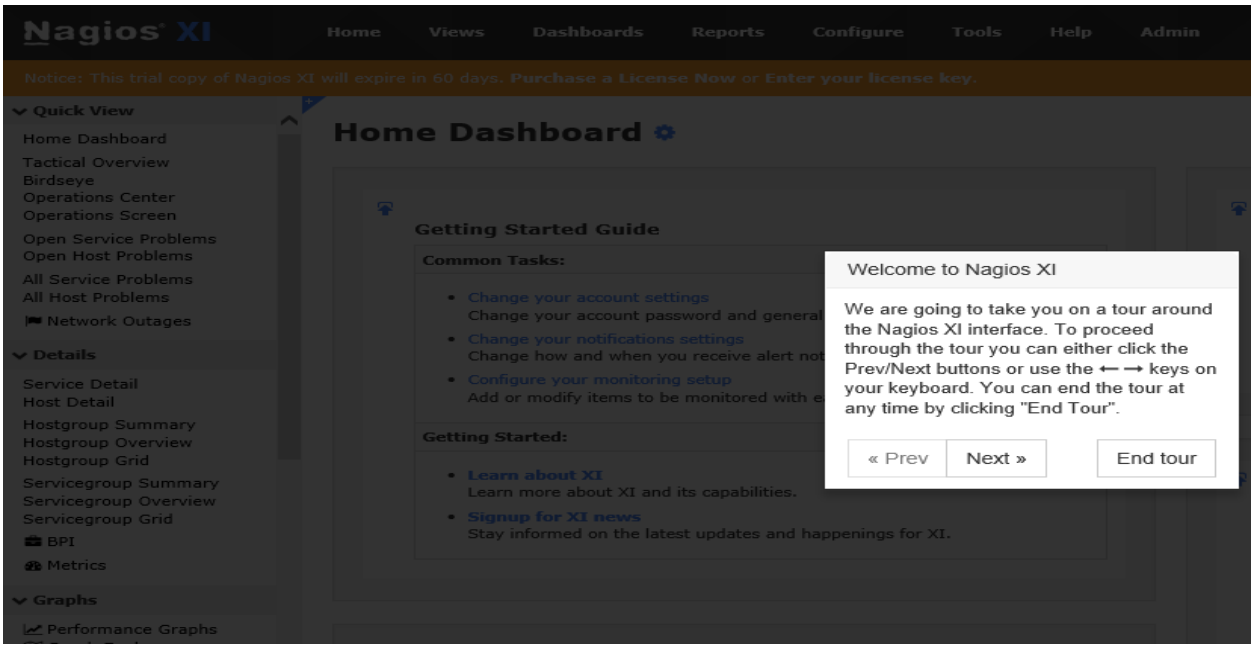
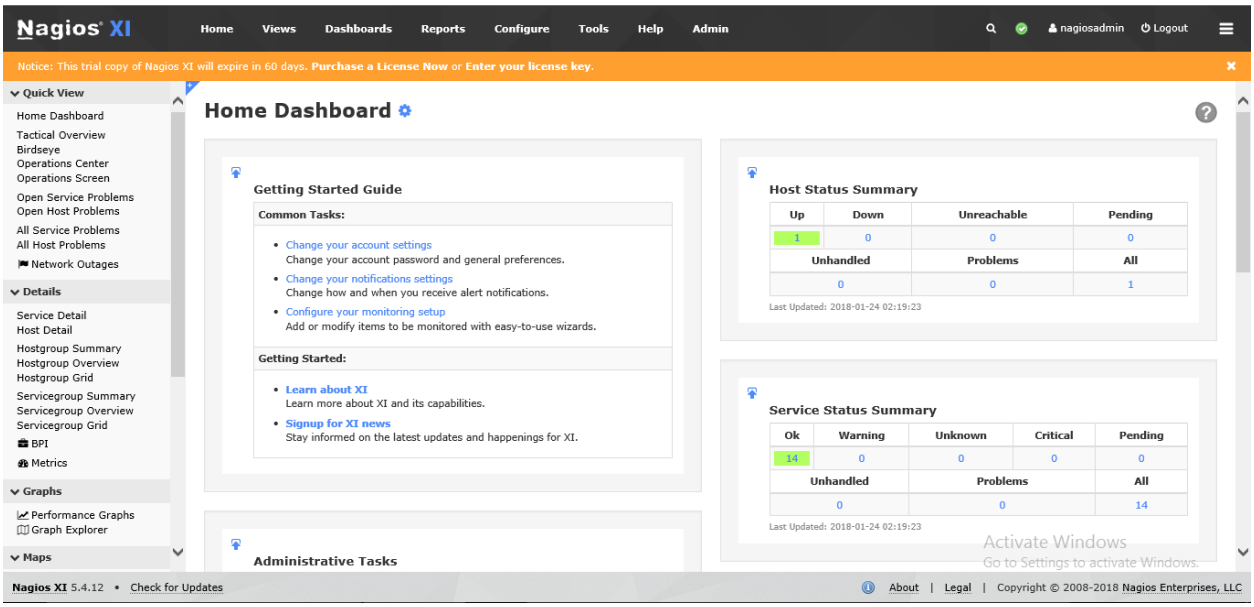
For the purposes of this Agreement, the following terms shall have the following meanings:
1.1 Nagios Software. All commercial and proprietary software programs, configurations, scripts, images, and intellectual property contained in Nagios Enterprises' commercial products and developed by, owned by, or licensed to Nagios Enterprises, with the exclusion of Third Party Software.
1.2 Third Party Software. Any software programs, configurations, scripts, images, and intellectual property contained in or distributed with Nagios Enterprises' products, with the exclusion of Nagios Software, made available in source code, object code form, or other
I have read, understood, and agree to be bound by the terms of the license above.
Submit





3.1.2 Hardware Installation

Not required any specific hardware for Nagios XI regular installation.

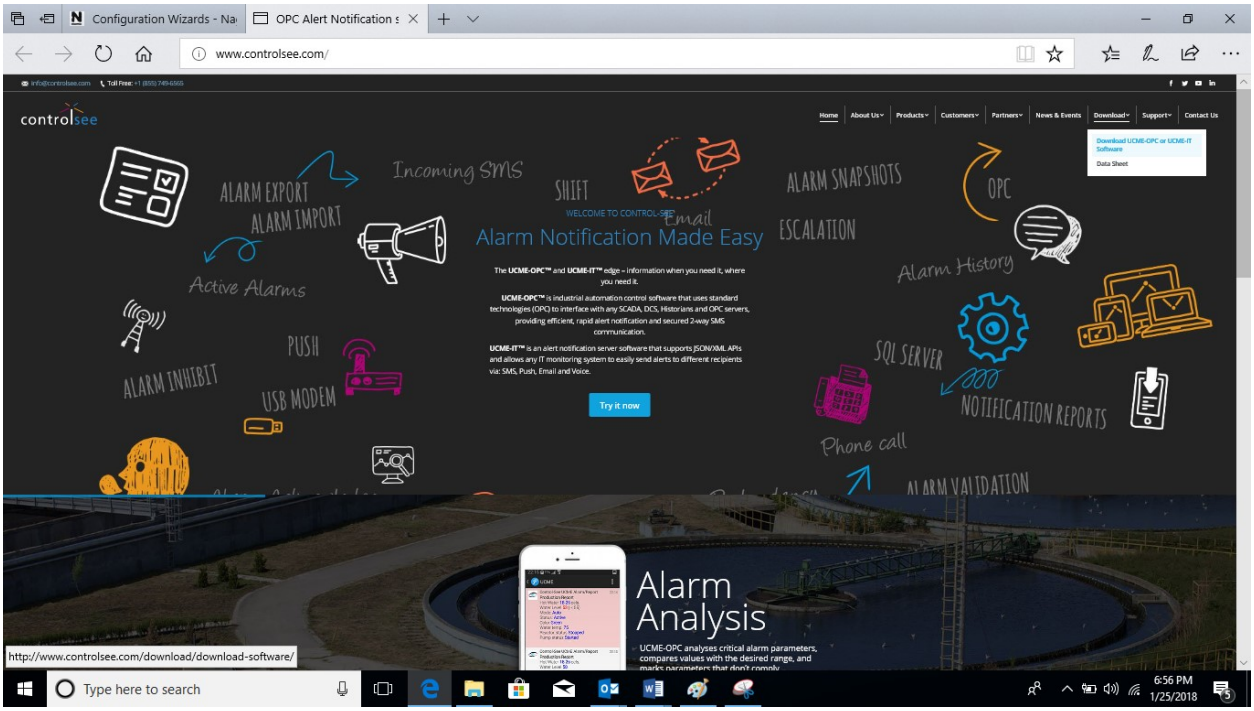
Important Note: *If any specific hardware* details required, please refer Nagios XI Setup Guide under **Installation s**ection.

Nagios Support Guide: https://support.nagios.com/kb/category.php?id=83

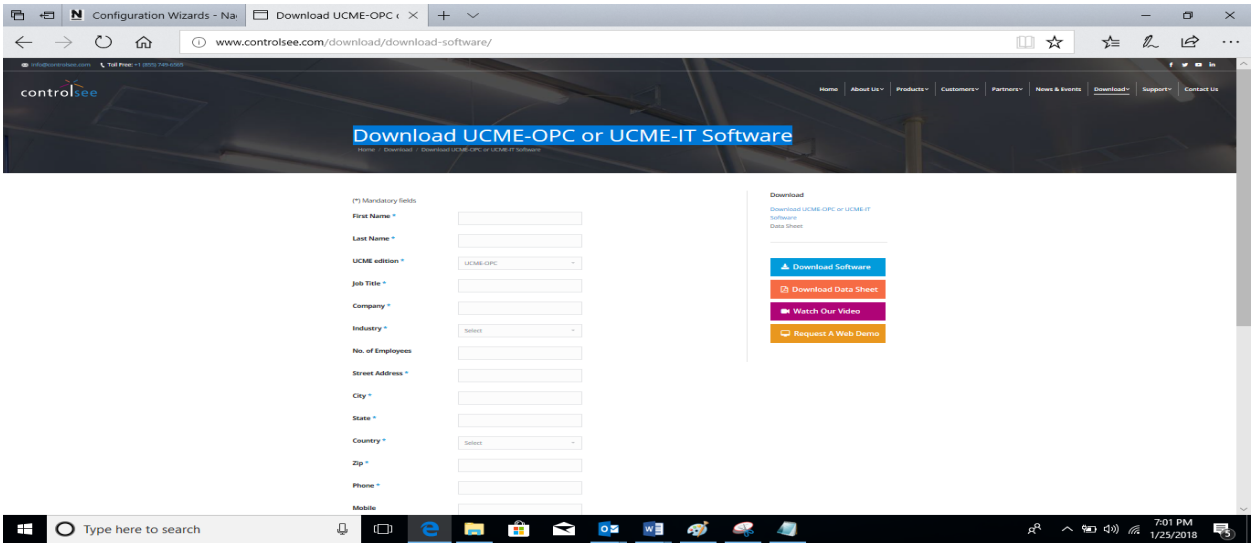
3.2 UCME-IT Installation

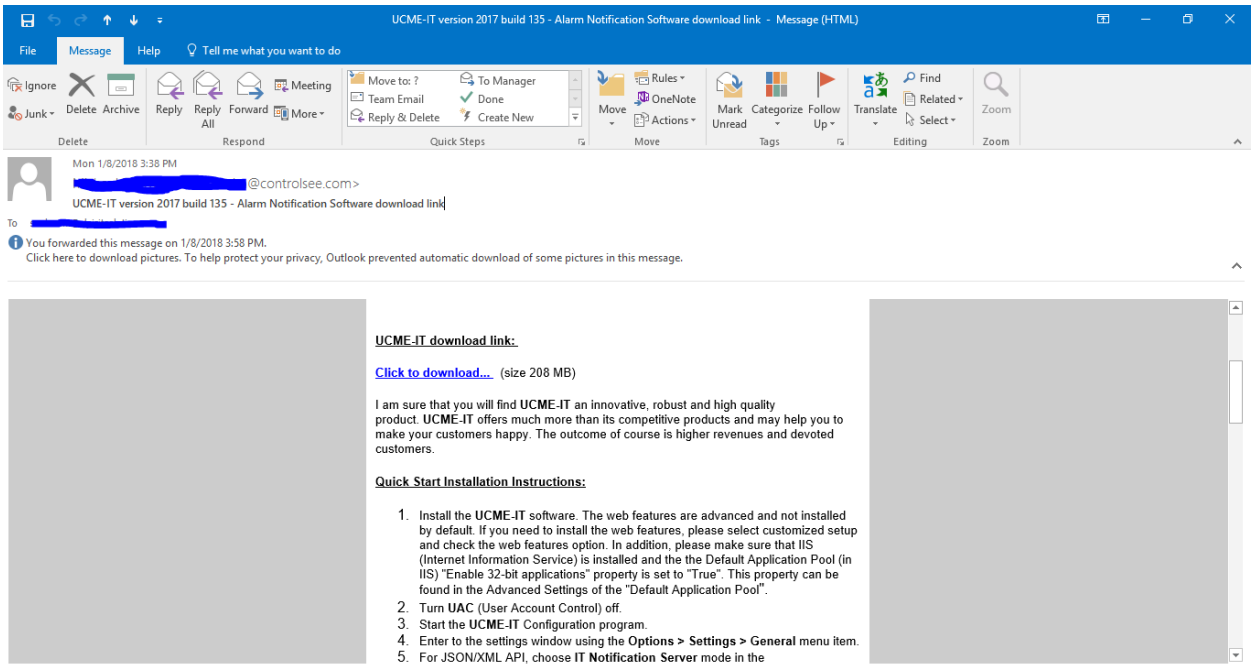
3.2.1 UCME-IT Software Installation

1)Go to http://www.controlsee.com/ website and download **UCME-IT Software** by clicking **Download-> Download UCME-OPC or UCME-IT Software.**



2)After filling and submitting the below form you will get **UCME-IT** version 2017 build 137 - Alarm Notification Software download link along with Quick Installation Instructions.

