

Nagios XI - Configuration Applies, No Changes Take Place

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Overview

This is generally due to wrong permissions or issues with the sudoers settings.

In order to reset the permissions, run the following command from the command line:

```
/usr/local/nagiosxi/scripts/reset_config_perms.sh
```

If running the above command doesn't fix your problem, the issue may be with the sudoers file. You can try running the `reconfigure_nagios.sh` script from the command line as root and as nagios user and check the output for errors.

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

or

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

Another good way for troubleshooting issues with applying configuration is to start a running tail on the `cmdsubsys.log`:

```
tail -f /usr/local/nagiosxi/var/cmdsubsys.log
```

Click on the "Apply Configuration" from the web interface and watch the output from the tail command in your terminal. After you are done with verifying the output, you can stop the log tail by pressing "Ctrl+c".

In case of errors with sudoers, you may see an output, similar to the one below:

The following error message is produced:

```
>>> /etc/sudoers: syntax error near line 97 <<<  
>>> /etc/sudoers: syntax error near line 98 <<<  
>>> /etc/sudoers: syntax error near line 100 <<<  
>>> /etc/sudoers: syntax error near line 102 <<<  
sudo: parse error in /etc/sudoers near line 97  
sudo: no valid sudoers sources found, quitting
```

You can verify the sudoers syntax by running the following command:

```
visudo -c
```

Sometimes, there are issues with duplicate aliases, defined in the `/etc/sudoers` and some other configs in the `/etc/sudoers.d/` directory. To view all "User_Alias" entries in the `/etc/sudoers` file and the configs under the `/etc/sudoers.d/` directory, run:

```
grep -R "User_Alias" /etc/sudoers /etc/sudoers.d/
```

In order to fix the issue, you can comment out one of the "offending" lines, i.e.

```
# User_Alias      NAGIOSXI=nagios
```

If you would like a list of the required sudoers entries, these can be found in the [XI source installer](#).

Download and extract the file, the sudoers entries are in the file `nagiosxi/nagiosxi.sudoers` and you should compare your `/etc/sudoers` against this file.

Final Thoughts

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

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

Posted by: **cmerchant** - Tue, Jan 27, 2015 at 5:51 PM. This article has been viewed 2005 times.

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