

Nagios XI - Problems Using Nagios XI With Proxies

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Overview

We do not officially support Nagios XI when you install and use proxy software that restricts traffic to or from the Nagios XI server. There are several reasons for this. First, Nagios XI requires external access for package installation and updates. Package installation and updates may not work when proxies are configured incorrectly. Additionally, the Nagios XI code makes several internal HTTP calls to the local Nagios XI server to import configuration data, apply configuration changes, process AJAX requests, etc. These functions may not work properly when you deploy a proxy if it is not configured properly, which could result in a non-functional Nagios XI installation.

Solutions

There are two things that need to be configured to make XI installation work with a proxy; the yum and wget configurations. Do both of these before starting anything about the installation process. You will need to access the Nagios XI server in an SSH session to update the following files.

/etc/yum.conf

```
proxy=http://someproxyserver:port/ # Shouldn't need to be quoted, remember the trailing slash
proxy_username=myname # The username you authenticate to your proxy with, if applicable
proxy_password=mypass # The password you provide to your proxy, if applicable
```

/etc/wgetrc

```
http_proxy=http://myname:mypass@someproxyserver:port/ # All in one string this time
https_proxy=https://myname:mypass@someproxyserver:port/ # Only required if you have a HTTPS proxy
no_proxy=localhost,127.0.0.0/8,10.0.0.0/8,172.16.0.0/12,192.168.0.0/16 # Hosts to exclude from proxying
```

Quoting is not needed (or helpful) in any of these, but if you have special characters in passwords (especially : or @) and are having problems you probably need to escape them with backslashes.

Solution Provided By Customer

Here is a proxy install solution reported by forum user **TSCAdmin**:

1. Before running any installation script install php-pear package manually
2. Set proxy for PHP Pear

```
◦ pear config-set http_proxy 'http://example.com:8080'
```

3. Run Nagios installation scripts sequentially
4. Unset system proxy before running E-importnagiosql script
pear config-set http_proxy 'http://example.com:8080'

Update Check Behind A Proxy

Updates checks are known to fail for systems behind a proxy.

We have a proxy component that should allow the update check to work behind most proxies.

Navigate to **Admin > Proxy Configuration** to configure the proxy settings.

Final Thoughts

For any support related questions please visit the [Nagios Support Forums](#) at:

<http://support.nagios.com/forum/>

Posted by: tlea - Mon, Jan 25, 2016 at 7:24 PM. This article has been viewed 6868 times.

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