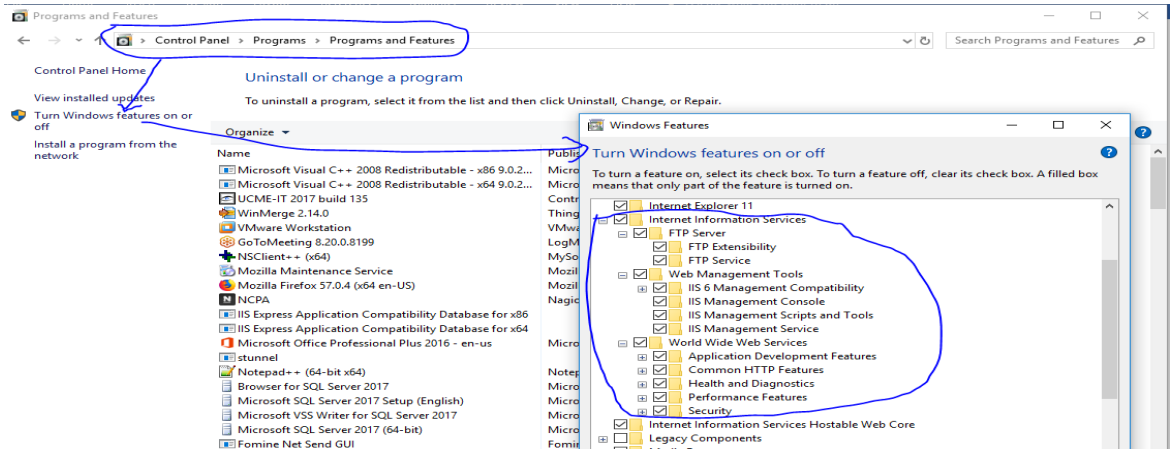




3)Make sure ***Install Internet Information Service (IIS) Manager*** available in your system if not already installed then follow below steps. This should be mandatory for **UCME-IT** Web feature support.

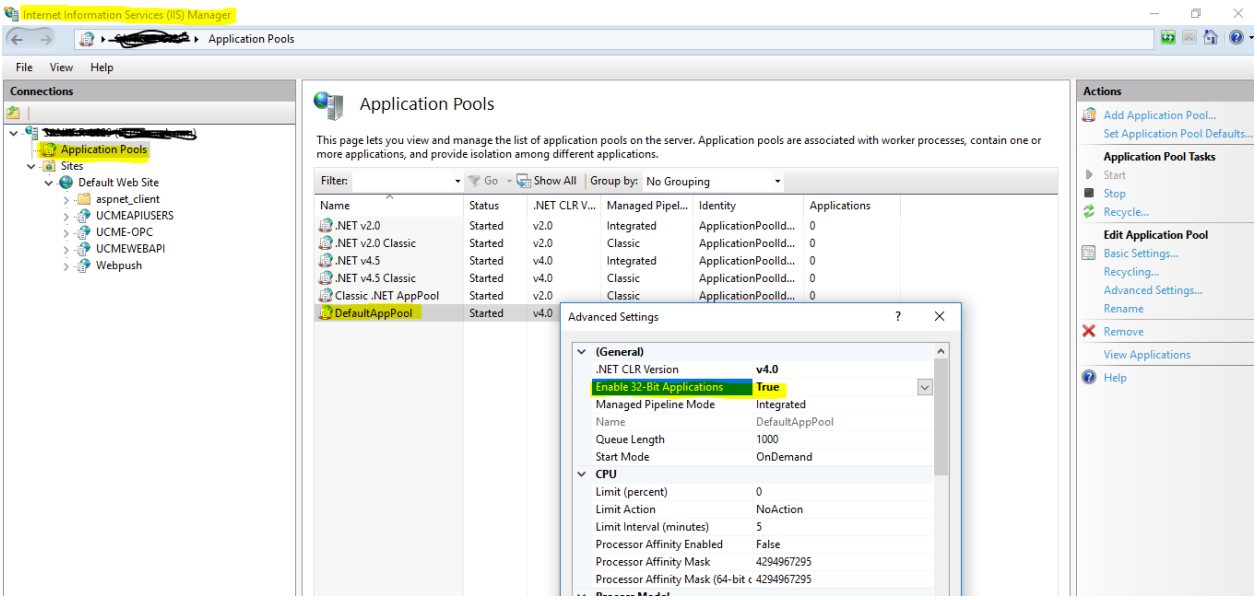
3.1) Go to **Start->Run** and type **inetmgr** and press Enter.

3.2) Click 'Turn Windows Feature on or off' and select all under 'Internet Information Service' (Refer Screen Shot)



4)Install the **UCME-IT** software. The web features are advanced and not installed by default. If you need to install the web features, please select customized setup and check the web features option. In addition, please make sure that IIS (Internet Information Service) is installed and the Default Application Pool (in IIS) "Enable 32-bit applications" property is set to "True". This property can be

found in the Advanced Settings of the "Default Application Pool". (Found it at Application pool →Advanced Settings)



5)To Integrate **UCME-IT** with **Nagios XI**, Web feature must be installed. When you install **UCME-IT**, the web features will be installed by default.

6)Turn UAC (User Account Control) off.

After **UCME-IT** is installed, UAC (User Account Control) must be turned off. This feature is enabled by default. When UAC is enabled, files created by applications are stored a dedicated location called Virtual Store. For example: instead of crating files in the **UCME-IT** folder (C:\Program Files\Control-See\UCME-IT), the operating system will create the files in C:\Users\user\AppData\Local\VirtualStore\Program Files\Control-See\UCME-IT (where user is logged in user).

To disable UAC in Windows 7, there are several methods to access the User Account Control settings page:

1. Go to Start Menu -> Control Panel -> User Accounts and Family Safety -> User Account.

2. Go to Start Menu -> Control Panel -> System and Security -> Action Center.

3. Click or right click on Flag icon in notification area (system tray), and then Open Action Center.

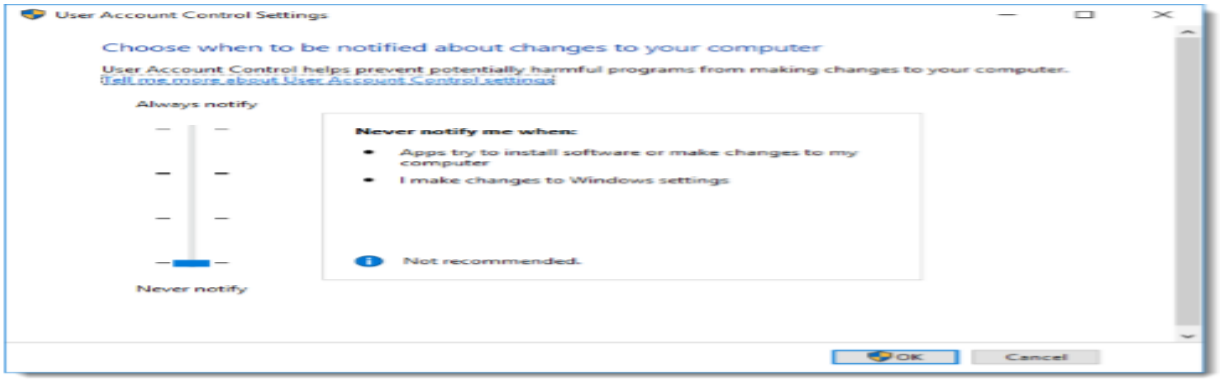
4. Type “MsConfig” in Start Search to start System Configuration, then go to Tools tab, select Change UAC Settings, then click on Launch button.

1. Click on User Account Control settings link.

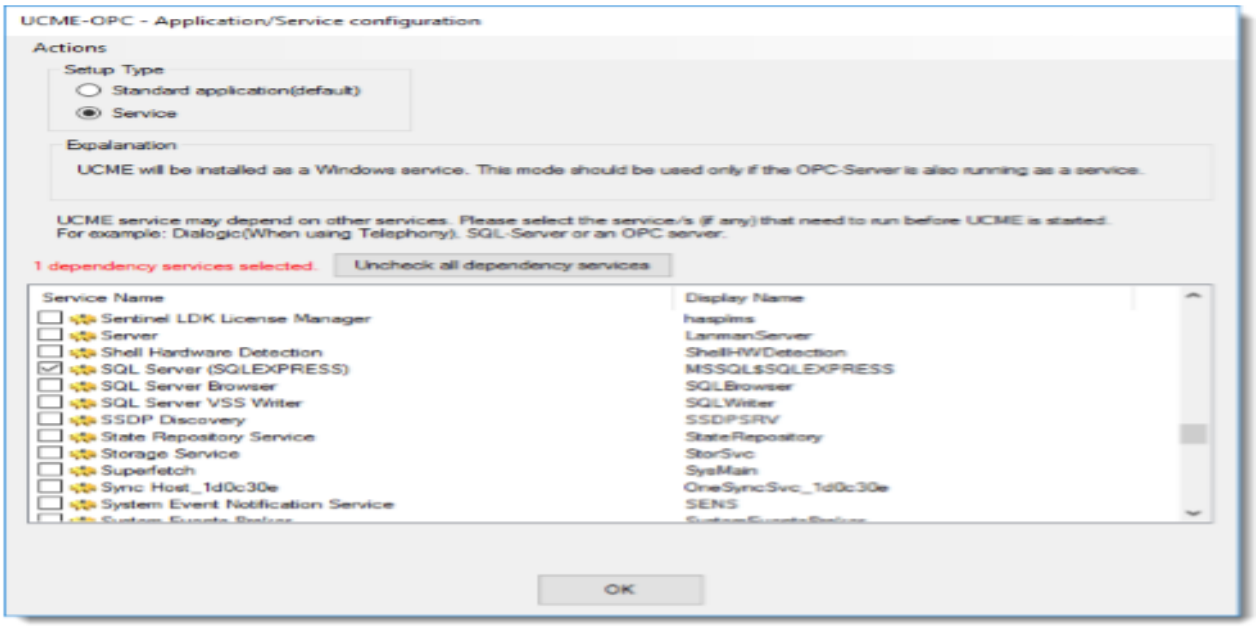
2. Slide the slider bar to the lowest value (towards Never Notify), with description showing Never notify.

3. Click OK to make the change effective.

4. Restart the computer to turn off User Access Control.



7)Installing **UCME-IT** as a Windows service.



Select Standard application (default) or Service. If you choose that **UCME-IT** will be installed as a Windows service, you may select the dependency services. The dependency services are services that need to be running before the **UCME-IT** service is running. For example: if you are using the Dialogic telephony features, you will need to select the Dialogic service as a dependency service. Click OK. The setup process is now completed.

You may later change this configuration by using the **UCME-IT** Service Configuration program. Installing **UCME-IT** as a Windows service has several advantages. First, **UCME-IT** will be started automatically after a computer reboot. There is no need to login to start it. Second, users can login and logoff the computer without interrupting the server. Third, you can setup recovery actions if the service fails, such as restarting the service automatically or restarting the computer.

Important Note: For more details, please refer **UCME-IT** User's Guide **Installation – Software** Section.

3.2.2 UCME-IT Hardware Installation

For more details, please refer **UCME-IT** User's Guide **Installation – Hardware** Section.

3.3 Nagios Agent

Download the below any one/both of the **Nagios** Agent and installed both in **Nagios** and **UCME-IT** systems. Better run NSClient++ in **UCME-IT** System and NCPA run in **Nagios** XI System.

3.3.1 NSClient++

This program is mainly used to monitor Windows machines. Being installed on a remote system NSClient++ listens to port TCP 12489. The Nagios plugin that is used to collect information from this addon is called `check_nt`. As NRPE, NSClient++ allows to monitor the so-called 'private services' (memory usage, CPU load, disk usage, running processes, etc.) Nagios is a host and service monitor which is designed to inform you of network problems.

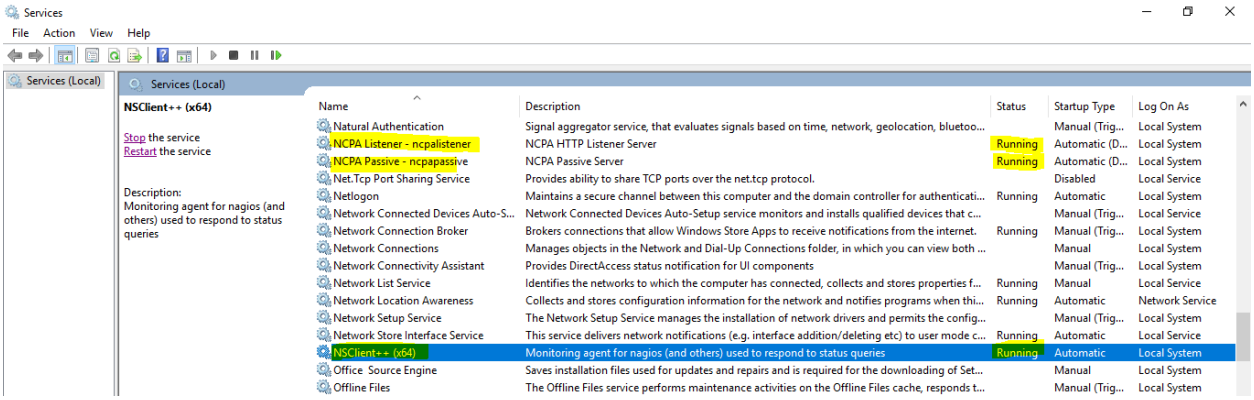
NSClient++ Installation Guide:

https://www.nsclient.org/download/thank-you/?file=https%3A%2F%2Fgithub.com%2Fmickem%2Fnscp%2Freleases%2Fdownload%2F0.5.2.35%2FNSCP-0.5.2.35-x64.msi

3.3.2 NCPA

The Nagios Cross Platform Agent is an open source project maintained by Nagios Enterprises.[7] NCPA installs on Windows, Linux, and Mac OS X. Created as a scale-able API that allows flexibility and simplicity in monitoring hosts. NCPA allows multiple checks such as memory usage, CPU usage, disk

usage, processes, services, and network usage. Active checks are queried through the API of the "NCPA Listener" service while passive checks are sent via the "NCPA Passive" service.



4.JSON file Preparation

JSON Alert type is used for alert notification, to send JSON file to **UCME-IT**. Sample JSON files can be found in C:\Program Files (x86)\Control-See\UCME-IT\APIs – See below.

Alert JSON file:

{ "UCMEMsg": { "MsgID": "1", "MsgType": "1", "Token": "BXrQMcscFRU1z4HQ2DfW52rtatxYV3", "Text": "Alert message text (JSON)", "Priority": "1", "VoiceFile": "voice file name", "Categories": { "N1": "category-1", "N2": "category-2", "N3": "category-3" }, "AlarmStatus": "1", "Escalation": "0", "EscalationTO": "100", "PhoneAskForPassword": "0", "PhoneAskForHashKey": "1", "MMPlayToSpeaker": "0", "Recipients": [{ "Name": "Recipient 1", "Type": "1", "Data": "18881111111", "SMSProtocolType" : "1" }, { "Name": "Recipient 2", "Type": "2", "Data": "info@controlsee.com", "SMSProtocolType" : "2" }] } }

XML/JSON fields:

<MsgID> – A numerical message ID (Integer) that is assigned to the message. Range 1 to 32767.
<MsgType> – Use "1" for Alert and "2" for Command.

