

# Nagios XI - Empty Screen for Wizard, Component, Dashlet

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## Problem Description

In some pages of XI you may come across empty screens, such as no configuration wizards appearing under the Configure menu.

## Explanation

When plugins, components or wizards are not installed through the proper menus, this creates problems in Nagios XI, such as "wiping out" all wizards, so they can not be viewed in the Web interface, blank pages in the Web browser and other weird behaviors.

The proper way is:

- Download the dashlet, component or wizard you need to install
- Go to the **Admin** menu and then select the proper sub-menu from the left panel under the **System Extensions**:
  - For Dashlets: **Manage Dashlets** > Browse (select your plugin installation file) > Open > Upload Dashlet
  - For Components: **Manage Components** > Browse (select your component installation file) > Open > Upload Component
  - For Wizards: **Manage Config Wizards** > Browse (select your wizard installation file) > Open > Upload Wizard

**Note:** Don't unzip the installation file prior to selecting it through "Browse".

Also, don't rename the installation files. This will cause the installation to fail. The name of the file should be: "somename".zip. If you had a previous copy of the file and you download it again, your new file will be named "somename"(1).zip, which will not work.

If you already made a mistake and erroneously installed a component in place of the wizard or vice versa, here is what you should do:

Remove the problematic component/wizard by running in terminal as a root:

```
rm -rf /usr/local/nagiosxi/html/includes/components/somedashlet
rm -rf /usr/local/nagiosxi/html/includes/components/somecomponent
rm -rf /usr/local/nagiosxi/html/includes/configwizards/somewizard
```

Try installing the component/wizard again.

If you have blank pages in the web browser, this usually means there is a PHP error. Run:

```
tail /var/log/httpd/error_log
```

right after loading that page to see what the errors are. If you are unsure how to resolve the problem please contact support.

Sometimes, when you try to install a plugin you may receive an error message:

The following error message is produced:

```
Plugin could not be installed - directory permissions may be incorrect
```

In order to check the permissions of your "libexec" directory, run in terminal:

```
ls -l /usr/local/nagios
```

The owner of "libexec" directory should be `nagios:nagios` and the permissions should be set to `775` (`drwxrwxr-x`). If this is not what you have, run in terminal:

```
chmod 775 /usr/local/nagios/libexec  
chown nagios:nagios /usr/local/nagios/libexec
```

Then attempt to upload the plugin again

## Final Thoughts

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

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

Posted by: **tlea** - Wed, Jan 27, 2016 at 5:29 PM. This article has been viewed 3714 times.

Online URL: <https://support.nagios.com/kb/article/nagios-xi-empty-screen-for-wizard-component-dashlet-174.html>