Checkmk Conference #11

You'll love notifications with Checkmk!

May 20, 2025 - Live from Paulaner am Nockherberg, Munich

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Checkmk GmbH

I ♥ complexity

Complexity = Power + Flexibility

Checkmk notifications are very complex!

Setting up notifications is very hard

6 out of 9

testers failed to create a notification rule that would work as expected

0%

realized, that they made a mistake

How should you troubleshoot this?

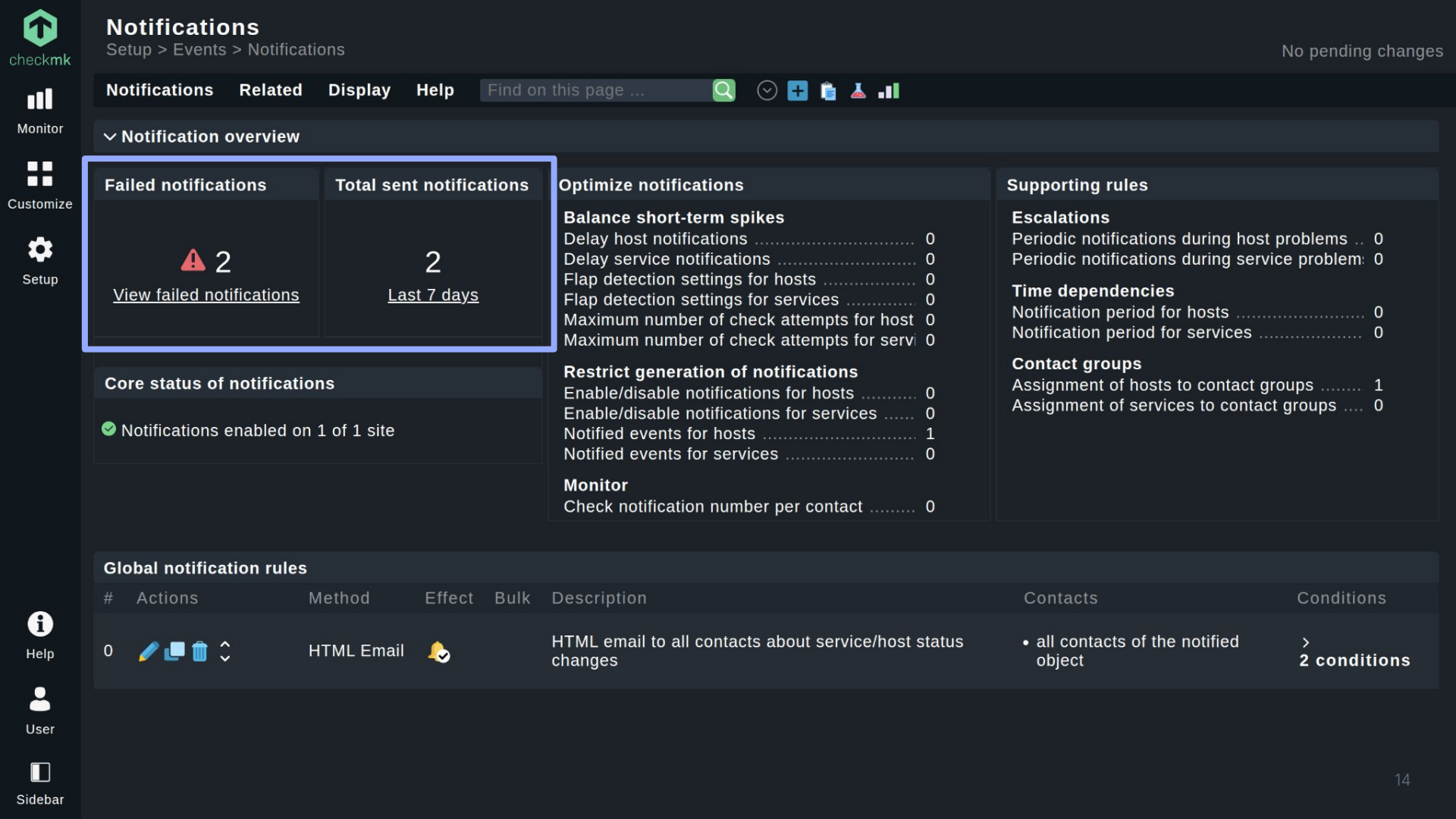
Complexity = Hard to use?

Complexity != Hard to use

Keep complexity, but make it easy to use

Introducing: The new Checkmk Notifications

The Notification Hub


checkmk
Monitor
Customize
Setup
Help
User
Sidebar
Notifications
Setup > Events > Notifications
No pending changes
Notifications
Related
Display
Help
Find on this page ...
Notification overview
Failed notifications
2
View failed notifications
Total sent notifications
2
Last 7 days
Core status of notifications
Notifications enabled on 1 of 1 site
Optimize notifications
Balance short-term spikes
Delay host notifications 0
Delay service notifications 0
Flap detection settings for hosts 0
Flap detection settings for services 0
Maximum number of check attempts for host 0
Maximum number of check attempts for servi 0
Restrict generation of notifications
Enable/disable notifications for hosts 0
Enable/disable notifications for services 0
Notified events for hosts 1
Notified events for services 0
Monitor
Check notification number per contact 0
Supporting rules
Escalations
Periodic notifications during host problems .. 0
Periodic notifications during service problem: 0
Time dependencies
Notification period for hosts 0
Notification period for services 0
Contact groups
Assignment of hosts to contact groups 1
Assignment of services to contact groups 0
Global notification rules
Actions Method Effect Bulk Description Contacts Conditions
0 HTML Email HTML email to all contacts about service/host status changes • all contacts of the notified object 2 conditions
14

Notifications

Setup > Events > Notifications

No pending changes

Notifications | Related | Display | Help | Find on this page ...

Notification overview

Failed notifications

2

View failed notifications

Total sent notifications

2

Last 7 days

Core status of notifications

Notifications enabled on 1 of 1 site

Optimize notifications

Balance short-term spikes

Delay host notifications	0
Delay service notifications	0
Flap detection settings for hosts	0
Flap detection settings for services	0
Maximum number of check attempts for host	0
Maximum number of check attempts for servi	0

Restrict generation of notifications

Enable/disable notifications for hosts	0
Enable/disable notifications for services	0
Notified events for hosts	1
Notified events for services	0

Monitor

Check notification number per contact	0

Supporting rules

Escalations

Periodic notifications during host problems	0
Periodic notifications during service problem	0

Time dependencies

Notification period for hosts	0
Notification period for services	0

Contact groups

Assignment of hosts to contact groups	1
Assignment of services to contact groups	0

Global notification rules

#	Actions	Method	Effect	Bulk	Description	Contacts	Conditions
0		HTML Email			HTML email to all contacts about service/host status changes	• all contacts of the notified object	2 conditions