<Token> - A valid API Token. Default token is: "BXrQMcscFRU1z4HQ2DfW52rtatxYV3". You may other API tokens that will be used to identify the customer.

<Text> – Message text. Max length 500 characters. <Priority> – 1=Low, 2=Normal, 3=High, 4=Emergency <VoiceFile> – Voice file name (string) for Telephony and multimedia. Max length 60 characters. <Categories> – Three categories per message. Max length 20 characters.

<AlarmStatus> – Numeric. Alarm status. Use "1" for "Alarm started" or "0" for "Alarm ended" Escalation – Numeric. Use "1" for escalated notification or "0" for non-escalated notification. If "1" is defined, you should also set the Escalation-Timeout field – <EscalationTO>.

<EscalationTO> – Numeric. Escalated notification timeout. Number of minutes between each escalation. <PhoneAskForPassword> – Numeric. Use "1" if you wish that the phone recipient is required to enter his password when the phone call is answered. Use "0" if password is not required.

<PhoneAskForHashKey> – Numeric. Use "1" if you wish that the phone recipient will be asked to press on the "#" key to acknowledge the alarm. Use "0" if this is not required.

<MMPlayToSpeaker> - Numeric. Use "1" if you wish that the voice file specified in the VoiceFile field will be played to the local loudspeakers. Use "0" if this is not required.

<Recipients>

<Count> – Number of recipients. Numeric. Minimum value: 1. Maximum value: 100.

<N1> </N1> First recipient/group name.

<N2> </N2> Second recipient/group name …

<Nx> </Nx> Last recipient/group name

<Name> – Recipient or group name. String. Maximum length: 32. For group name is the $Group naming convention.

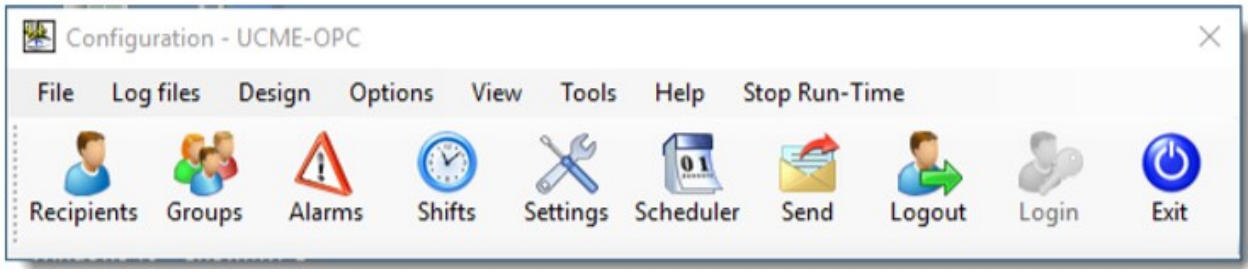
<Type> – Recipient type. Numeric. Use "1" for SMS, "2" for email, "3" for Telephony and "4" for Push. <Data> - Email address/Phone number/Push User Key. String. Max length is 100 characters. <SMSProtocolType> - SMS protocol type. Numeric. Use "1" for "GSM-Modem", Use "2" for "HTTP-SMS", Use "3" for "Cellular-TEXT".

5. Configuration Settings

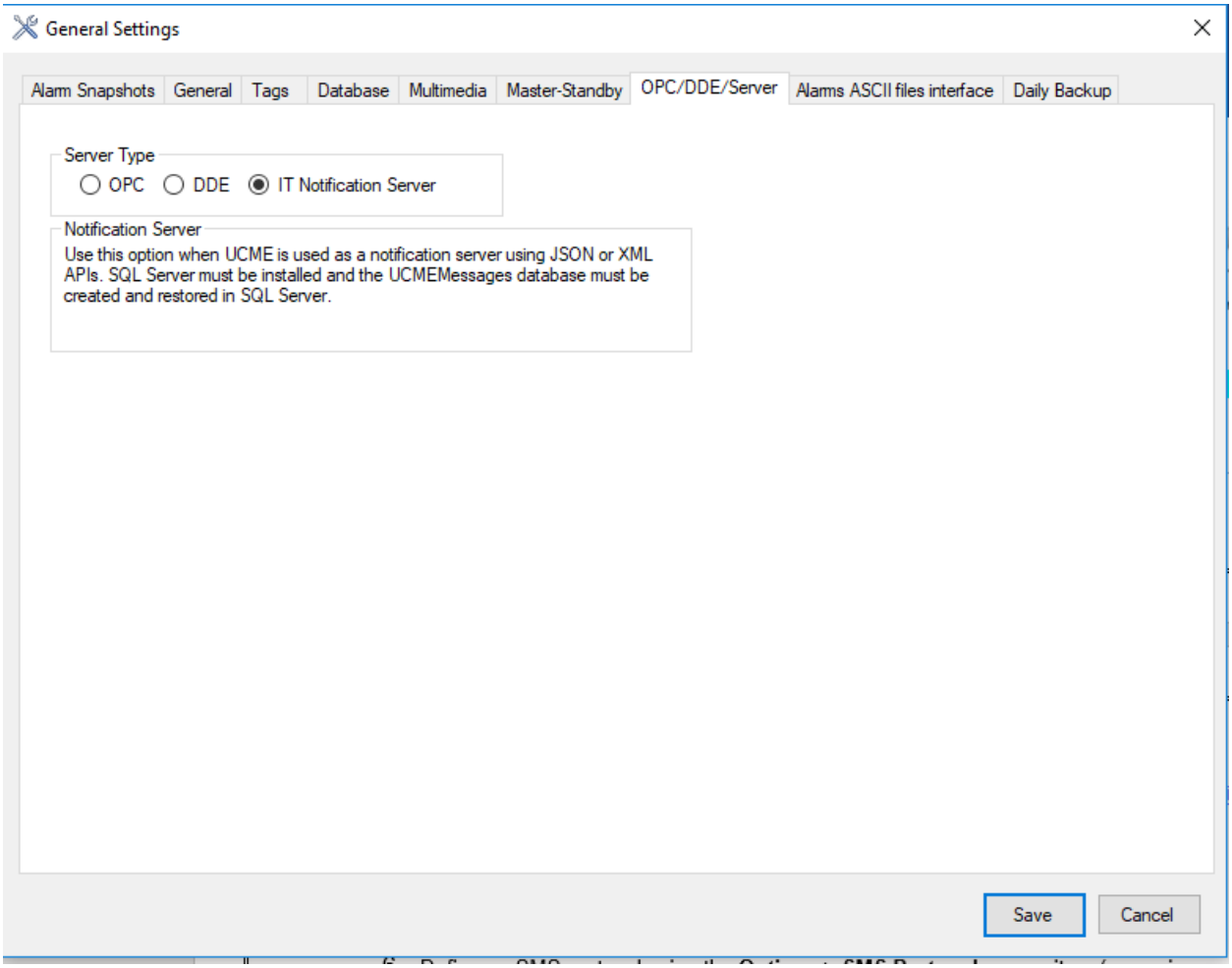
5.1 UCME-IT Configuration

1. Click on the "Start ►All Programs ►Control-See ►UCME-IT ►Configuration" menu item to start the configuration program.

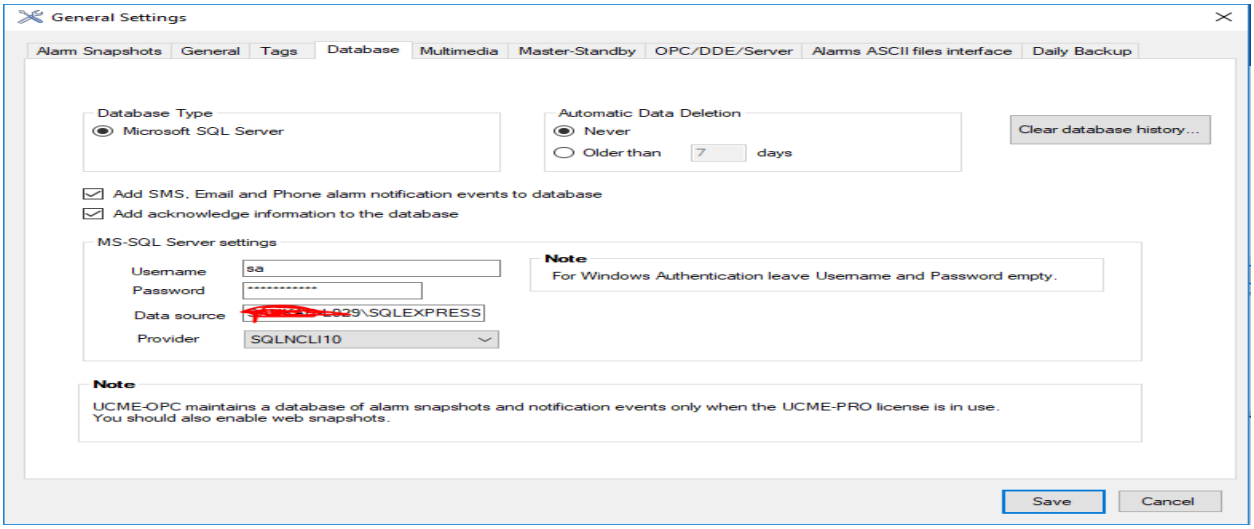
The following window will be displayed. You may use the toolbar to easily navigate between the most commonly used windows. To access other windows, use the **UCME-IT** menu.



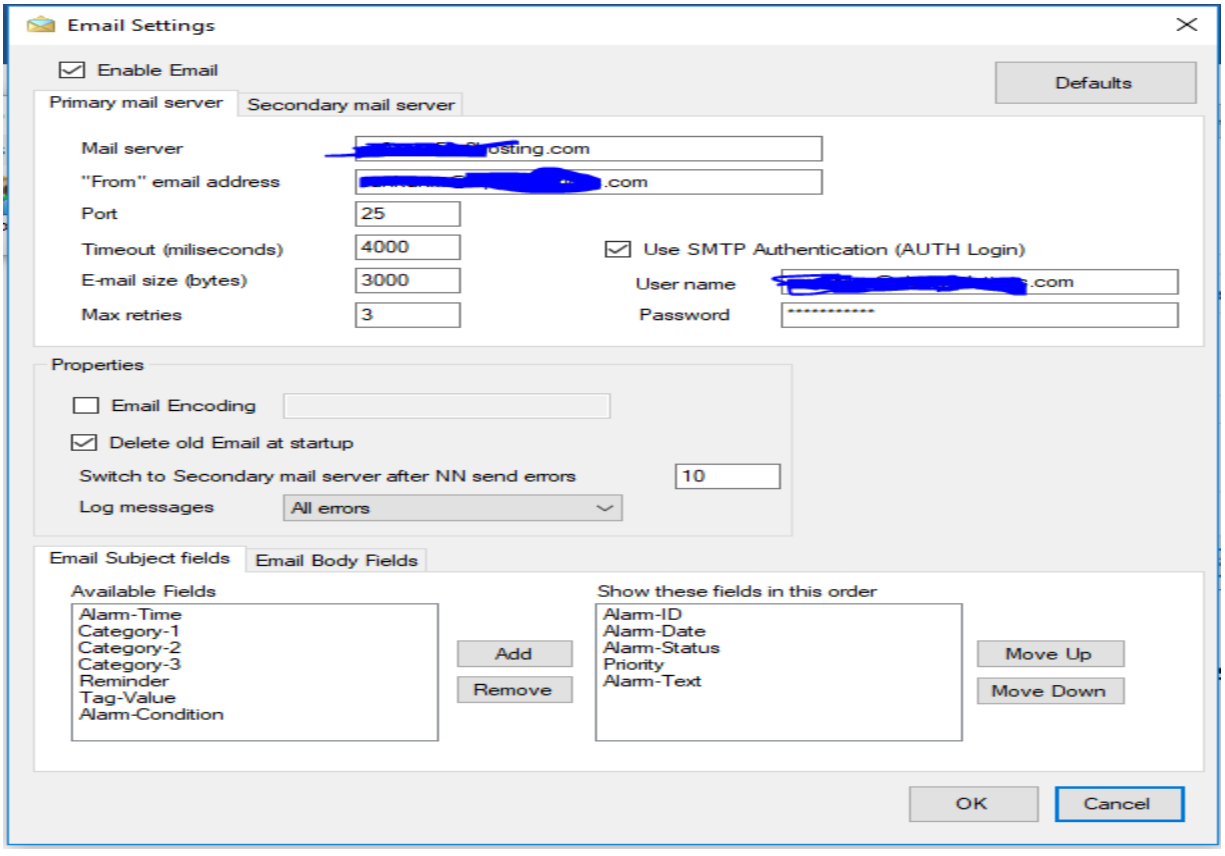
2. You may optionally create **UCME-IT** credential by clicking on Design > Users Authorizations menu item.
3. Login to **UCME-IT** and enter to the settings window using the **Options > Settings > General** menu item.
4. For JSON/XML API, choose **IT Notification Server** mode in the **OPC/DDE/Server** tab.



