

Nagios XI - HTTP 500 Error / White Screen After Login

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Problem Description

After upgrading to Nagios XI 5.x, when you login you are presented with a white screen or a 500 error.

Resolving The Problem

In Nagios XI 5, a new LDAP component was added and is intended to replace the original Active Directory component.

In some circumstances, after upgrading the old Active Directory component causes the white screen / 500 error to appear.

To resolve the problem you need to delete the old Active Directory component.

Establish a ssh session to your XI server and execute the following:

```
rm -rf /usr/local/nagiosxi/html/includes/components/active_directory
```

Once you have deleted the old component you should be able to login.

Note: you will need to login as the `nagiosadmin` user as the new LDAP component will need to be configured. If you have forgotten the password to the `nagiosadmin` user please follow this guide:

[Documentation - Resetting The nagiosadmin Password](#)

To configure the new LDAP component please refer to this guide:

[Documentation - How to Authenticate and Import Users with Active Directory](#)

Final Thoughts

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

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

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