

# Nagios Network Analyzer - My New Source Won't Start

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## Problem Description

You added a new source, but it did not automatically start. Now the Source won't start.

## Resolving The Problem

When creating a new Source in Network Analyzer it creates the directory structure - the folders where it will store flow data, the RRD data file, and the processes pid file. It also starts the Source (nfcapd or sfcapd) automatically once it's finished creating the new directories. Here's a couple reasons why it may not be starting.

### The port selected is already bound by another Source or program

Since the nfcapd or sfcapd process is binding to a port, that port must be available.

If it's not then you will not be able to collect flow data or even start the processes. You can easily change the port from the Source page by clicking on the Edit tab and changing the port to a different one. Save the Source and start it.

### The Source's directories are missing from the `/usr/local/nagiosna/var/` directory

If Network Analyzer couldn't create the directory it normally means that it can't write to the parent directory.

Check the permissions of the `/usr/local/nagiosna/var` directory and make sure that it has user/group of `nna/nnacmd` and make sure the group has read/write access to the directory.

You may also need to make sure that the apache user and nna user are in the nnacmd group.

### The nfcapd service is out of semaphores (semget() error in bookkeeper.c)

This is an issue that can occur if you have around 127 sources collecting information.

If suddenly your new sources will not start, please check your system messages log using the following command:

```
tail /var/log/messages
```

You are likely experiencing this problem if you see errors similar to the errors displayed in this picture:

```

nfcapd[12081]: laucher child exit 1 childs.
nfcapd[12081]: laucher waiting childs done. 0 chil
nfcapd[25761]: Run expire on '/usr/local/nagiosna/
nfcapd[25761]: Limits: Filesize <none>, Lifetime 8
nfcapd[25761]: Current size: 1306624 = 1.2 MB, Cur
urs, Number of files: 285
nfcapd[25761]: expire completed - nothing to expir
nfcapd[25761]: laucher child exit 1 childs.
nfcapd[25761]: laucher waiting childs done. 0 chil
nnabackend: [Errno 17] File exists: '/usr/local/na
nnabackend: [Errno 17] File exists: '/usr/local/na
nfcapd[37944]: Add extension: 2 byte input/output
nfcapd[37944]: Add extension: 4 byte input/output
nfcapd[37944]: Add extension: 2 byte src/dst AS nu
nfcapd[37944]: Add extension: 4 byte src/dst AS nu
nfcapd[37944]: Bound to IPv4 host/IP: any, Port: 9
nfcapd[37946]: Launcher[37947] forked
nfcapd[37947]: Launcher: Startup. auto-expire enab
nfcapd[37946]: semget() error in bookkeeper.c line
nfcapd[37946]: initialize bookkeeper failed.
nfcapd[37946]: Software error in bookkeeper.c line
nfcapd[37946]: Signal launcher[37947] to terminate
nfcapd[37947]: Launcher: Terminating.
nfcapd[37947]: Launcher: exit.

```

Please note the 'semget' error line - this tells us that we are running low on semaphores. You can follow [this guide](#) to increase the amount of semaphores available to Nagios Network Analyzer - we recommend using 2-4 times more than you had previously in all fields.

## The Python module rrdtool does not appear to be installed

When (re)starting the `nagiosna` service in a terminal session the following error is observed:

```

Traceback (most recent call last):
  File "/usr/local/nagiosna/bin/initialize_source.py", line 16, in <module>
    import rrdtool
ImportError: No module named rrdtool

```

This problem can be resolved by installing the `rrdtool-python` module the following command:

### RHEL | CentOS

```

yum install -y rrdtool-python

```

## Debian | Ubuntu

```
apt-get install -y python-rrdtool
```

Once installed restart the `nagiosna` service:

## RHEL 6 | CentOS 6 | Ubuntu 14

```
service nagiosna restart
```

## RHEL 7 | CentOS 7 | Debian | Ubuntu 16/18

```
systemctl restart nagiosna
```

The Source should now start

## Additional Information

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Get some more information from the backend log located in `/usr/local/nagiosna/var/backend.log` which will show you python errors that may be causing the Source not to start. This is normally an indication that there is a bug and may need to be addressed by the support staff at the [Nagios Support Forums](#).

## 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: **slansing** - Tue, Jan 27, 2015 at 3:14 PM. This article has been viewed 1458 times.

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