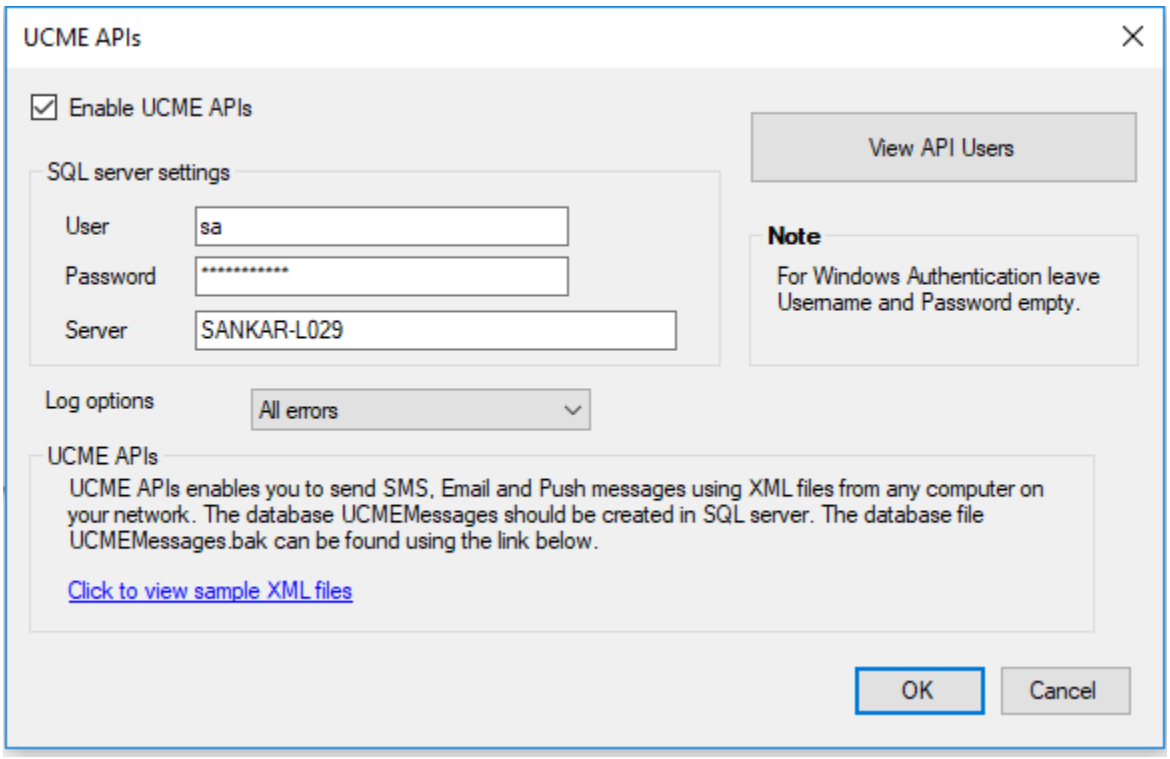
5. Add Database Details **Options > Settings > General ->Database**



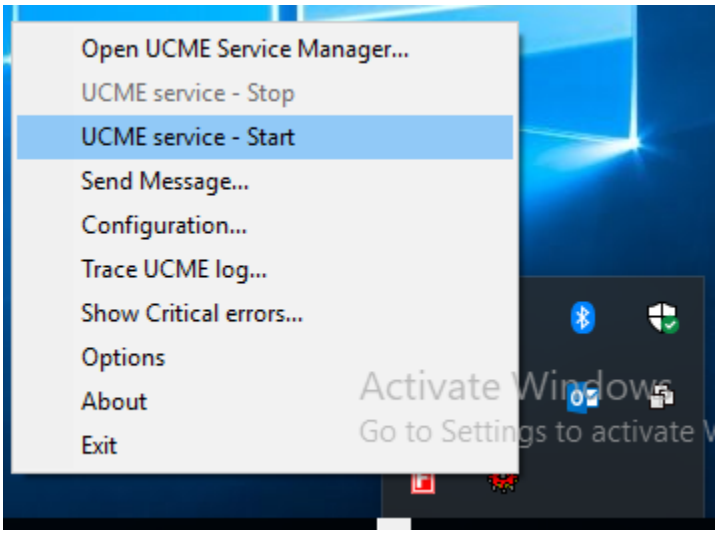
6. Configure Mail Server details in **Options > Settings > Email**. (**UCME-IT** sends Email/SMS/Push Messages through this mail sever only whenever JSON file received from **Nagios** XI.)



7. Define SMS protocol using the **Options > SMS Protocols** menu item (assuming you have a cellular GSM or CDMA modem). Use **PDU7bit** data encoding for **English**.
8. Click on Options ► Settings ► UCME APIs as per '**UCME-IT** User's Guide'-> Settings ► UCME APIs.

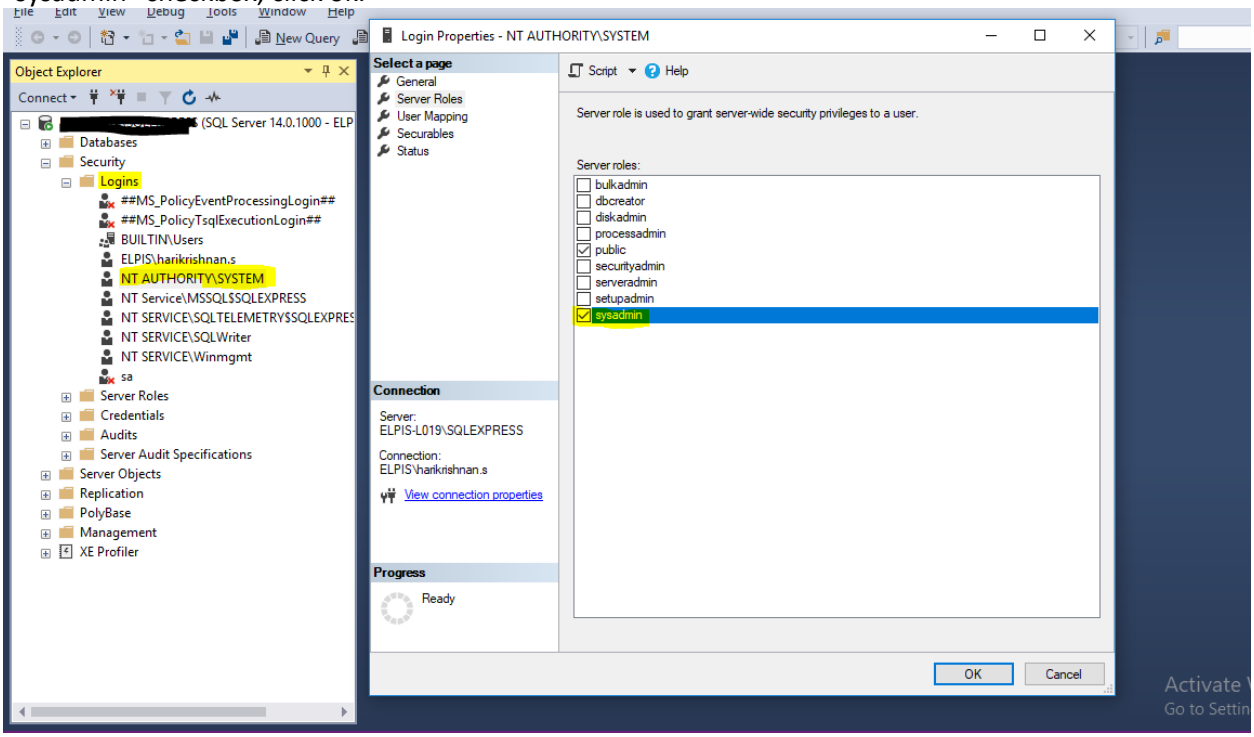


9. Once **UCME-IT** APIs Setting completed and then go to Status bar to Start the **UCME-IT** Service Manager.

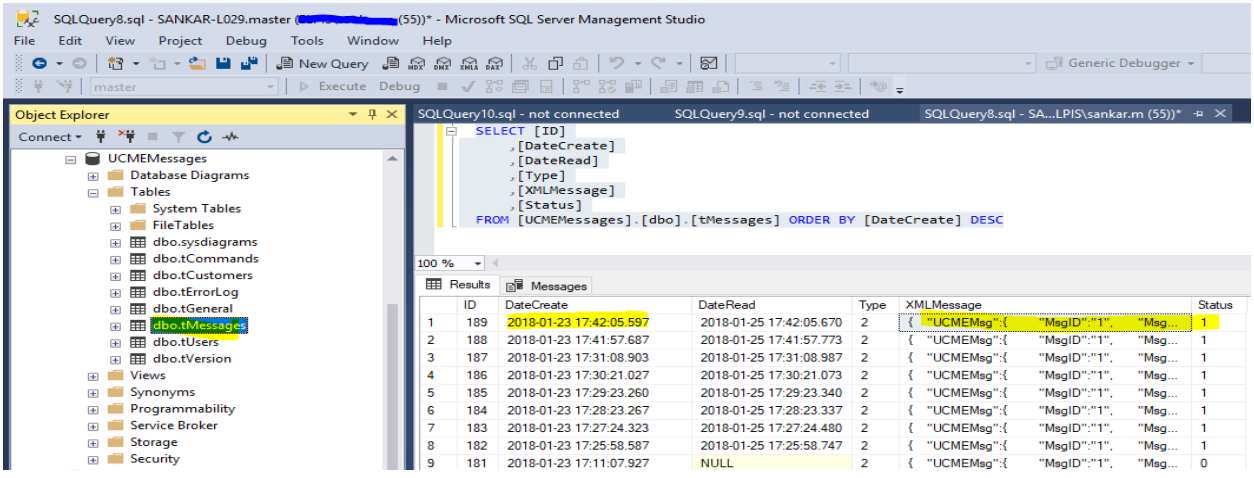


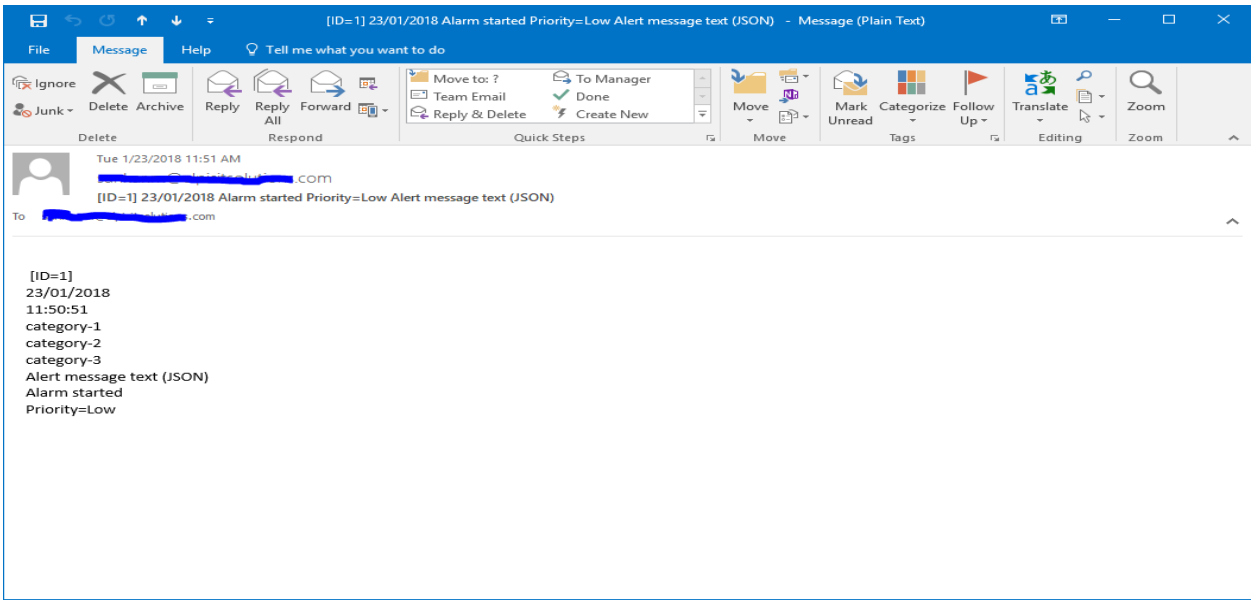
10. Observe **UCME-IT** Service Manager Running (Green Color Icon).

11. Give database access permission to IIS_USER, connect database and go **to security →Logins → NT Authority\System** right click and go to properties go to “Server Roles” and check the “sysadmin” checkbox, click ok.



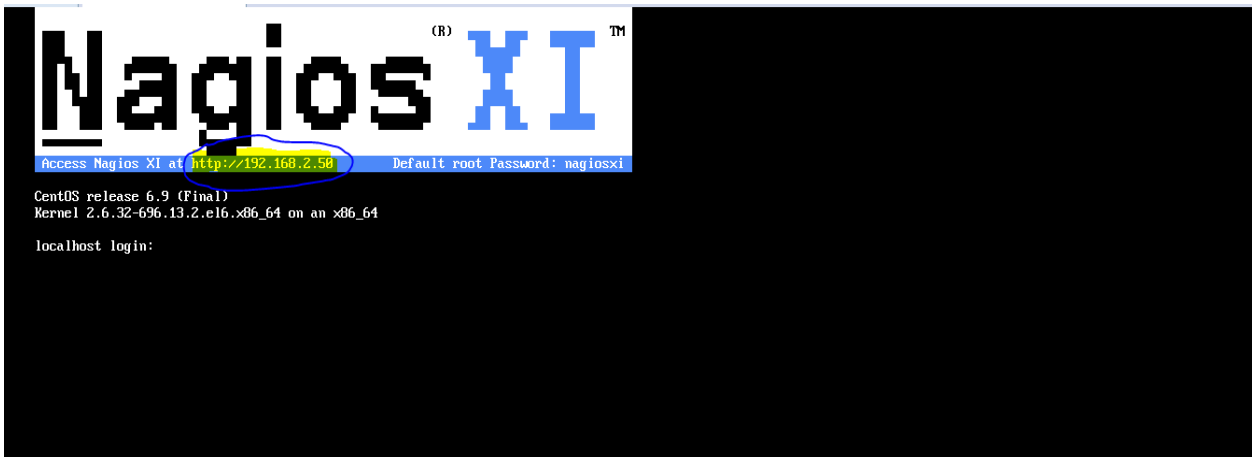
12. Try to execute JSON file using UCMESendMsgApp Utility under C:\Program Files (x86)\Control-See\UCME-IT\APIs.
13. Observe JSON file content added in UCMEMessages->tMessages table
14. Observe JSON file content added table row Status column value (1-Success and Sent Notification) and observe Email/SMS/Push Message Received.