Master control

Notifications

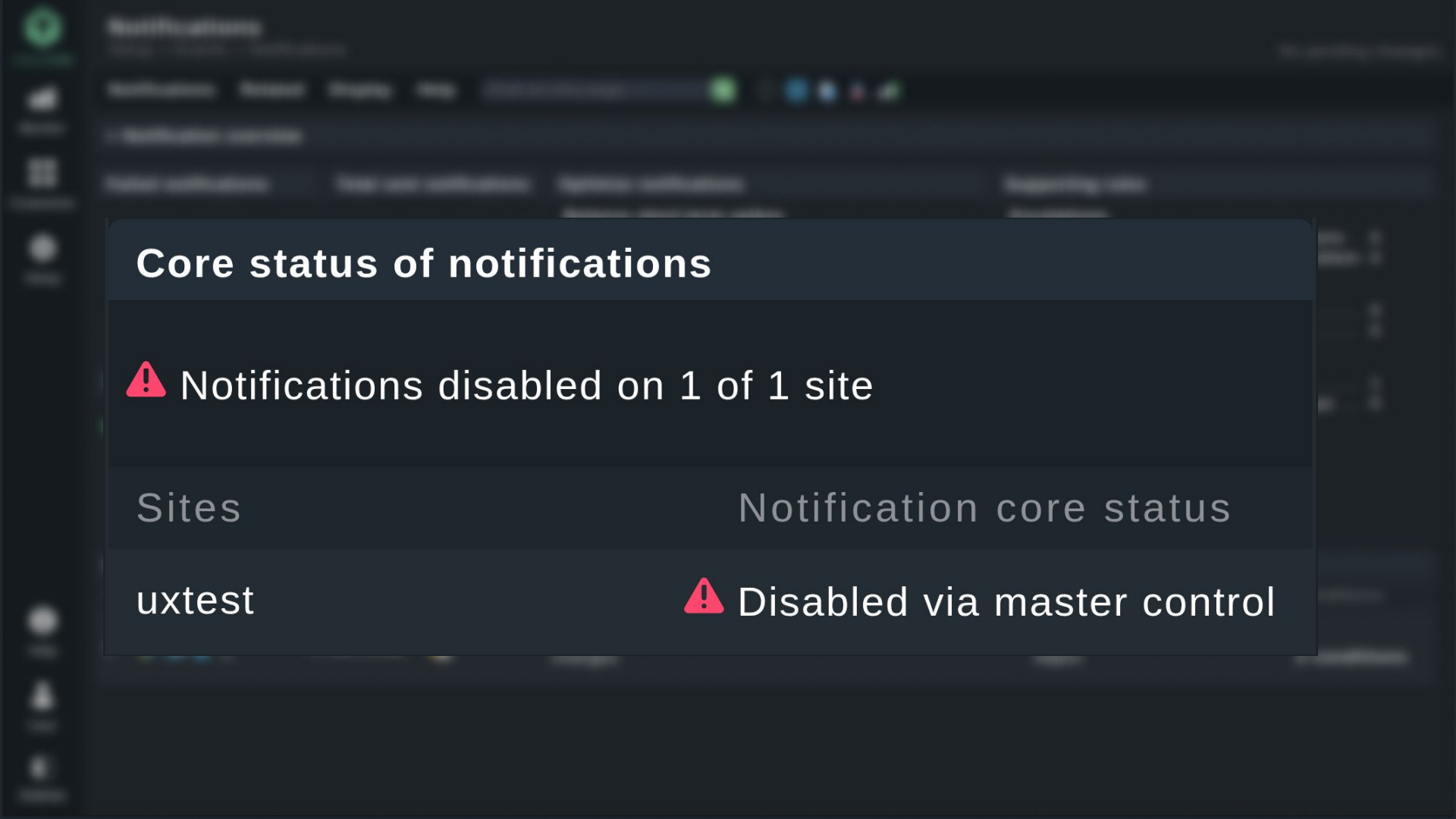
Service checks

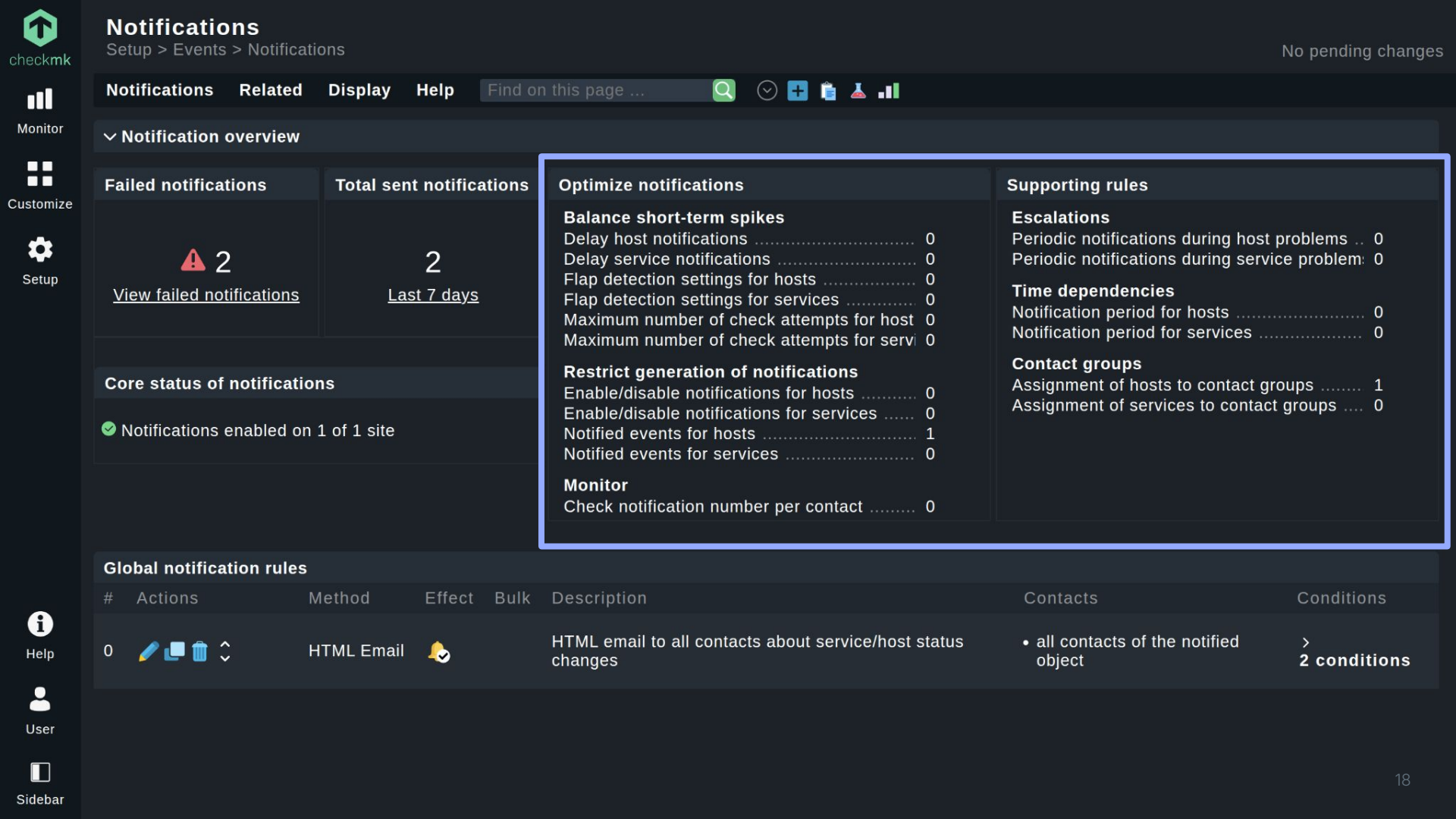
Host checks

Flap detection

Performance data

Alert handlers


Core status of notifications
Notifications disabled on 1 of 1 site
Sites
Notification core status
uxtest
Disabled via master control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Global notification rules
Actions Method Effect Bulk Description Contacts Conditions
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Setting up a new Notification rule

Add notification rule

Guided mode | Overview mode

1 Triggering events

Define any events you want to be notified about.

Specific events | All events

Host events

- State change — From Any — to DOWN
- State change — From Any — to UP
- Add event

Service events

- State change — From Any — to CRIT
- State change — From Any — to WARN
- State change — From Any — to OK
- Add event

Event Console alerts

Next step: Specify host/services

Add notification rule

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Event Console alerts

Next step: Specify host/services

2 Filter for hosts/services

Apply filters to specify which hosts and services are affected by this notification rule.

3 Notification method (plug-in)

What should be sent out?

4 Recipient

Who should receive the notification?

5 Sending conditions

Specify when and how notifications are sent based on frequency, timing, and content criteria.

6 General properties

Make your rule more recognizable with a meaningful description and other metadata. Note: Notification rules take effect immediately without "Activate changes".

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Event Console alerts

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Apply filters to specify which hosts and services are affected by this notification rule.

- Host filters
- Service filters
- Contact group filters
- General filters

3 Notification method (plug-in)

What should be sent out?

Notification effect: Send notification | Suppress all previous

HTML Email

Select parameters

Please select an element (required) — Create

Bulk notification

4 Recipient

Who should receive the notification?

Add notification rule

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Event Console alerts

Next step: Specify host/services

Notifications are sent only for event types defined by the 'Notified events for hosts' ruleset

Host events

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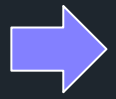
Next step: Specify host/services

Step 1: Triggering events

If the "Rings of Power" hosts and their services



are experiencing problems, are recovering from them, or are starting/ending a host downtime,

send an email notification

to the Fellowship of the Ring (and Gollum)

during office hours (9 to 5).

Add notification rule

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- State change — From Any — to OK
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Next step: Specify host/services

Add notification rule

Guided mode | Overview mode

1 Triggering events

Define any events you want to be notified about.

Specific events | All events

Host events

- State change — From Any — to DOWN
- State change — From Any — to UP
- Please choose

Service events

- Please choose
  - State change
  - Start or end of downtime
  - Acknowledgement of problem
  - Start or end of flapping state
  - Alert handler execution

CRIT

WARN

OK

Event Console alerts

Next step: Specify host/services

Add notification rule

Guided mode | Overview mode

1 Triggering events

Define any events you want to be notified about.

Specific events | All events

Host events

- State change — From Any — to DOWN
- State change — From Any — to UP
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Add event

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- State change — From Any — to OK

Add event

Event Console alerts

Next step: Specify host/services

Add notification rule

2 Filter for hosts/services

Apply filters to specify which hosts and services are affected by this notification rule.

