

# Nagios XI - Apply Configuration Never Completes

Article Number: 34 | Rating: Unrated | Last Updated: Tue, Dec 18, 2018 at 5:18 PM

## Problem Description

If you attempt to Apply Configuration and you're seeing the following output:

The following error message is produced:

```
* Configuration submitted for processing...
* Waiting for configuration verification.....
```

The configuration never applies, the page may be timing out.

There are several reason why this problem may be occurring, each one of them is outlined below.

## Editing Files

In many steps of this article you will be required to edit files. This documentation will use the vi text editor. When using the vi editor:

- To make changes press **i** on the keyboard first to enter insert mode
- Press **Esc** to exit insert mode
- When you have finished, save the changes in vi by typing **:wq** and press Enter

## Missing / Incorrect sudoers Entries

The backend components in Nagios XI require high level privileges, these are accommodated for in sudoers entries. This allows for high level commands to be executed by scripts w

### Examples Of Errors / Behaviours

When tailing the log `/usr/local/nagiosxi/var/cmdsubsys.log` you see:

```
Another reconfigure process is still running, sleeping...
Another reconfigure process is still running, sleeping...
Another reconfigure process is still running, sleeping...
Another reconfigure process is still running, sleeping...
```

or:

```
sudo: no tty present and no askpass program specified
RESETTING CONFIG PERMS FAILED!\n
OUTPUT=RESETTING CONFIG PERMS FAILED!\n
RETURNCODE=4
```

Another error occurs if you `su` as the nagios user and execute the following commands:

```
su nagios
cd /usr/local/nagiosxi/scripts
./reconfigure_nagios.sh
```

You are prompted for the password for the nagios user:

```
URL: http://localhost/nagiosxi/includes/components/ccm/
CMDLINE
/usr/bin/wget --save-cookies nagiosql.cookies --keep-session-cookies http://localhost/nagiosxi/includes/components/ccm/ --no-check-cert
Resolving localhost... ::1, 127.0.0.1
Connecting to localhost|::1|:80... connected.
HTTP request sent, awaiting response... 200 OK
Length: unspecified [text/html]
Saving to: "nagiosql.login"

[ <=> ] 31,509 --.-K/s in 0.01s

2016-08-03 09:40:38 (2.61 MB/s) - "nagiosql.login" saved [31509]

LOGIN SUCCESSFUL!
IMPORTING CONFIG FILES...URL: http://localhost/nagiosxi/includes/components/ccm/
Array
(
)
[sudo] password for nagios:
```

You should not be prompted for the password, this is another indication that the sudoers entries are incorrect/missing.

You may eventually get the following error on the Apply Configuration screen:

```
Reset config permissions failed.
```

```
An error occurred while attempting to apply your configuration to Nagios Core.  
Monitoring engine configuration files have been rolled back to their last known good checkpoint
```

## Fixing the sudoers Entries

The following steps shows you how to get the correct sudoers entries from the XI installation file. It is not possible to provide all the entries in this KB article as they may change in ne  
First you must download the XI installation file to your Nagios XI server. You'll do this with the `wget` command. Please refer to the following link to get the correct download link for you

[Download Page - Nagios XI Versions](#)

Open an ssh session to your Nagios XI host. If you are already connected as the `nagios` user (in the step above) you will need to `exit` to become an admin.

Execute the following commands (*use your XI version download link in the wget command*):

```
cd /tmp  
wget https://assets.nagios.com/downloads/nagiosxi/5/xi-5.5.7.tar.gz
```

Once downloaded you'll need to use the name of the downloaded file in the next command, in this example `xi-5.5.7.tar.gz` is the name being used:

```
tar xzf xi-5.5.7.tar.gz nagiosxi/nagiosxi/nagiosxi.sudoers --strip-components 2
```

This will have extracted a file called `nagiosxi.sudoers` and this file contains all the correct entries.

Run all these commands to fix your `/etc/sudoers` file to make sure it has all the correct entries:

```
grep -v NAGIOSXI /etc/sudoers > /etc/sudoers.new  
mv -f /etc/sudoers.new /etc/sudoers  
rm -rf /etc/sudoers.d/nagiosxi  
sed -i 's/^Defaults requiretty/#Defaults requiretty/g' /etc/sudoers  
cat /tmp/nagiosxi.sudoers >> /etc/sudoers  
chmod 440 /etc/sudoers
```

Run this one last command to ensure the old lock file is removed:

```
rm -f /usr/local/nagiosxi/scripts/reconfigure_nagios.lock
```

After making these changes try and "Apply Configuration" from CCM and your problem should be resolved.

## Large Amount Of Objects

Sometimes when creating a large amount of objects the apply configuration process is taking longer than expected and PHP may time out or exceed limits.

These are defined in the `php.ini` file, The location of the `php.ini` file differs depending on your operating system / version. The following command will determine the location:

```
find /etc -name php.ini
```

If there are multiple results then the one in the `apache` directory is the one that needs changing.

Edit `/etc/php.ini` and increase these values:

```
max_execution_time = 60  
max_input_time = 60  
memory_limit = 256M
```

After making these changes you'll need to restart the Apache service using one of the commands below:

### RHEL 6 | CentOS 6 | Oracle Linux 6

```
service httpd restart
```

### RHEL 7 | CentOS 7 | Oracle Linux 7

```
systemctl restart httpd.service
```

### Ubuntu 14

```
service apache2 restart
```

### Debian | Ubuntu 16/18

```
systemctl restart apache2.service
```

If you are still seeing the same problem, bump them up a bit more, and/or contact the Nagios Support team for assistance. These are explained in more detail in the following KB arti

[Nagios XI - PHP Variables](#)

## SSL/TLS Redirection

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When implementing SSL/TLS certificates on your Nagios XI server, the option `use_https` needs to be defined as `true` in the `config.inc.php` file.

Edit `/usr/local/nagiosxi/html/config.inc.php` and define the option as follows:

```
$cfg['use_https'] = true;
```

This step is included as part of the following documentation:

[Documentation - How To Configure SSL/TLS](#)

## localhost Missing From /etc/hosts

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The following KB article may also resolve your problem:

[Nagios XI - Apply Configuration Fails - Backend login to the Core Configuration failed](#)

## 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 3:46 PM. This article has been viewed 6750 times.

Online URL: <https://support.nagios.com/kb/article/nagios-xi-apply-configuration-never-completes-34.html>