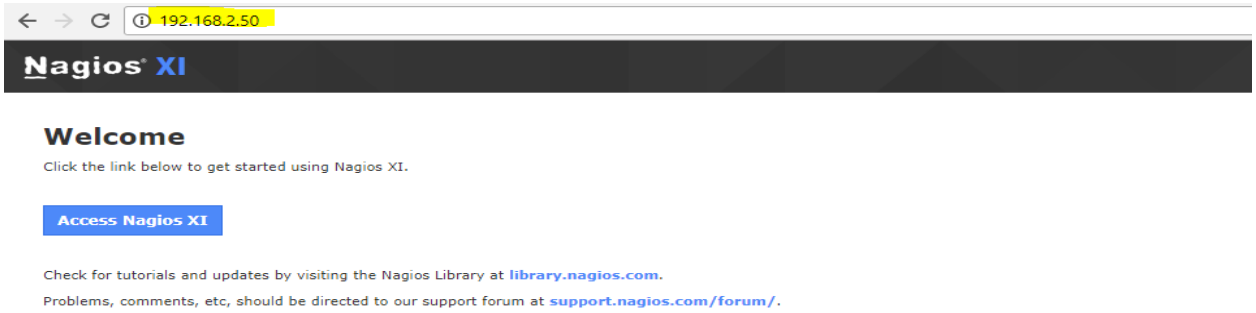




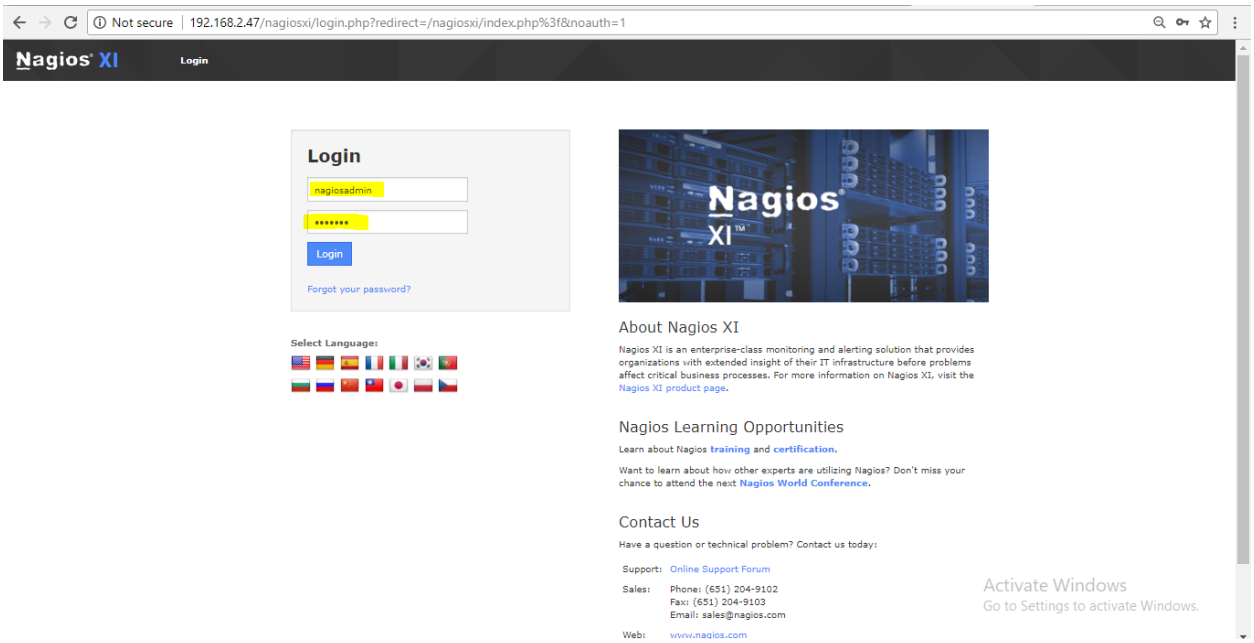
5.2 Nagios XI Configuration (Integration with UCME-IT)

1)Go to browser and type IP address of Nagios system as shown below like example.

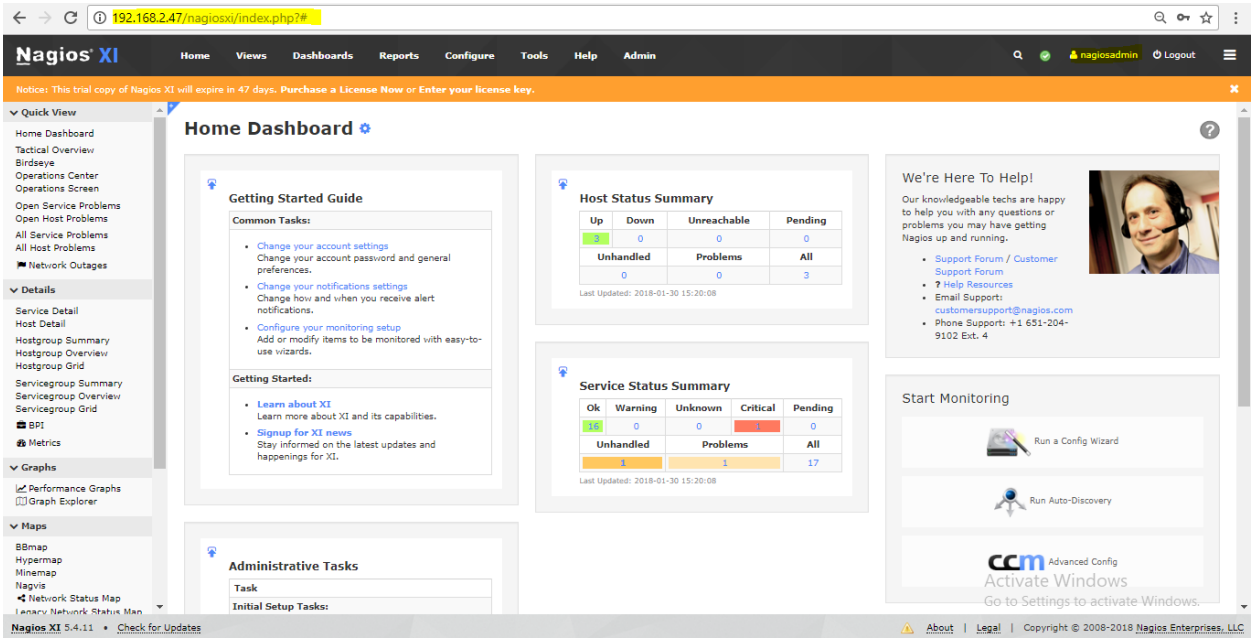




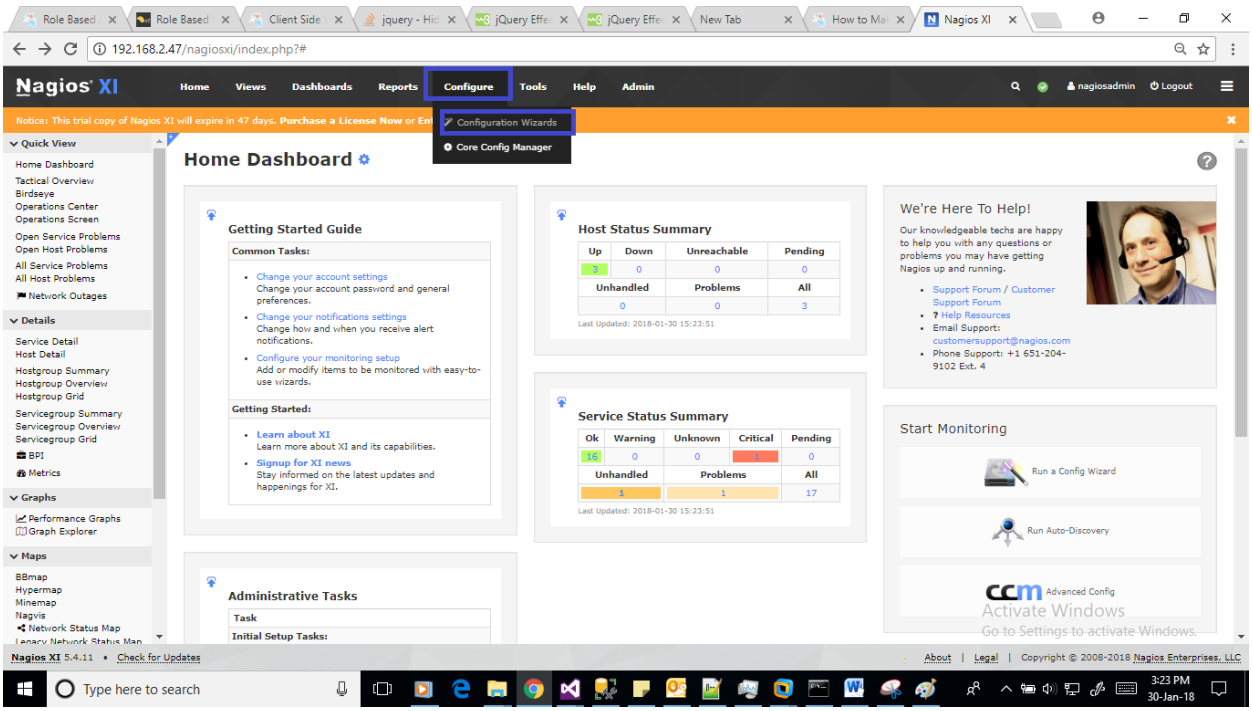
2)Login into Nagios XI application using valid Credential created while installation.



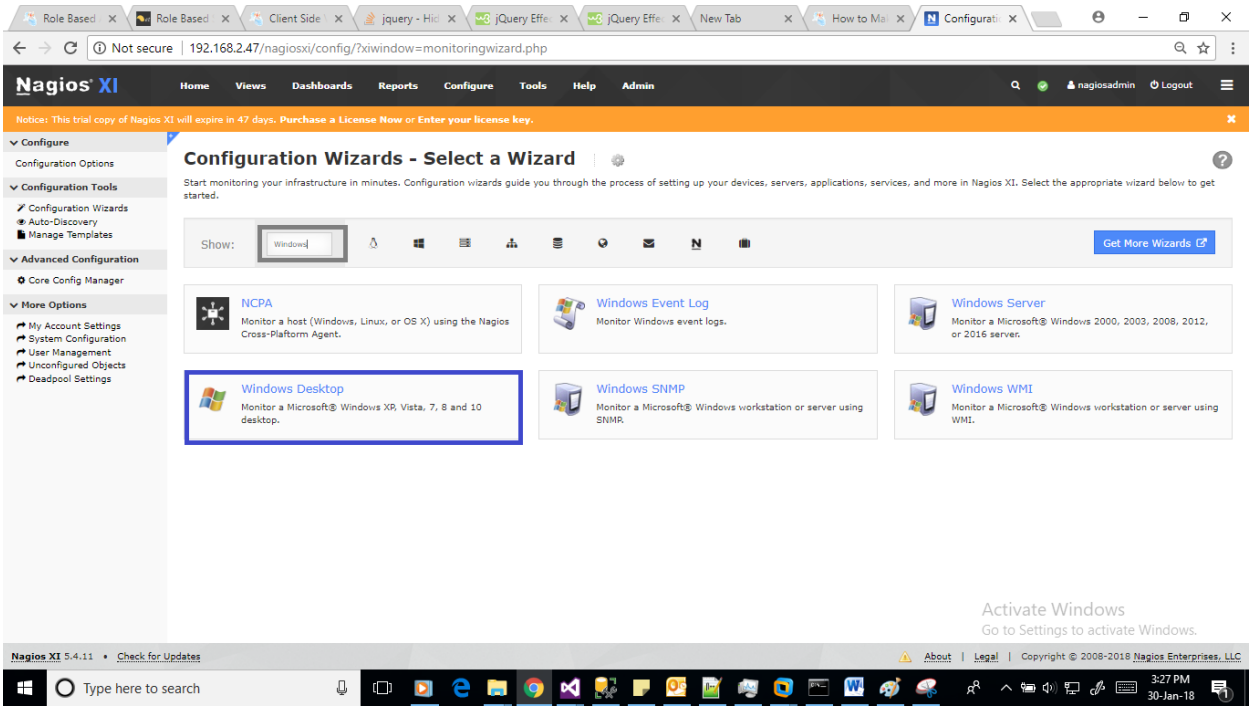
3) After, successfully logged in, observe the below “Nagios XI” Home page.



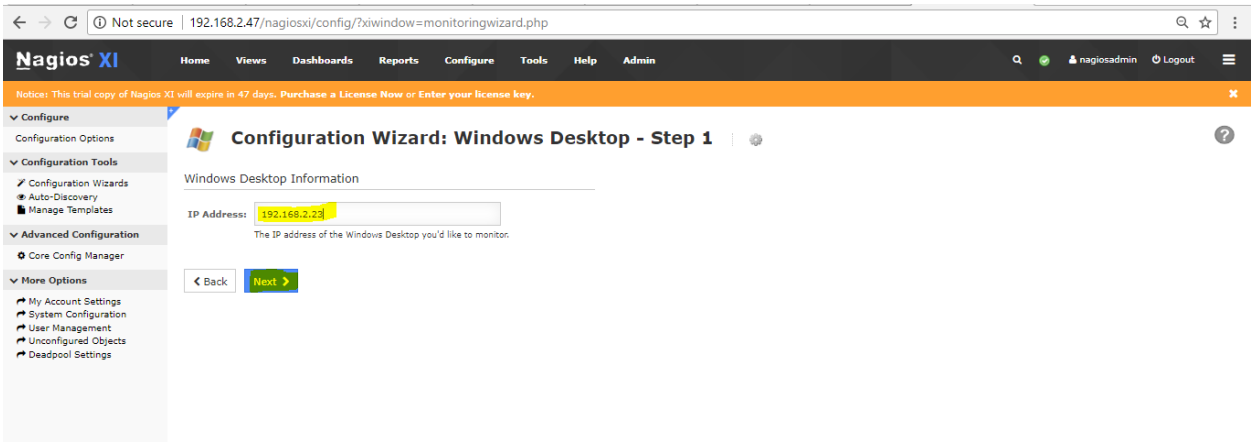
4)To Configure Service, Go to: Configure →Configuration Wizards. As shown below.



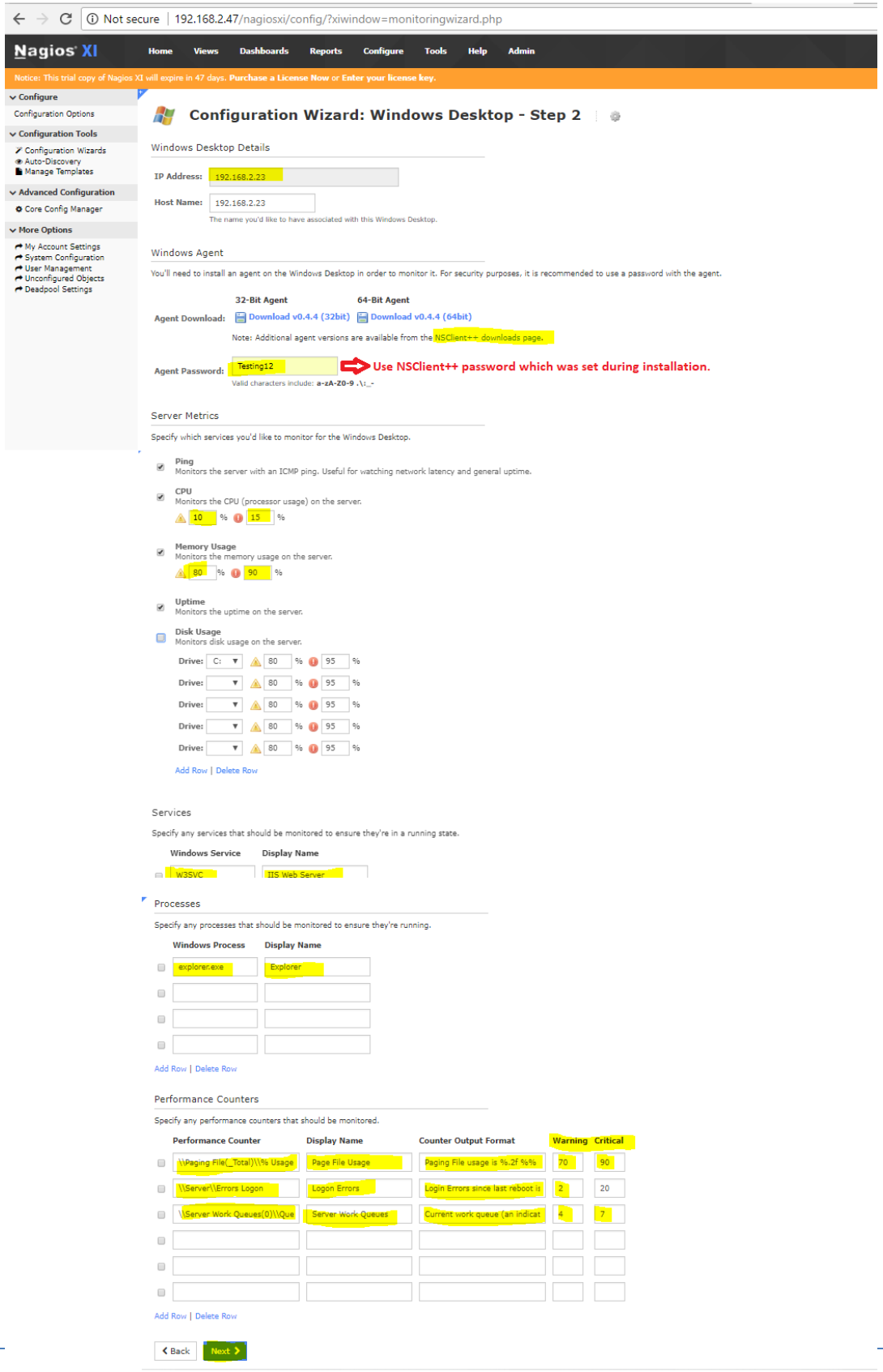
Select which system/application going to monitor. Ex: Here I selected “Windows Desktop” to monitor windows application. So, select based on your needs.