- Host filters
- Service filters
- Contact group filters
- General filters

Next step: Notification method (plug-in) Back

3 Notification method (plug-in)

What should be sent out?

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Specify when and how notifications are sent based on frequency, timing, and content criteria.

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Step 2: Filter for hosts/services

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Specify when and how notifications are sent based on frequency, timing, and content criteria.

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Add notification rule

2 Filter for hosts/services

Apply filters to specify which hosts and services are affected by this notification rule.

- Host filters
  - Host tags
  - Host labels
  - Host groups
  - Hosts
  - Exclude hosts
- Service filters
- Contact group filters
- General filters

Next step: Notification method (plug-in) | Back

3 Notification method (plug-in)

What should be sent out?

Add notification rule

2 Filter for hosts/services

Apply filters to specify which hosts and services are affected by this notification rule.

Host filters

- [ ] **Host tags**
- [ ] **Host labels**
- [x] **Host groups**

Available options 0/1 Selected

RingsOfPower

Add >

Add all >>

<< Remove all

< Remove

Selected options 0/0 Selected

No elements selected

- [ ] **Hosts**

Add notification rule

2 Filter for hosts/services

Apply filters to specify which hosts and services are affected by this notification rule.

Host filters

- [ ] **Host tags**
- [ ] **Host labels**
- [x] **Host groups**

Available options 0/0 Selected

No elements available

Add >

Add all >>

<< Remove all

< Remove

Selected options 0/1 Selected

RingsOfPower

- [ ] **Hosts**

Add notification rule

Host groups

Available options	0/0 Selected		Selected options	0/1 Selected
No elements available		Add >	RingsOfPower	
		Add all >>		
		<< Remove all		
		< Remove		

Hosts

Exclude hosts

Service filters

Contact group filters

General filters

Next step: Notification method (plug-in) Back

Add notification rule

Filter for hosts/services

Host groups: RingsOfPower

3 Notification method (plug-in)

What should be sent out?

Notification effect Send notification | Suppress all previous

HTML Email

Select parameters

Please select an element (required) Create

Bulk notification

Next step: Recipient | Back

4 Recipient

Who should receive the notification?

5 Sending conditions

Specify when and how notifications are sent based on frequency, timing, and content criteria.

Step 3: Notification method (plugin)

If the "Rings of Power" hosts and their services

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Add notification rule

Filter for hosts/services

Host groups: RingsOfPower

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Who should receive the notification?

5 Sending conditions

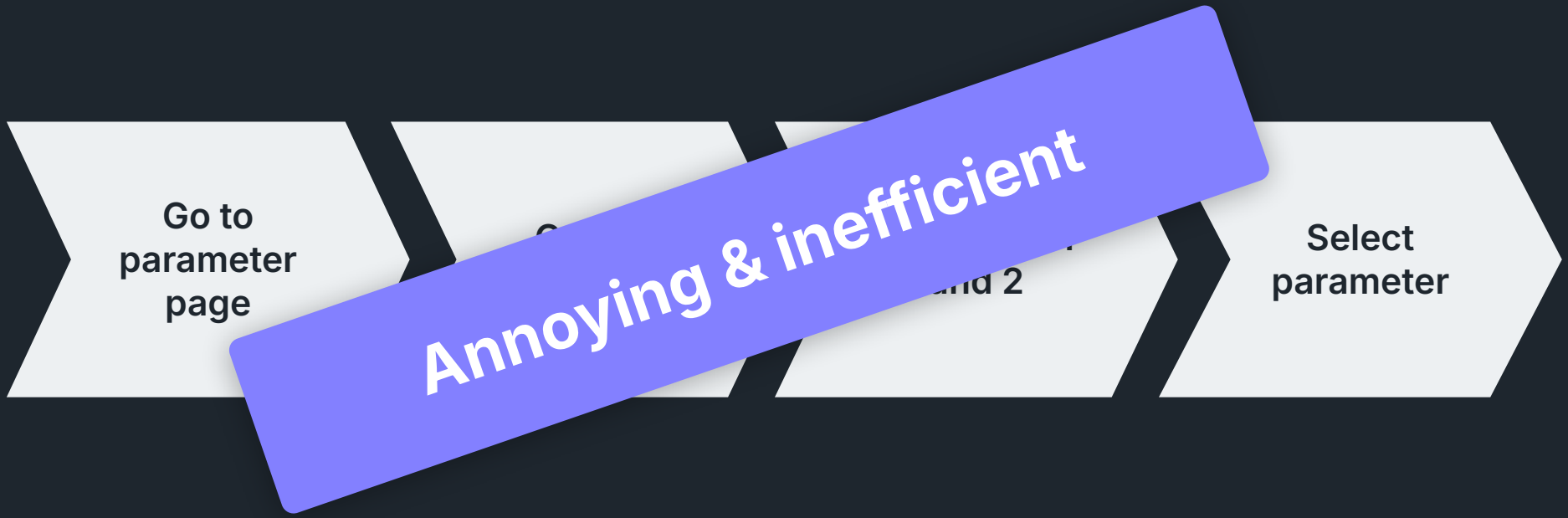
Specify when and how notifications are sent based on frequency, timing, and content criteria.

Parameters for notification methods

Parameters for

ASCII Email	0	Cisco Webex Teams	0
Forward Notification to Event Console	0	HTML Email	4
JIRA (Commercial editions only)	0	Microsoft Teams	0
Opsgenie	0	PagerDuty	0
Push Notifications (using Pushover)	0	SIGNL4 Alerting	0
SMS (using modem API)	0	SMS (using smstools)	0
Servicenow (Enterprise only)	0	Slack or Mattermost	0
Spectrum Server	0	Splunk On-Call	0
iLert	0		

