

# Nagios XI - Resolving "Cannot connect to database" Error - Core Config Manager

Article Number: 151 | Rating: Unrated | Last Updated: Mon, Feb 22, 2016 at 7:30 PM

## Problem Description

You can access the Nagios XI interface, but can't seem to access the Core Configuration Manager.

## Resolving The Problem

---

Access the **Admin >Reset Security Credentials** page and reset the subsystem credentials.

Run the following command from the shell:

```
touch /usr/local/nagiosxi/html/config.inc.php
```

## 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 10:15 PM. This article has been viewed 1548 times.

Online URL: <https://support.nagios.com/kb/article/nagios-xi-resolving-cannot-connect-to-database-error-core-config-manager-151.html>