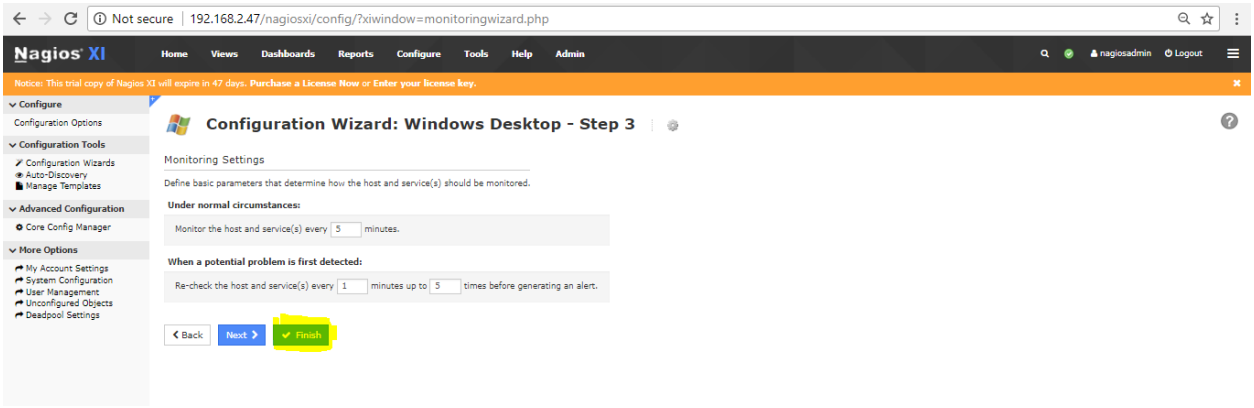
5)Enter IP Address of System which is going to monitor, and click Next button.

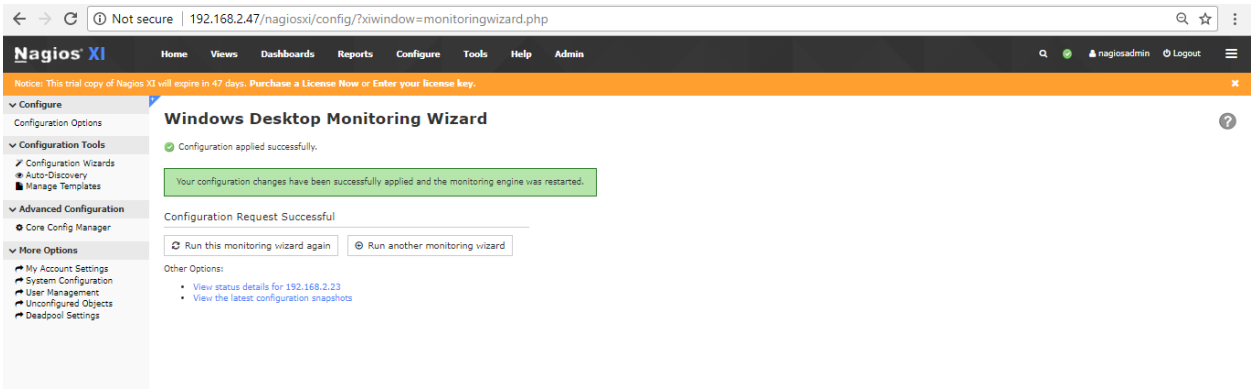


6)Set the threshold limits for CPU, Memory Usage etc and if you want to monitor any specific services/ process/ Performance counters then add the corresponding application executable name and then click on Next button.


Not secure | 192.168.2.47/nagiosxi/config/?xiwindow=monitoringwizard.php
Nagios XI
Home Views Dashboards Reports Configure Tools Help Admin
Notice: This trial copy of Nagios XI will expire in 47 days. Purchase a License Now or Enter your license key.
Configure
Configuration Options
Configuration Tools
Configuration Wizards
Auto-Discovery
Manage Templates
Advanced Configuration
Core Config Manager
More Options
My Account Settings
System Configuration
User Management
Unconfigured Objects
Deadpool Settings
Configuration Wizard: Windows Desktop - Step 2
Windows Desktop Details
IP Address: 192.168.2.23
Host Name: 192.168.2.23
The name you'd like to have associated with this Windows Desktop.
Windows Agent
You'll need to install an agent on the Windows Desktop in order to monitor it. For security purposes, it is recommended to use a password with the agent.
32-Bit Agent
64-Bit Agent
Agent Download: Download v0.4.4 (32bit) Download v0.4.4 (64bit)
Note: Additional agent versions are available from the NSClient++ downloads page.
Agent Password: Testing12
Use NSClient++ password which was set during installation.
Valid characters include: a-zA-Z0-9 .\:_-
Server Metrics
Specify which services you'd like to monitor for the Windows Desktop.
Ping
Monitors the server with an ICMP ping. Useful for watching network latency and general uptime.
CPU
Monitors the CPU (processor usage) on the server.
10 % 15 %
Memory Usage
Monitors the memory usage on the server.
80 % 90 %
Uptime
Monitors the uptime on the server.
Disk Usage
Monitors disk usage on the server.
Drive: C: 80 % 95 %
Drive: 80 % 95 %
Drive: 80 % 95 %
Drive: 80 % 95 %
Drive: 80 % 95 %
Add Row | Delete Row
Services
Specify any services that should be monitored to ensure they're in a running state.
Windows Service
Display Name
W3SVC
IIS Web Server
Processes
Specify any processes that should be monitored to ensure they're running.
Windows Process
Display Name
explorer.exe
Explorer
Add Row | Delete Row
Performance Counters
Specify any performance counters that should be monitored.
Performance Counter
Display Name
Counter Output Format
Warning
Critical
\\Paging File(_Total)\\% Usage
Page File Usage
Paging File usage is %.2f %%
70
90
\\Server\\Errors Logon
Logon Errors
Login Errors since last reboot is
2
20
\Server Work Queues(0)\\Que
Server Work Queues
Current work queue (an indicat
4
7
Add Row | Delete Row
Back
Next

7)Observe the below screen and click on Finish button.



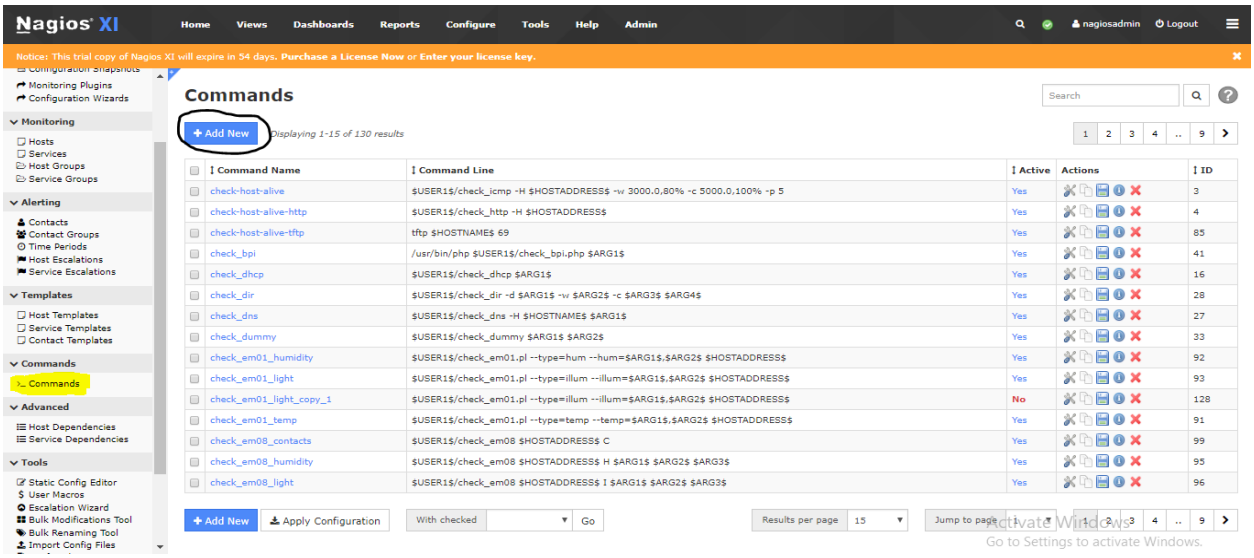


After Successful configuration wizard…

8) Creating Command in Nagios XI to send JSON file to **UCME-IT**.

Go to: Configure → Core Config Manager.

In left pane Command section, select _Command and click on Add New:



Give the Command name, command line to execute and select command type is “misc command”

Ex. Command Name: Test

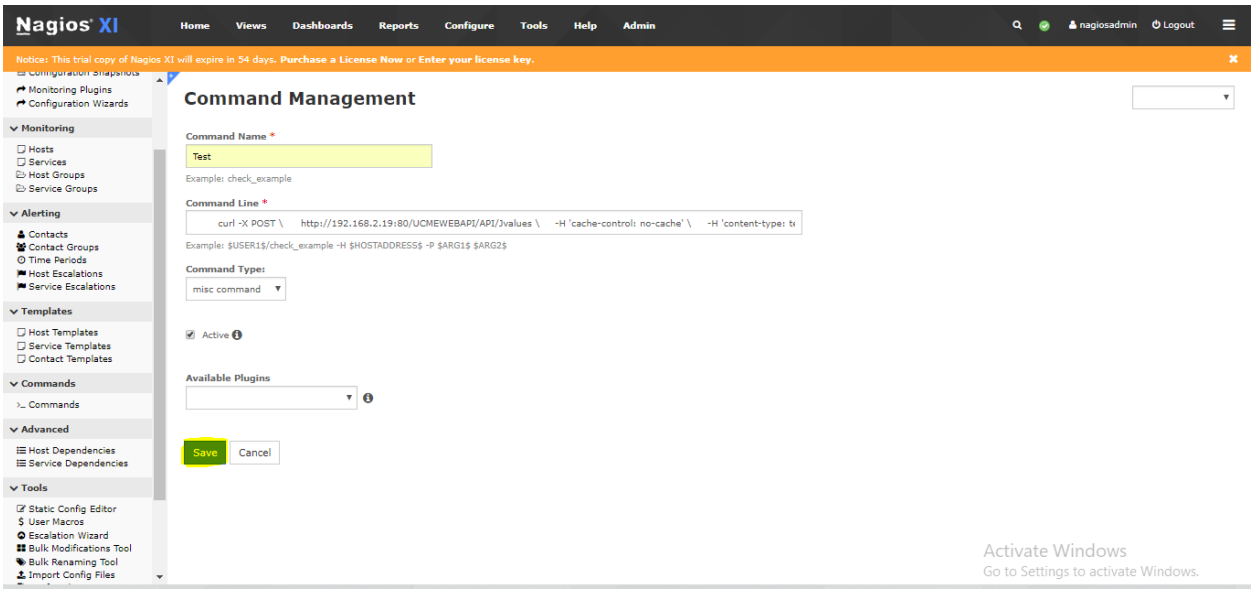
Command Line: Enter Following text, (Replace highlighted text with correct address)

```
curl -X POST \
  http://xxx.xxx.xxx.xxx:80/UCMEWEBAPI/API/Jvalues \
  -H 'cache-control: no-cache' \
  -H 'content-type: text/plain' \
  -d '{
   "UCMEMsg":{
                "MsgID":"1",
                "MsgType":"1",
                "Token":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3",
                "Text":"Alert message text (JSON)",
                "Priority":"1",
                "VoiceFile":"voice file name",
                "Categories":{
                        "N1":"category-1",
                        "N2":"category-2",
                        "N3":"category-3"
                },
                "AlarmStatus":"1",
                "Escalation":"0",
                "EscalationTO":"100",
                "PhoneAskForPassword":"0",
                "PhoneAskForHashKey":"1",
                "MMPlayToSpeaker":"0",
                "Recipients":[
                        {
                                "Name":"Recipient 1",
                                "Type":"1",
                                "Data":"91xxxxxxxxxx",
                                "SMSProtocolType":"1"
```

```
                },
                {
                        "Name":"Recipient 2",
                        "Type":"2",
                        "Data":"abcd@solutions.com",
                        "SMSProtocolType":"2"
                }
        ]
    }
}'
```

(**Important Note**: Refer JSON file creation section for more details)

Command Type: “misc command”

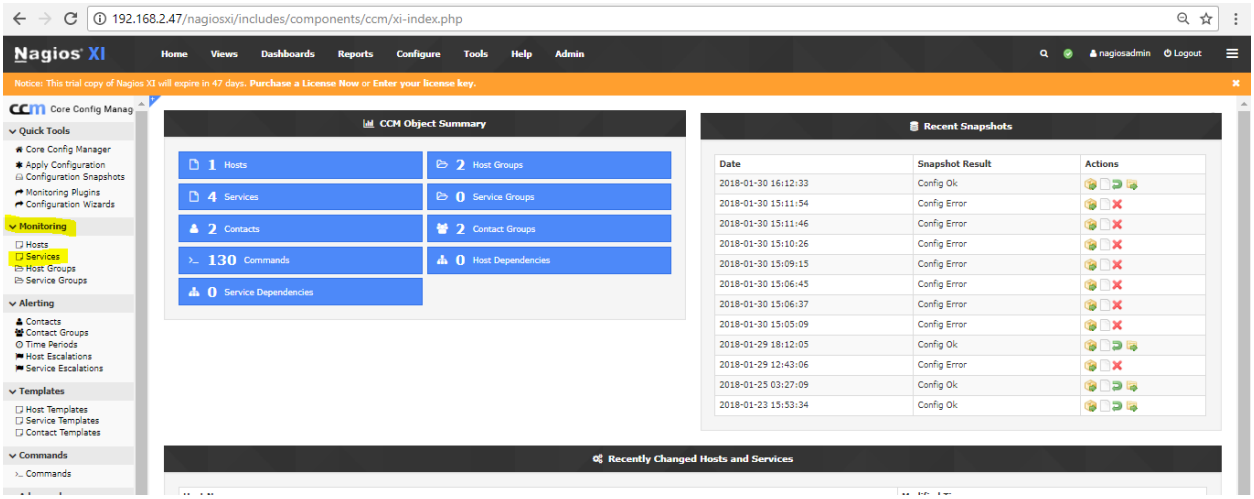


Then click on “Save” button and observed command created successfully.