The “usual” Checkmk way



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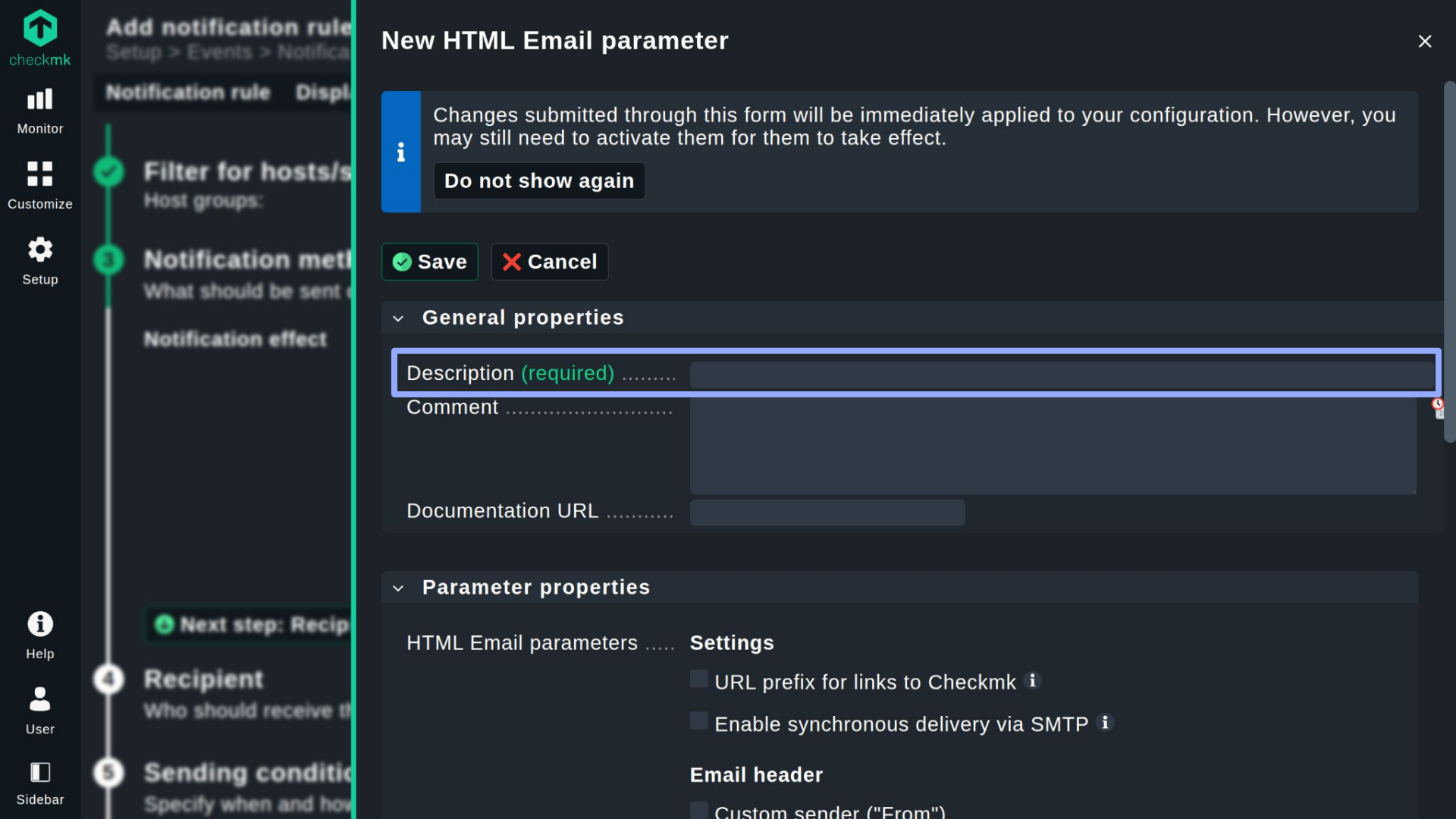
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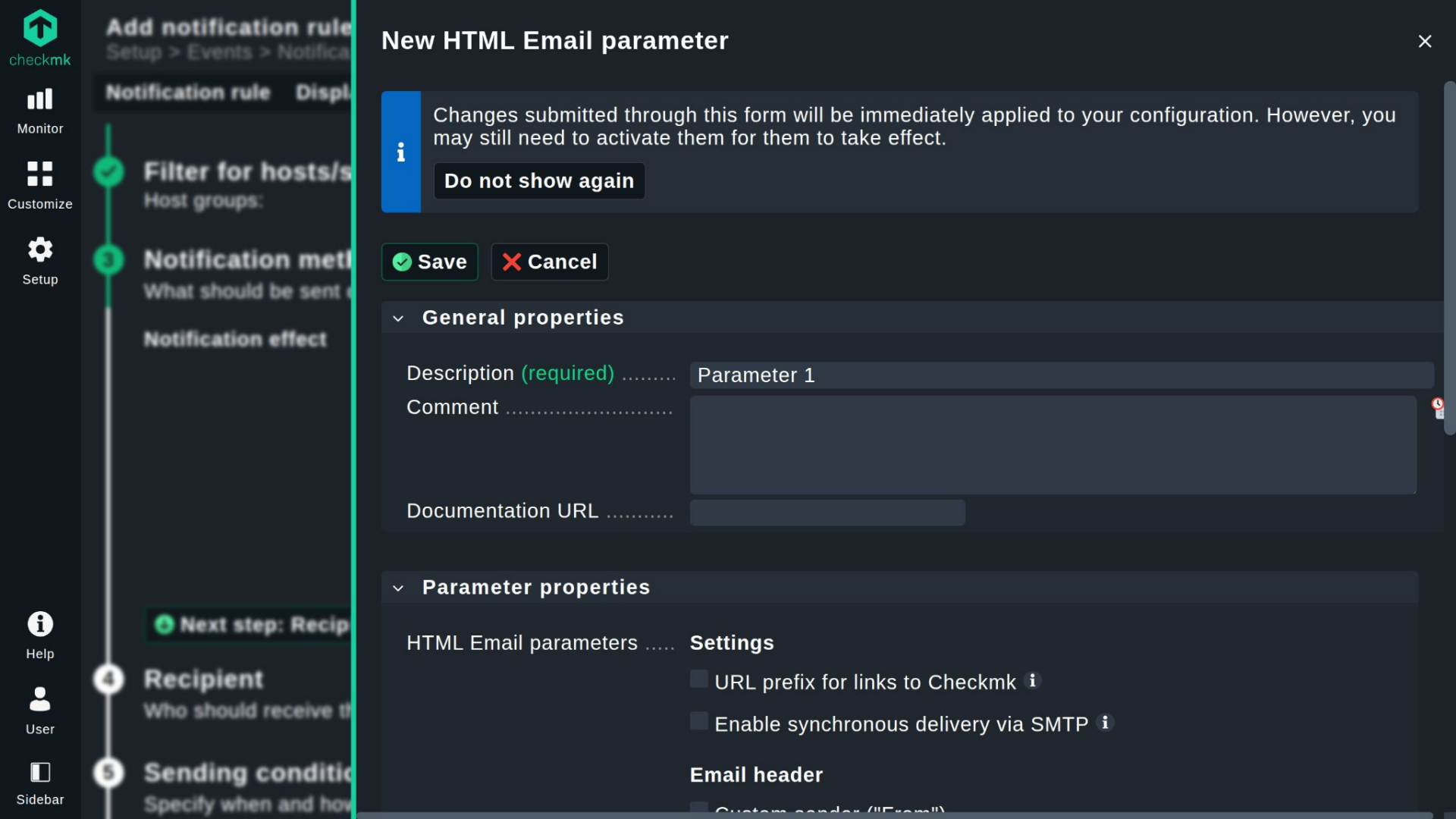
Specify when and how
New HTML Email parameter
Changes submitted through this form will be immediately applied to your configuration. However, you may still need to activate them for them to take effect.
Do not show again
Save
Cancel
General properties
Description (required) .....
Comment .....
Documentation URL .....
Parameter properties
HTML Email parameters .....
Settings
URL prefix for links to Checkmk
Enable synchronous delivery via SMTP
Email header
Custom sender ("From")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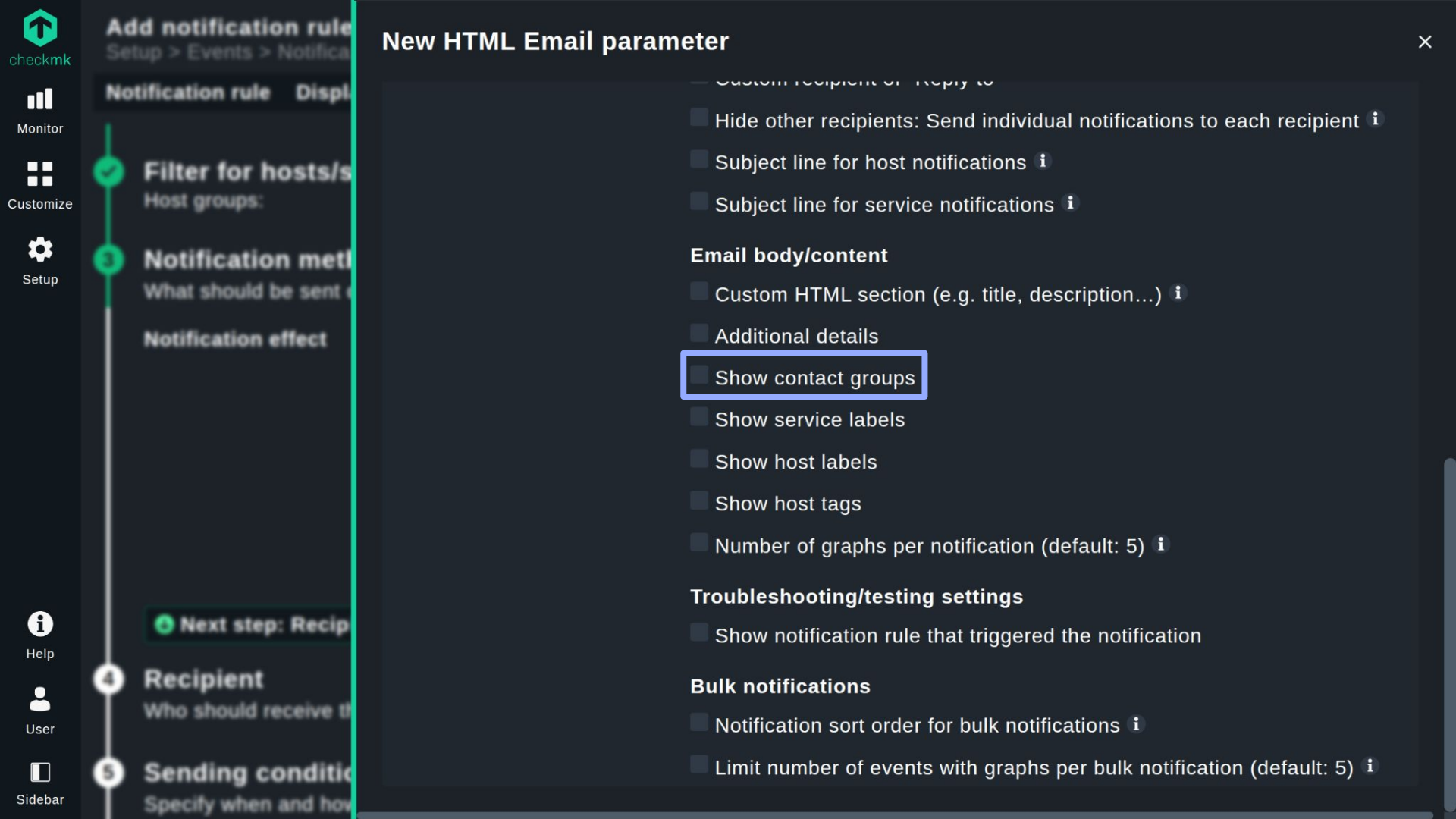
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Subject line for service notifications
Email body/content
