

Nagios XI - ERROR: unable to open include file: conf.d/*.cfg

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Problem Description

Bandwidth graphs in Nagios XI are showing no bandwidth.

When manually executing MRTG you see the following output:

MRTG Manual Command:

```
LANG=C LC_ALL=C /usr/bin/mrtg /etc/mrtg/mrtg.cfg
```

This error is produced:

```
ERROR: unable to open include file: conf.d/*.cfg
```

Running this command will show the MRTG version:

```
LANG=C LC_ALL=C /usr/bin/mrtg
```

Output:

```
Usage: mrtg <config-file>

mrtg-2.16.2 - Multi Router Traffic Grapher

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If you want to know more about this tool, you might want
to read the docs. You can find everything on the
mrtg website:

http://oss.oetiker.ch/mrtg/
```

The source of the problem is that the MRTG version is too old and needs to be updated to fix this issue. This may have been downgraded inadvertently as part of a YUM update.

Resolution

These steps will install MRTG to the correct version.

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

```
cd /tmp
rm -rf nagiosxi xi*.tar.gz
wget http://assets.nagios.com/downloads/nagiosxi/xi-latest.tar.gz
tar xzf xi-latest.tar.gz
cd /tmp/nagiosxi/subcomponents/mrtg/
```

```
tar xzf mrtg*.tar.gz
cd mrtg*
./configure --prefix='/usr'
make all
make install
```

The correct version of MRTG should now be installed. This can be checked by running the following command:

```
LANG=C LC_ALL=C /usr/bin/mrtg
```

The version in the output should be 2.17.4 or greater.

Additionally, running MRTG manually should no longer produce the *"ERROR: unable to open include file: conf.d/*.cfg"* message:

```
LANG=C LC_ALL=C /usr/bin/mrtg /etc/mrtg/mrtg.cfg
```

It will take at least 15 minutes for the bandwidth graphs to start showing data.

Final Thoughts

For any support related questions please visit the [Nagios Support Forums](http://support.nagios.com/forum/) at:

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

Posted by: **tlea** - Sun, May 29, 2016 at 10:06 PM. This article has been viewed 3156 times.

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