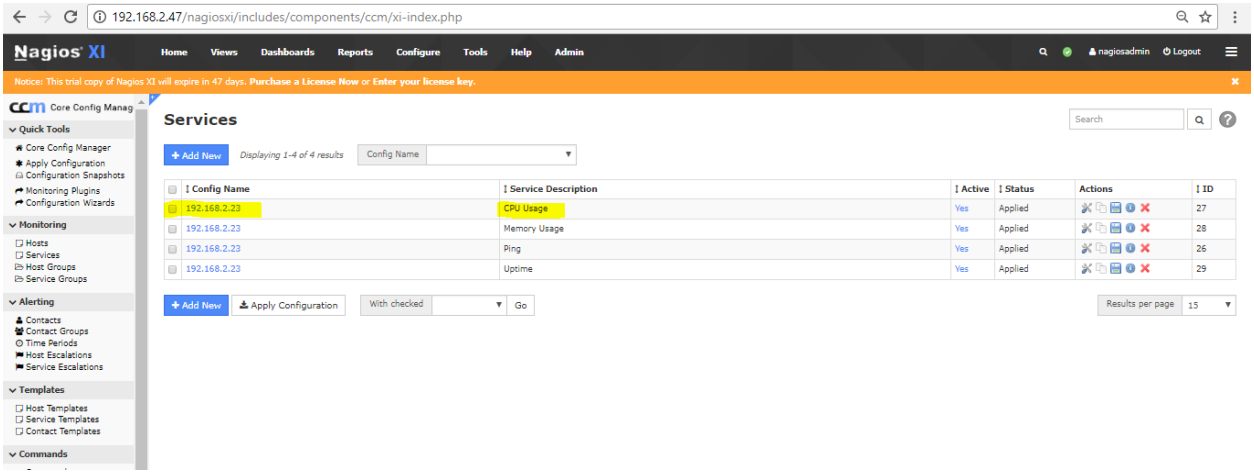
---

8)After Successful creation, Go to: Configure → Core Config Manager for Service creation.

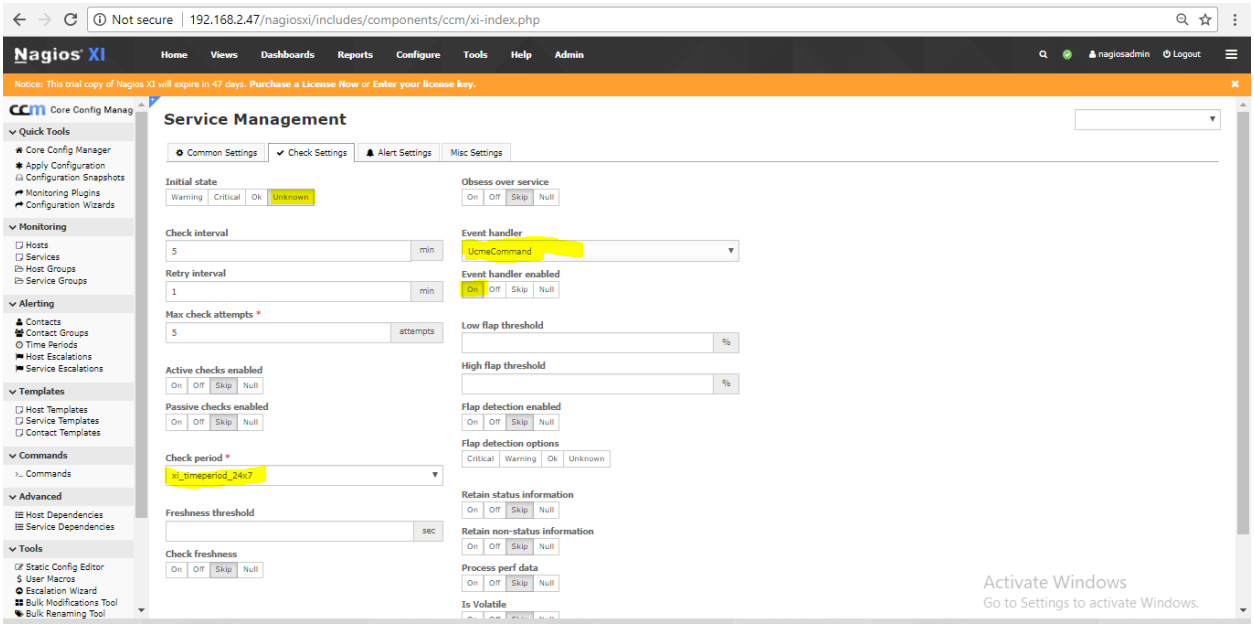
Observe in left pane: Go to Monitoring → Services.



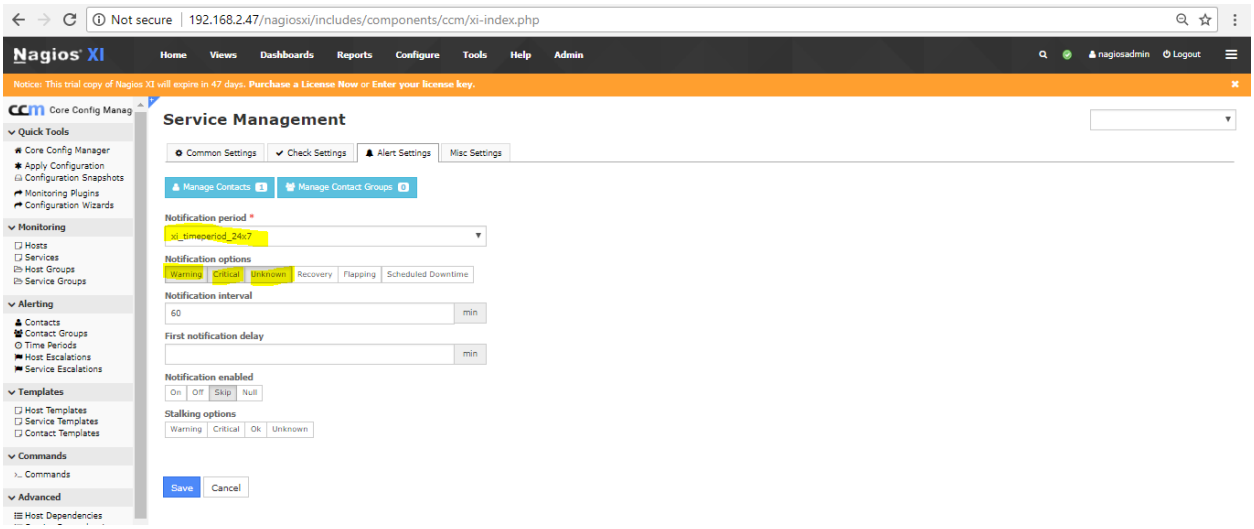
Click on Service, which we want send notification.



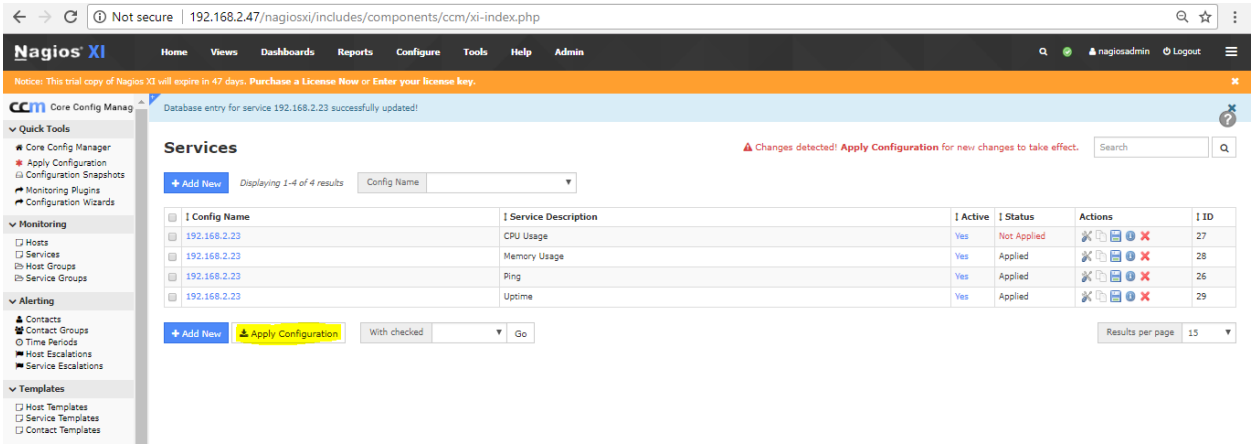
Go to Check Settings, select command (Command Created for sending notification) and Enable the Event Handler.

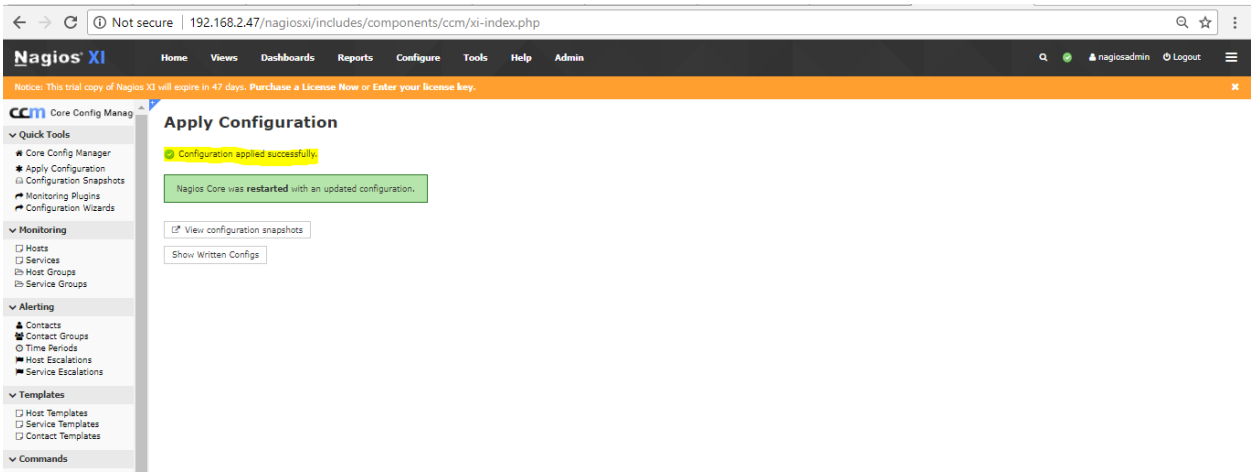


Go to: Alert Settings, select Notification Period to xi_timeperiod_24*7 and Select Notification Options to Warning, Critical, Unknown, as shown below:



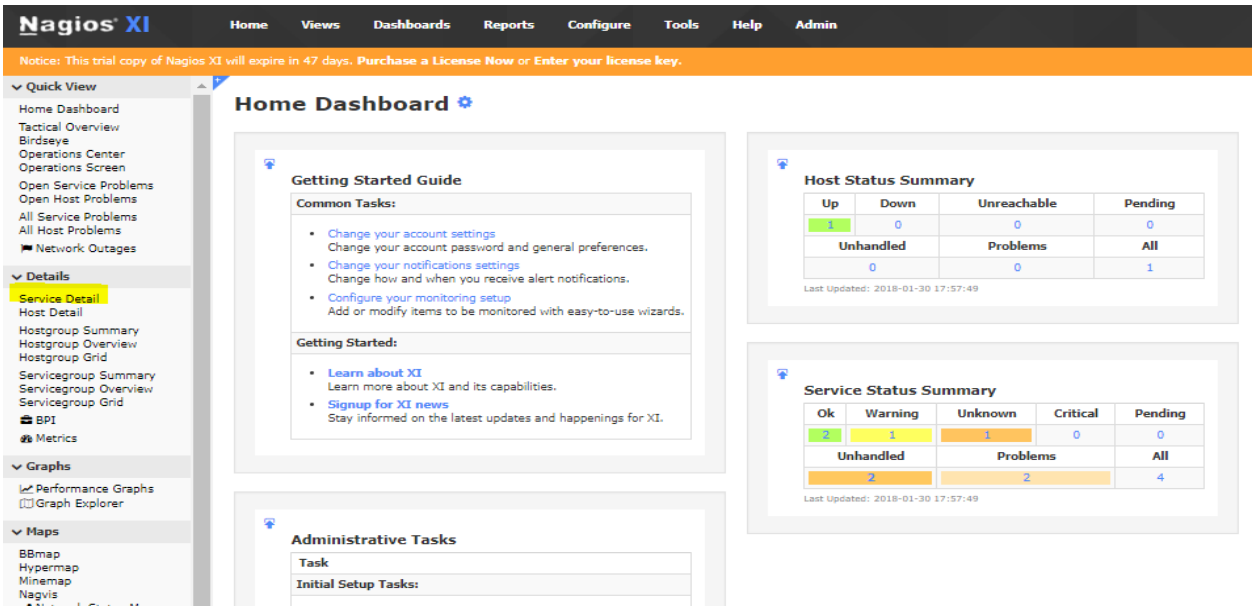
And Click on Save button and Observe the following screen and Click on Apply Configuration.



