

# Nagios XI - Status Information Cut Off At 256 Characters

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## Problem Description

In the Nagios XI interface, the Status Information shown for a service stops at 256 characters (anything after is cut off). When you look at the service in Nagios Core you can see the

## Explanation

In Nagios XI, that data is stored in a database as opposed to Core. When XI stores it in the database, the database has a limit as to how much data can be stored.

## Resolving The Problem

The database can be updated so that it can store more information.

Open an SSH session to your XI server and execute the following commands:

```
echo "use nagios;alter table nagios_servicestatus modify output varchar(65535) not null;alter table nagios_servicestatus modify long_output varchar(65535) not null;"
echo "use nagios;alter table nagios_hoststatus modify output varchar(65535) not null;alter table nagios_hoststatus modify long_output varchar(65535) not null;"
echo "use nagios;alter table nagios_servicechecks modify output varchar(65535) not null;alter table nagios_servicechecks modify long_output varchar(65535) not null;"
echo "use nagios;alter table nagios_hostchecks modify output varchar(65535) not null;alter table nagios_hostchecks modify long_output varchar(65535) not null;"
```

### Note:

- These are long commands
- The commands end with `-pnagiosxi` where `nagiosxi` is the default password. If you have changed your database password you'll need to change the command to reflect that.
- If our have offloaded MySQL to another server, these commands need to be executed on the offloaded server.

## Final Thoughts

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

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

Posted by: **tlea** - Thu, Feb 25, 2016 at 6:41 PM. This article has been viewed 885 times.

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