Custom HTML section (e.g. title, description...)
Additional details
Show contact groups
Show service labels
Show host labels
Show host tags
Number of graphs per notification (default: 5)
Troubleshooting/testing settings
Show notification rule that triggered the notification
Bulk notifications
Notification sort order for bulk notifications
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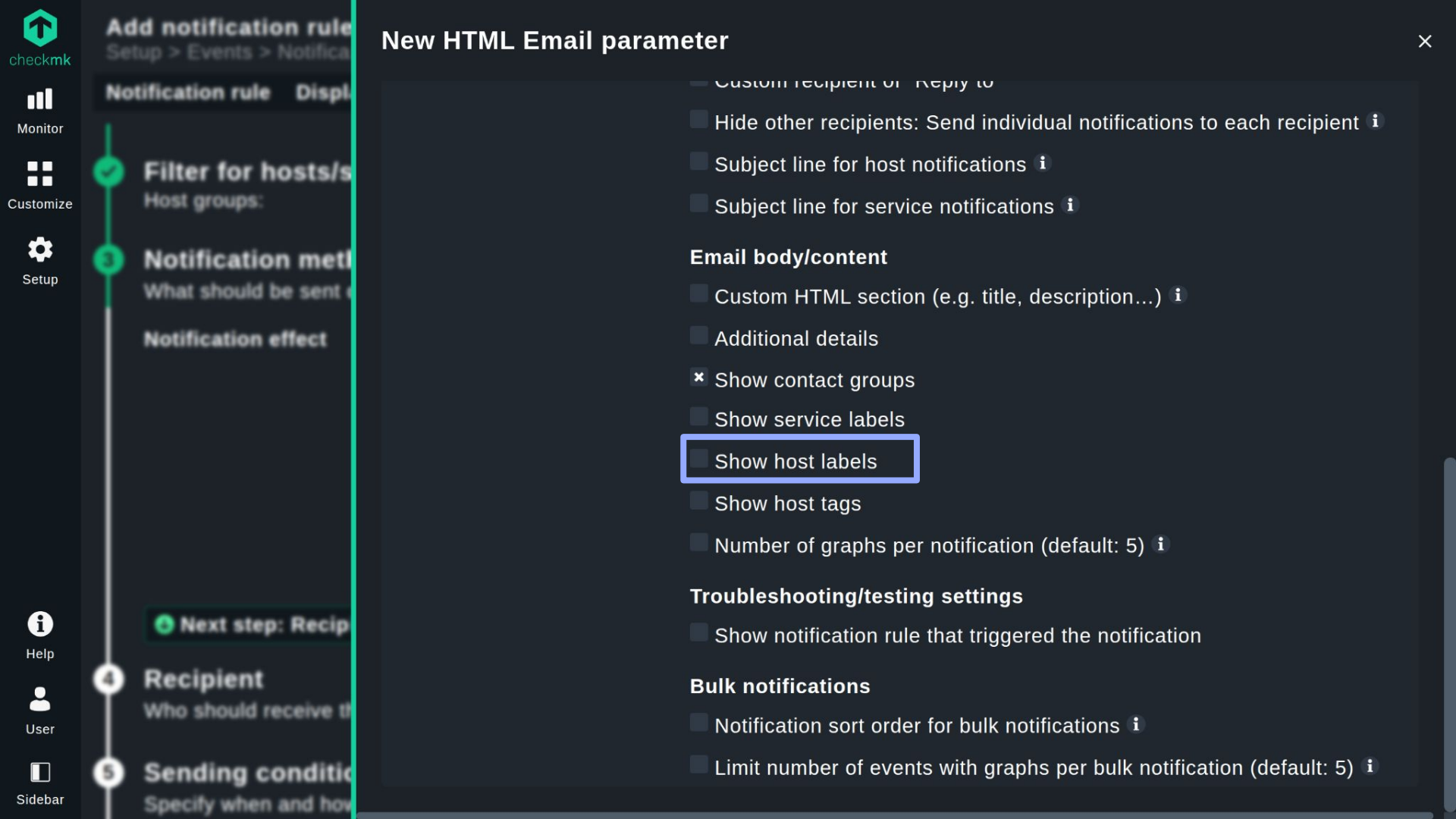
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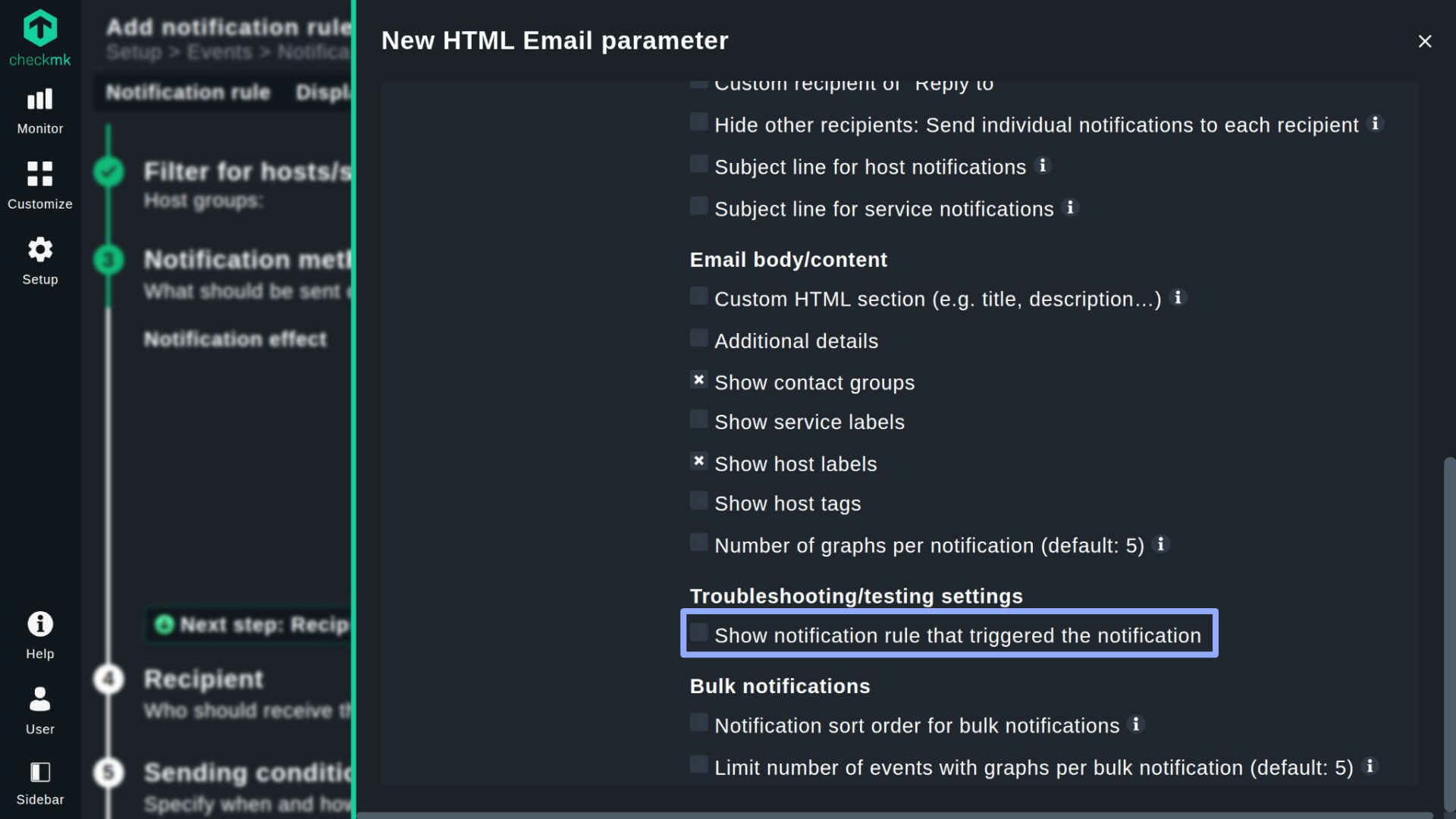
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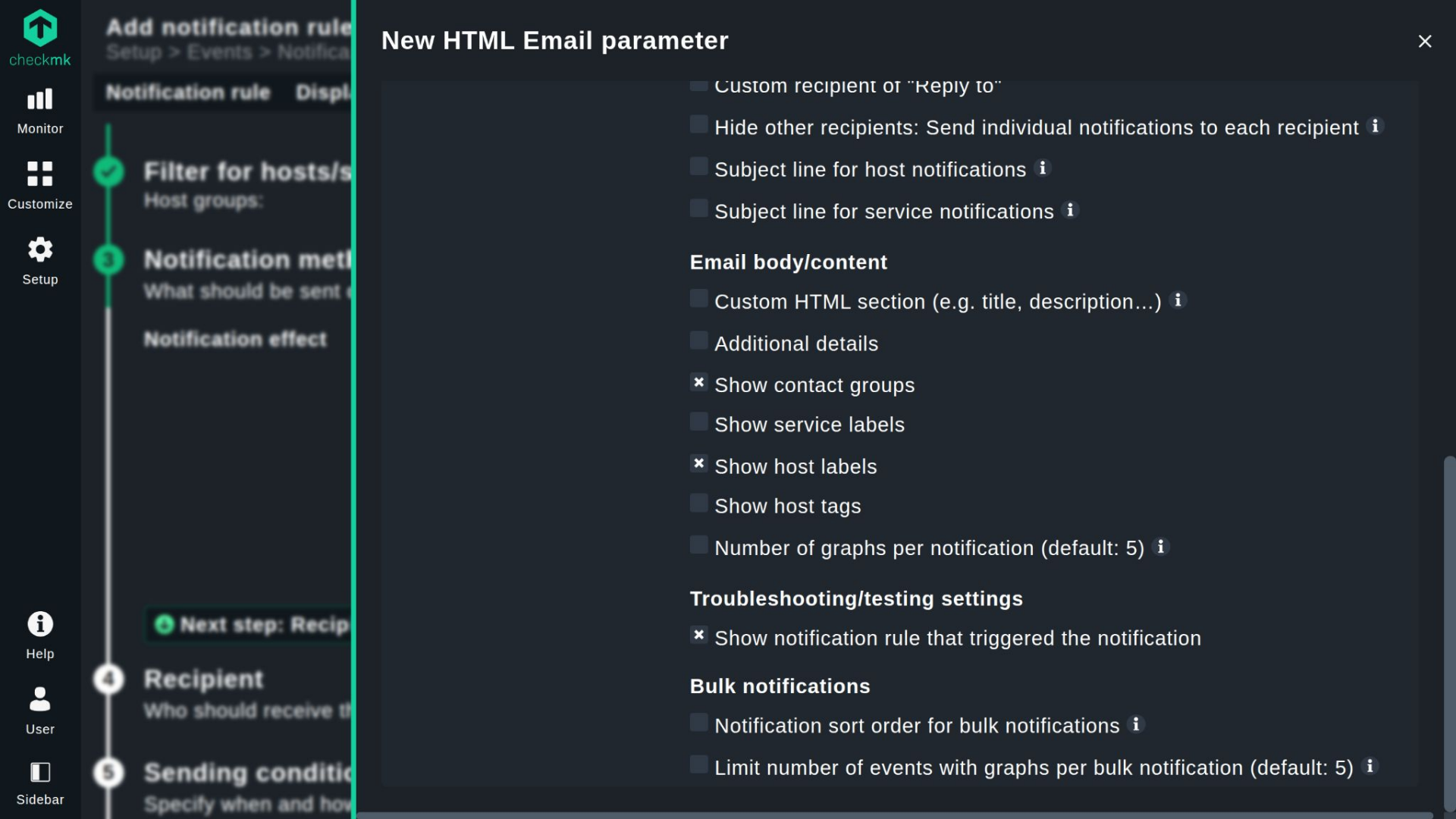
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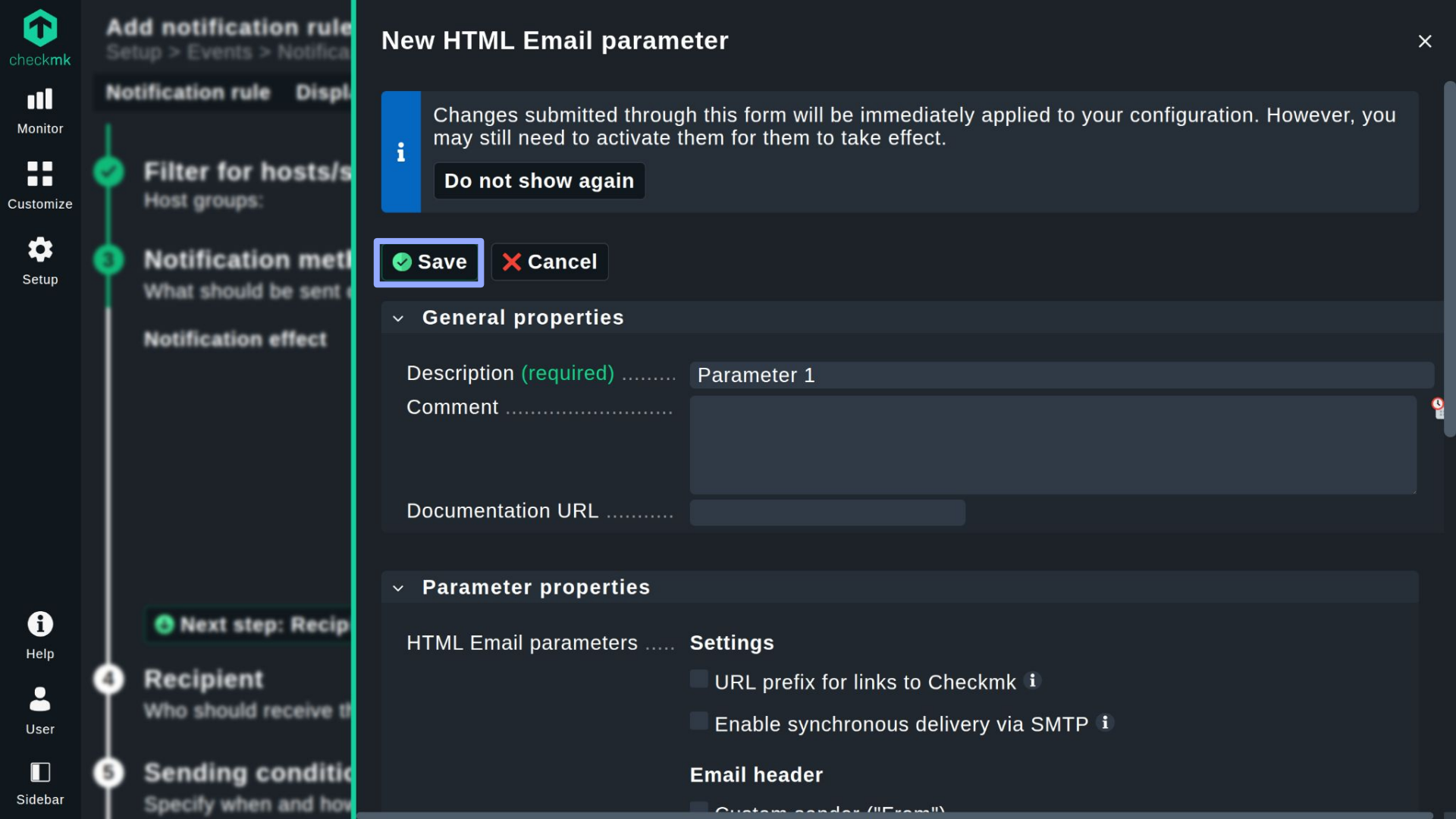
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Description (required) .....
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Settings
URL prefix for links to Checkmk
Enable synchronous delivery via SMTP
Email header

