

Nagios XI - Hosts Pending/Gray

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Problem Description

Your host objects (or services) are in a Pending state and they appear gray in color.

Explanation

This problem can occur when the host or service object does not have a check command assigned to it.

Resolving The Problem

Add a valid check command to the host or service object.

This example will focus on defining a check command on the localhost host object.

From the **Configure** menu click **Core Configuration Manager (CCM)**

Under **Monitoring** click **Hosts**

Click the host **localhost**

Select the *Check command* **check_xi_host_ping**

Populate the argument fields with the following values:

\$ARG1\$ = 3000.0

\$ARG2\$ = 80%

\$ARG3\$ = 5000.0

\$ARG4\$ = 100%

Click **Save**

Click **Apply Configuration**

Now the local host will have a valid check to execute.

Other Problems

This issue can occur as a side affect of other problems on the Nagios XI server. The following is a summary of those issues and links to supporting documentation.

- Active Checks Disabled
 - Make sure that Active Checks are enabled
 - Globally = Admin > System Information > Monitoring Engine Status
 - Per Host / Service = Status Details Page > Advanced tab > Service Attributes

- Database Problems
 - A crashed or corrupted database can cause unexpected issues
 - <https://support.nagios.com/kb/article.php?id=24>
 - An incorrectly offloaded database
 - https://assets.nagios.com/downloads/nagiosxi/docs/Offloading_MySQL_to_Remote%20Server.pdf
- retention.dat File
 - <https://support.nagios.com/kb/article.php?id=522>
- Security-Enhanced Linux (SELinux)
 - SELinux is not supported by Nagios XI, if it is please disabled using the steps in this KB article:
 - <https://support.nagios.com/kb/article.php?id=25>
- SSL/TLS Certificate Issues
 - Incorrectly configured SSL/TLS certificates can cause unexpected issues
 - <https://assets.nagios.com/downloads/nagiosxi/docs/Configuring-SSL-with-Nagios%20XI.pdf>

Final Thoughts

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

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

Posted by: **abrist-old** - Tue, Jan 6, 2015 at 3:53 PM. This article has been viewed 2585 times.

Online URL: <https://support.nagios.com/kb/article/nagios-xi-hosts-pending-gray-21.html>