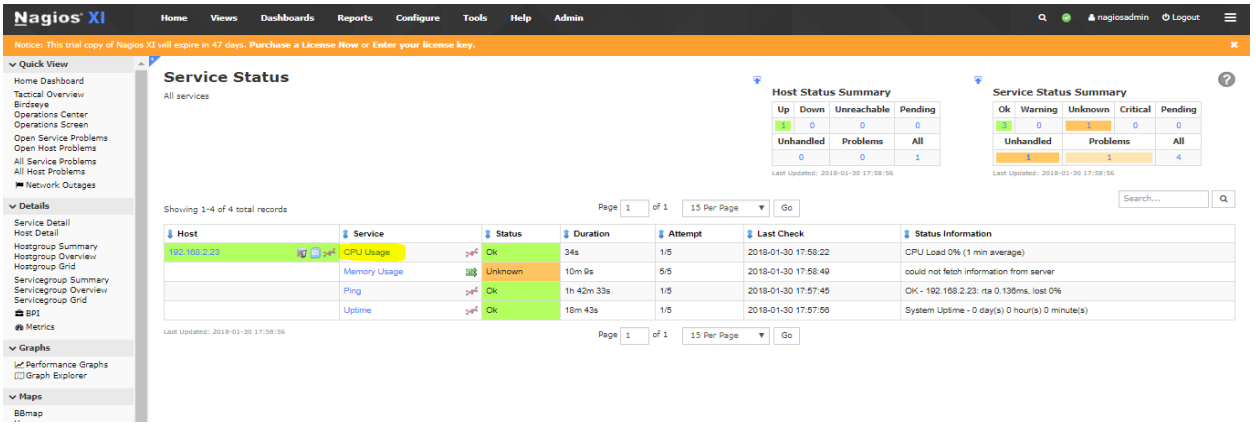


9)Testing

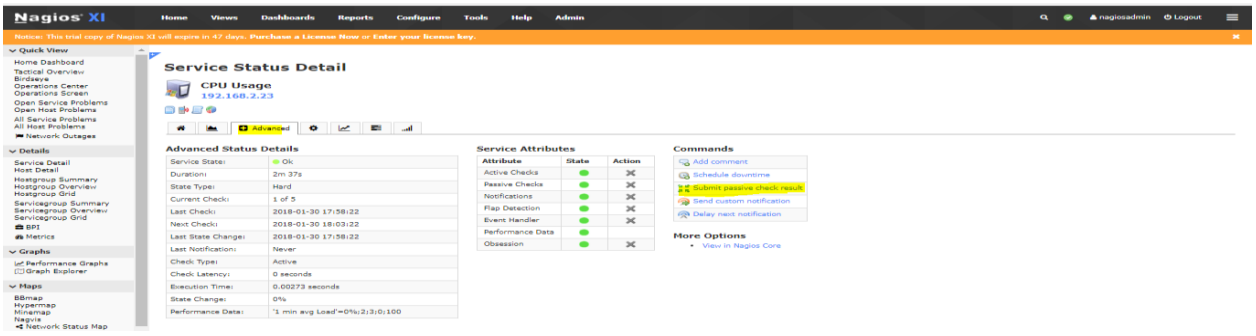
1. After Creating Service with all above steps, to check its working functionality follows the bellow steps:
   Go to: Home, in left pane go to Details →Service Details.



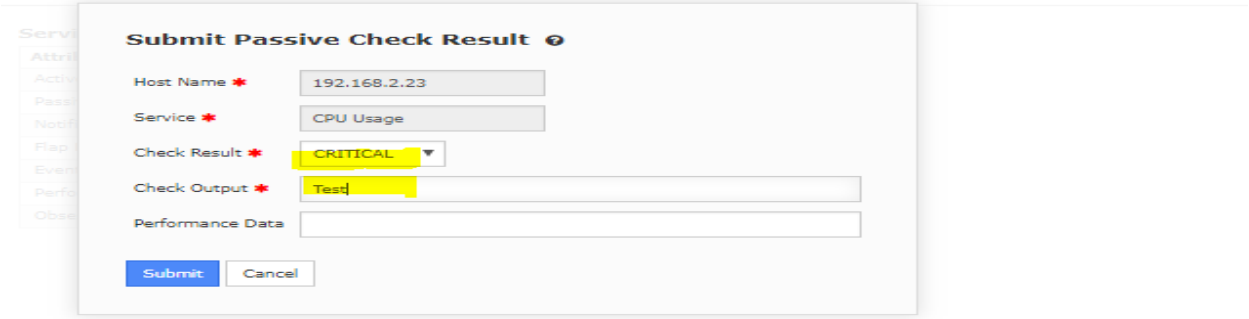
2. Click on Service:



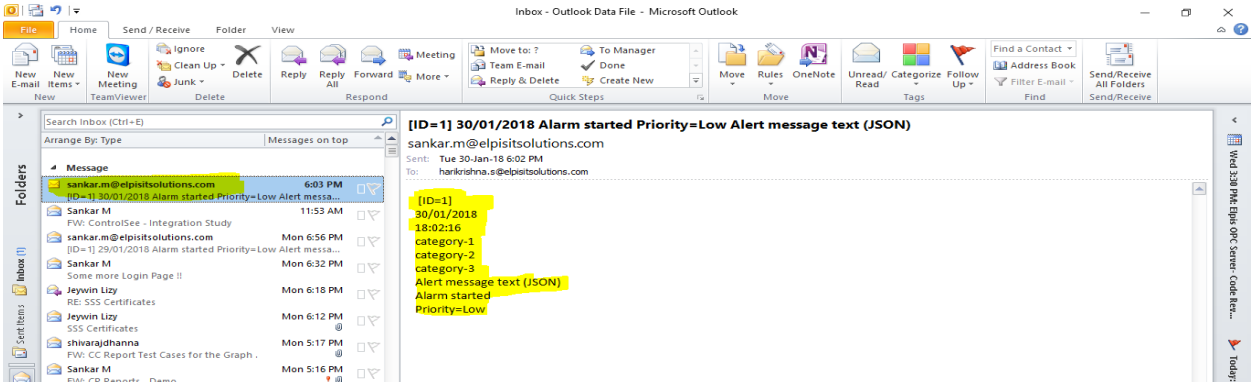
3. Go to Advanced Tab → Click on the Submit Passive Check result:



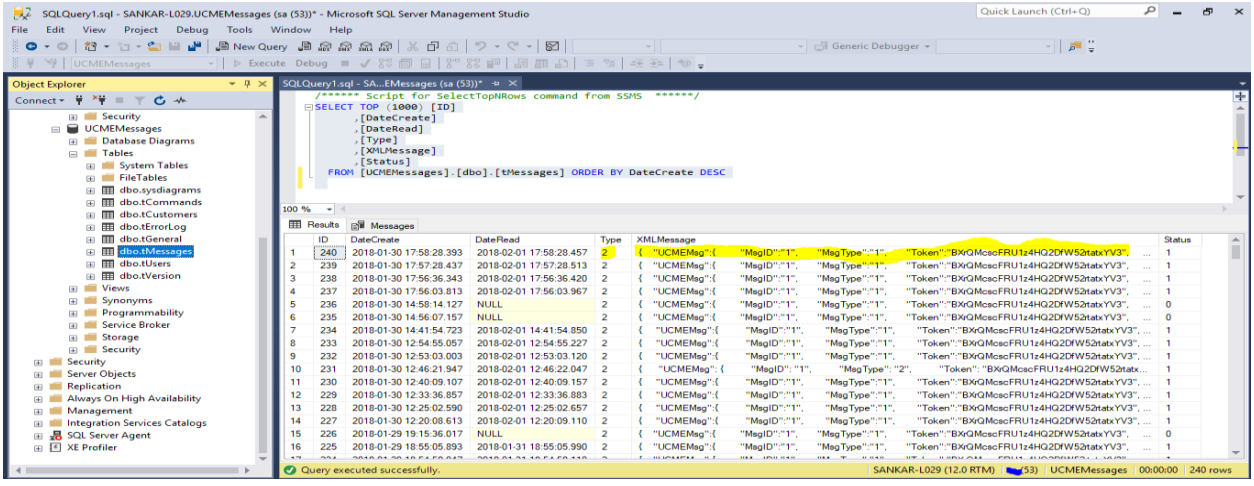
4. Change Check results to “CRITICAL”, Check output: “Test”



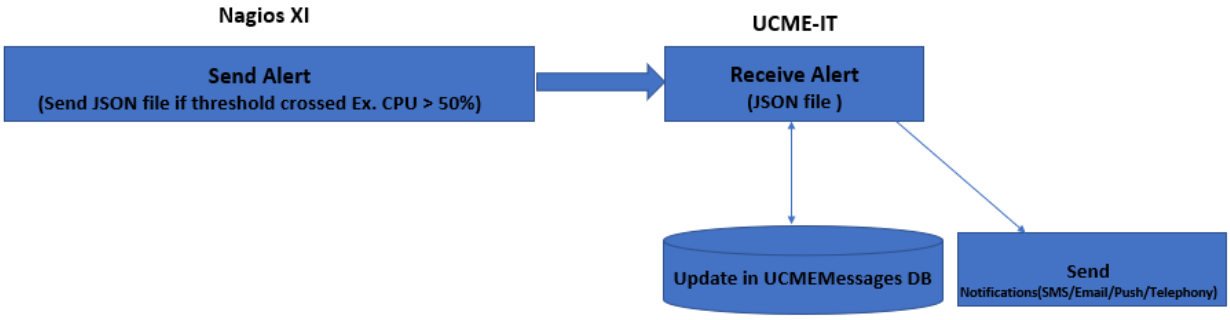
5. Check the E-Mail Notification received as per JSON file mentioned recipients. Similarly, SMS/Push Message/Telephony Notification send as per JSON file configured recipients.



6. Observe JSON file send to **UCME-IT** using **UCME-IT** API Check and check UCMEMessage->tMessages table for JSON file content update.



Nagios XI and **UCME-IT** Integration flow will be.



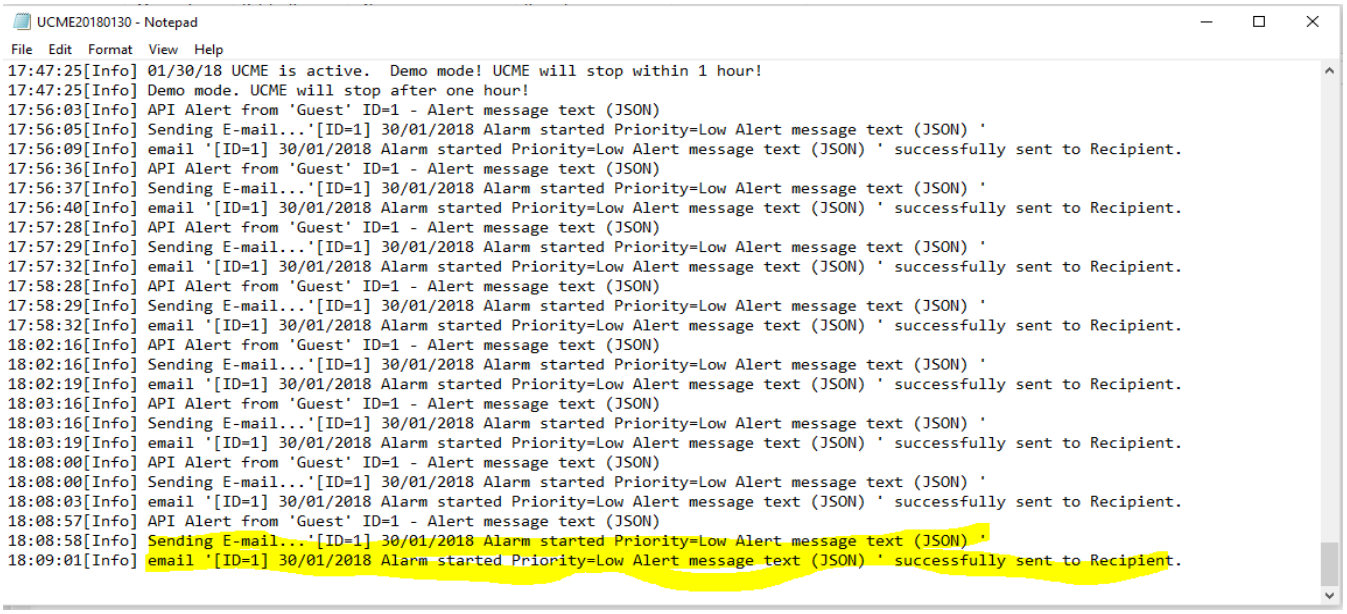
Important Note: Make sure **UCME-IT** Service Manager running.

6.UCME-IT Communication Log

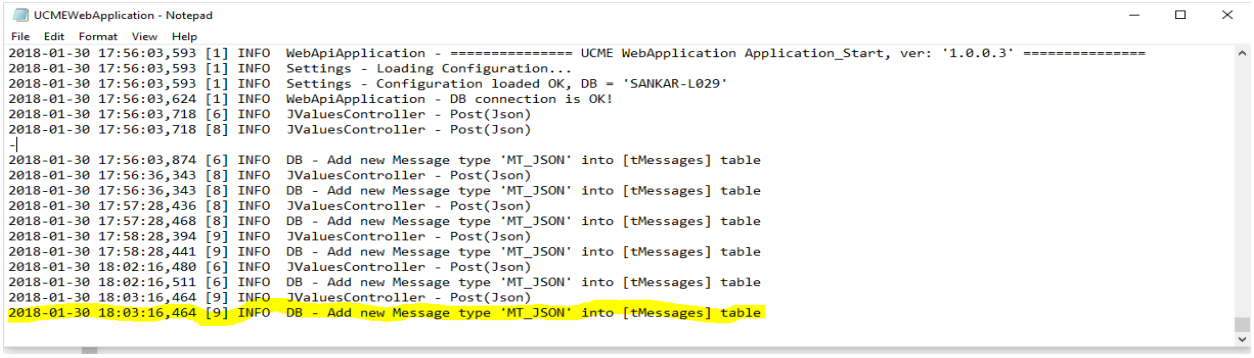
6.1 UCME LOG

You can find the log file at the path : C:\Program Files (x86)\Control-See\UCME-IT\LOG\UCMExxxxxxxx.txt

Based on **UCME-IT** Log file, you can ensure whether email has been sent successfully to configured email address or not. Please find the Screenshot below of successful email sent to recipient.



6.2 WEB LOG

The WEB application maintains a log file in the following location. Based on below log file you can identify JSON file received from Nagios XI will be successfully updated in 'UCMEMessages' database or not.

C:\Program Files (x86)\Control-See\UCME-IT\WebApiSite\UCMEWebApplication.txt