Add notification rule

Filter for hosts/services

Host groups: RingsOfPower

3 Notification method (plug-in)

What should be sent out?

Notification effect Send notification | Suppress all previous

HTML Email

Select parameters

Parameter 1 Edit Create

Bulk notification

Next step: Recipient | Back

4 Recipient

Who should receive the notification?

5 Sending conditions

Specify when and how notifications are sent based on frequency, timing, and content criteria.

Add notification rule

Filter for hosts/services

Host groups: RingsOfPower

Notification method (plug-in)

Notification effect: Send notification:
HTML Email:
Select parameters: Parameter 1

4 Recipient

Who should receive the notification?

Select recipient (required)

× All contacts of the affected object

Add recipient

Restrict previous options to

Next step: Sending conditions | Back

5 Sending conditions

Specify when and how notifications are sent based on frequency, timing, and content criteria.

6 General properties

Step 4: Recipient

- If the "Rings of Power" hosts and their services
- are experiencing problems, are recovering from them, or are starting/ending a host downtime,
- send an email notification
- to the Fellowship of the Ring (and Gollum)

during office hours (9 to 5).

Add notification rule

Filter for hosts/services

Host groups: RingsOfPower

Notification method (plug-in)

Notification effect: Send notification:
HTML Email:
Select parameters: Parameter 1

4 Recipient

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Select recipient (required)

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Add recipient

Restrict previous options to

Next step: Sending conditions | Back

5 Sending conditions

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6 General properties

Add notification rule

Filter for hosts/services

Host groups: RingsOfPower

Notification method (plug-in)

Notification effect: Send notification:
HTML Email:
Select parameters: Parameter 1

4 Recipient

Who should receive the notification?

Select recipient (required)

Please choose

All contacts of the affected object
All users with an email address
Contact group
Explicit email addresses
Specific users
All users

Back

5 Senc

Specif ent based on frequency, timing, and content criteria.

6 General properties

Add notification rule

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Host groups: RingsOfPower

Notification method (plug-in)

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HTML Email:
Select parameters: Parameter 1

4 Recipient

Who should receive the notification?

Select recipient (required)

× Contact group Add new entry

Add recipient

Restrict previous options to

Next step: Sending conditions Back

5 Sending conditions

Specify when and how notifications are sent based on frequency, timing, and content criteria.

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Add notification rule

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Notification effect: Send notification:
HTML Email:
Select parameters: Parameter 1

4 Recipient

Who should receive the notification?

Select recipient (required)

× Contact group × Select contact group (required)

Add recipient

Restrict previous options to

Next step: Sending condi

- Dúnedain of the North
- Everything
- Fellowship of the Ring
- Gondor
- Hobbiton
- House of Durin
- Mordor

5 Sending conditions

Specify when and how notificat ming, and content criteria.

Add notification rule

Filter for hosts/services

Host groups: RingsOfPower

Notification method (plug-in)

Notification effect: Send notification:
HTML Email:
Select parameters: Parameter 1

4 Recipient

Who should receive the notification?

Select recipient (required)

× Contact group × Fellowship of the Ring

Add new entry

Add recipient

Restrict previous options to

Next step: Sending conditions Back

5 Sending conditions

Specify when and how notifications are sent based on frequency, timing, and content criteria.

Add notification rule

Filter for hosts/services

Host groups: RingsOfPower

Notification method (plug-in)

Notification effect: Send notification:
HTML Email:
Select parameters: Parameter 1

4 Recipient

Who should receive the notification?

Select recipient (required)

× Contact group × Fellowship of the Ring

Add new entry

× Please choose

- All contacts of the affected object
- All users with an email address
- Explicit email addresses
- Specific users
- All users

Res

N Back

5 Senc

Specify when and how notifications are sent based on frequency, timing, and content criteria

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Add new entry

× Specific users × Select user (required)

Add recipient

Restrict previous options to

Next step: Sending condi

Arwen - Arwen Undómiel
Boromir - Boromir
FrodoBaggins - Frodo Baggins
Gandalf - Gandalf the White
Gimli - Gimli, son of Glóin

Add notification rule

Filter for hosts/services

Host groups: RingsOfPower

Notification method (plug-in)

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Add new entry

× Specific users × Select user (required)

go

Gollum - Sméagol

Legolas - Legolas

Strider - King Elessar Telcontar (Aragorn II)

Add recipient

Restrict previous options to

Next step: Sending conditions Back

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Add new entry

× Specific users × Gollum - Sméagol

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Next step: Sending conditions Back

Add notification rule

Recipient

Select recipient: Contact group: Fellowship of the Ring
Specific users: Gollum - Sméagol

5 Sending conditions

Specify when and how notifications are sent based on frequency, timing, and content criteria.

Notification frequency and timing

- ☐ Restrict notifications to a time period
- ☐ Limit notifications by count to
- ☐ Throttling of 'Periodic notifications'

Content-based filtering

- ☐ By plugin output
- ☐ 'Custom notifications' by comment

Next step: General properties | Back

6 General properties

Make your rule more recognizable with a meaningful description and other metadata. Note: Notification rules take effect immediately without "Activate changes".

Step 5: Sending conditions

- If the "Rings of Power" hosts and their services
- are experiencing problems, are recovering from them, or are starting/ending a host downtime,
- send an email notification
- to the Fellowship of the Ring (and Gollum)
- during office hours (9 to 5).

Add notification rule

Recipient

Select recipient: Contact group: Fellowship of the Ring
Specific users: Gollum - Sméagol

5 Sending conditions

Specify when and how notifications are sent based on frequency, timing, and content criteria.

Notification frequency and timing

- [ ] Restrict notifications to a time period
- [ ] Limit notifications by count to
- [ ] Throttling of 'Periodic notifications'

Content-based filtering

- [ ] By plugin output
- [ ] 'Custom notifications' by comment

Next step: General properties | Back

6 General properties

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Recipient

Select recipient: Contact group: Fellowship of the Ring
Specific users: Gollum - Sméagol

5 Sending conditions

Specify when and how notifications are sent based on frequency, timing, and content criteria.

Notification frequency and timing

- Restrict notifications to a time period
  - Select time period (required)
    - 24X7 - Always
    - 9to5 - 9to5
- Throttling of 'Periodic notifications'

Content-based filtering

- By plugin output
- 'Custom notifications' by comment

Next step: General properties | Back

6 General properties

Make your rule more recognizable with a meaningful description and other metadata. Note: Notification rules take effect immediately without "Activate changes"

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Recipient

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Specify when and how notifications are sent based on frequency, timing, and content criteria.

Notification frequency and timing

- [x] Restrict notifications to a time period
  - 9to5 - 9to5
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- [ ] 'Custom notifications' by comment

Next step: General properties | Back

6 General properties

Make your rule more recognizable with a meaningful description and other metadata. Note: Notification rules take effect immediately without "Activate changes"

Add notification rule

Select recipient: Contact group: Fellowship of the Ring
Specific users: Gollum - Sméagol

Sending conditions

Notification frequency and timing: Restrict notifications to a time period: 9to5 - 9to5
Content-based filtering: (no parameters)

6 General properties

Make your rule more recognizable with a meaningful description and other metadata. Note: Notification rules take effect immediately without "Activate changes".

Description

Settings

- Disable rule
- Allow users to deactivate this notification

Comment

Documentation URL

Next step: Review all settings | Back

Add notification rule

Select recipient: Contact group: Fellowship of the Ring
Specific users: Gollum - Sméagol

Sending conditions

Notification frequency and timing: Restrict notifications to a time period: 9to5 - 9to5
Content-based filtering: (no parameters)

6 General properties

Make your rule more recognizable with a meaningful description and other metadata. Note: Notification rules take effect immediately without "Activate changes".

Description Ring updates

Settings

- [ ] Disable rule
- [ ] Allow users to deactivate this notification

Comment

Documentation URL

Next step: Review all settings | Back

Add notification rule

Filter for hosts/services

Host groups: RingsOfPower

Notification method (plug-in)

Notification effect: Send notification:
HTML Email:
Select parameters: Parameter 1

Recipient

Select recipient: Contact group: Fellowship of the Ring
Specific users: Gollum - Sméagol

Sending conditions

Notification frequency and timing: Restrict notifications to a time period: 9to5 - 9to5
Content-based filtering: (no parameters)

General properties

Description: Ring updates
Settings: (no parameters)
Comment:
Documentation URL:

Apply & test notification rule | Apply & create another rule | Back

Review

- If the "Rings of Power" hosts and their services
- are experiencing problems, are recovering from them, or are starting/ending a host downtime,
- send an email notification
- to the Fellowship of the Ring (and Gollum)
- during office hours (9 to 5).

Add notification rule

Filter for hosts/services

Host groups: RingsOfPower

Notification method (plug-in)

Notification effect: Send notification:
HTML Email:
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Recipient

Select recipient: Contact group: Fellowship of the Ring
Specific users: Gollum - Sméagol

Sending conditions

Notification frequency and timing: Restrict notifications to a time period: 9to5 - 9to5
Content-based filtering: (no parameters)

General properties

Description: Ring updates
Settings: (no parameters)
Comment:
Documentation URL:

Apply & test notification rule | Apply & create another rule | Back

Test notifications

New notification rule successfully created!

Test notifications on: **Host** | **Service**

Host (required): (Select hostname)

Simulate: Status change

From UP to DOWN

Plug-in output: This is a notification test

Send out notification for specific method

› **Advanced condition simulation**

Test notifications **Reset**

Global notification rules

#	Actions	Method	Effect	Bulk	Description	Contacts	Conditions
0		HTML Email			HTML email to all contacts about service/host status changes	• all contacts of the notified object	› **2 conditions**
1		HTML Email			Ring updates	• users: Gollum • contact groups:	›

Test notifications

New notification rule successfully created!

Test notifications on: **Host** | **Service**

Host (required): (Select hostname)

Simulate: Status change

From UP to DOWN

Plug-in output: This is a notification test

✖ Send out notification for specific method

Notification method and parameter: HTML Email | Default

› **Advanced condition simulation**

Test notifications **Reset**

Global notification rules

#	Actions	Method	Effect	Bulk	Description	Contacts	Conditions
0		HTML Email			HTML email to all contacts about service/host status changes	• all contacts of the notified object	› **2 conditions**

The new E-Mail notifications

checkmk

Host	Service	Event	Event date
heute	Check_MK	OK → CRIT	Sat Oct 05 14:10:57 CEST 2024

Event: OK → CRIT

Service: Check_MK

Host: heute

View issue

Event overview

Event date: Sat Oct 05 14:10:57 CEST 2024

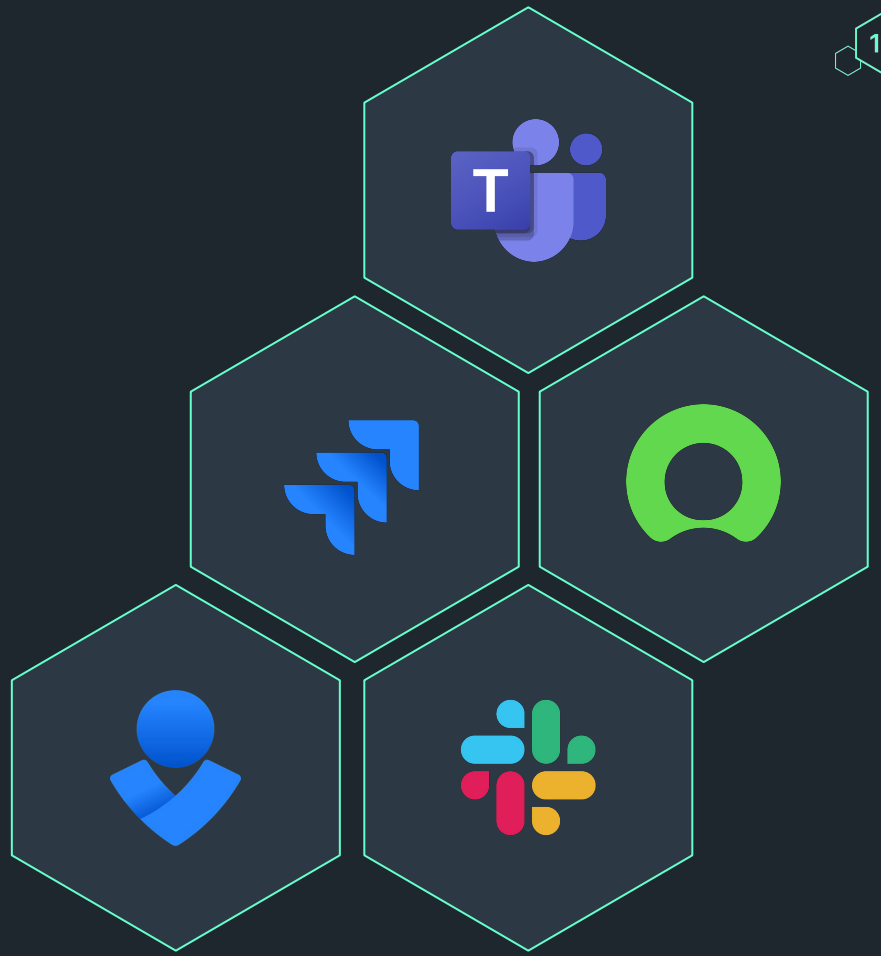
Address: 127.0.0.1

Site: heute

Summary: [agent] Agent controller not registered CRIT, [piggyback] Success (but

- Modern look & feel
- Most important information at a glance
- Color indicates type of alert
- Shortcut to investigate the issue

Updates for Notification Methods



Updates for Notification Methods

Authentication

Two-way communication

Your migration to-dos when updating to 2.4

TO-DO List
~~NOTHING~~

Notifications: A project

Notifications: A community-driven project

One year ago...

Community-driven development

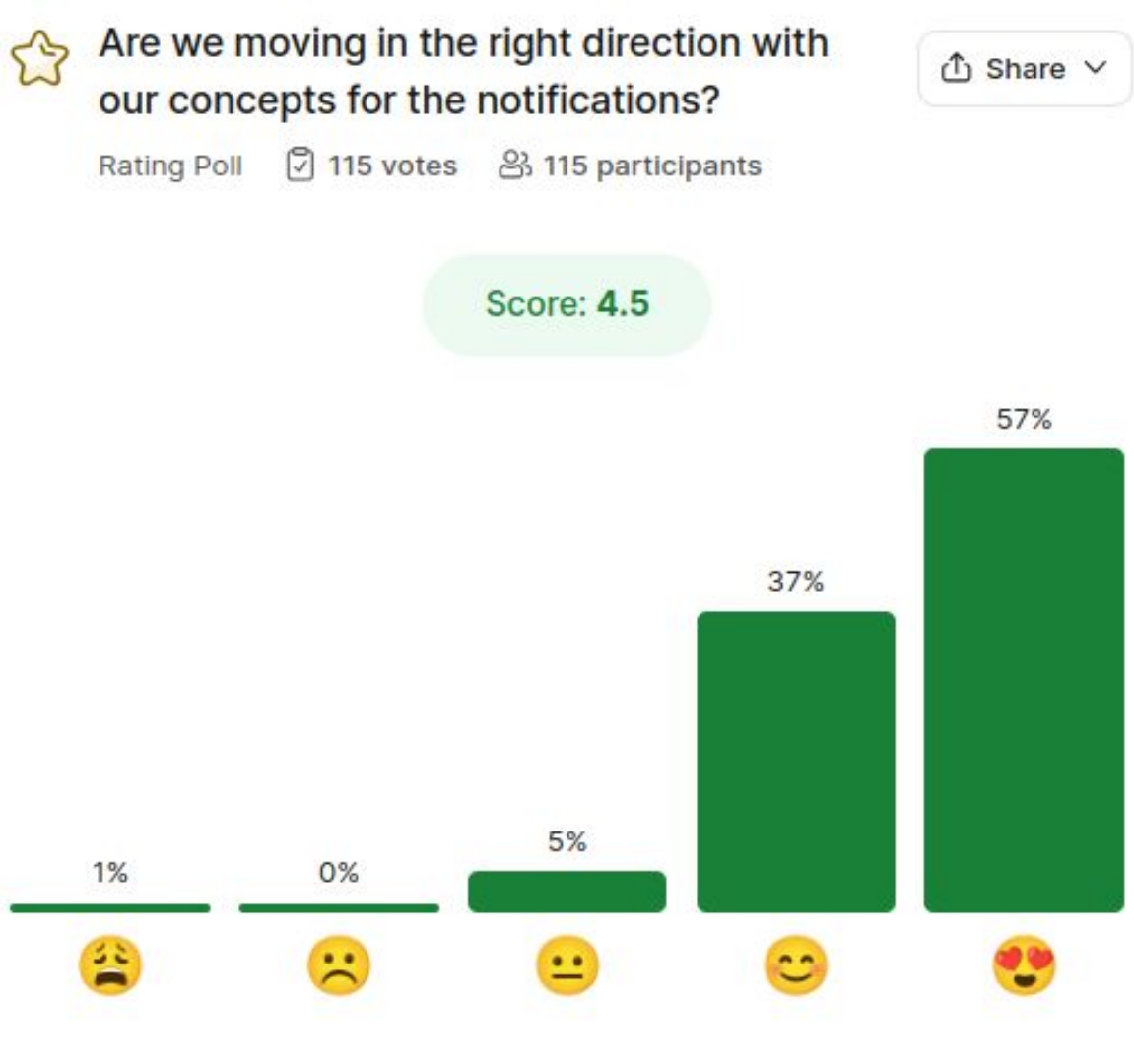
Designing first concepts

Checkmk Conference #10

You will love

Checkmk notifications in 2.4

Tanja Hohenstatt
UX Designer
Checkmk GmbH


Are we moving in the right direction with our concepts for the notifications?
Share
Rating Poll
115 votes
115 participants
Score: 4.5
57%
37%
5%
1%
0%

Will you really love notifications in 2.4?

Community-driven development

System Usability Score (SUS)

Standardized usability score

Quick & reliable with only 10 question

Produces a score from 0-100

SUS Score	Grade	Adjective Rating
> 80.3	A	Excellent
68 – 80.3	B	Good
68	C	Okay
51 – 68	D	Poor
< 51	F	Awful

Usability improvement of Checkmk's Notification Setup

Development start

Community-driven development

2.4 Release

Working closely with you, our community

You will love Checkmk notifications in 2.4

Our Gold standard for developing features

A product that fits your needs

A product that you will love

We need your feedback & insights!

Up-to-date announcements about research directly in your inbox

To subscribe: **Scan the QR-Code** or visit **lists.checkmk.com** and look for “Checkmk user experience research”.

https://lists.checkmk.com/mailman3/postorius/lists/ux-research.lists.checkmk.com/

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