

Nagios XI - ERROR: unable to open include file: /etc/mrtg/conf.d/xxxxxxx.cfg

Article Number: 512 | Rating: Unrated | Last Updated: Tue, Dec 4, 2018 at 6:35 PM

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: /etc/mrtg/conf.d/xxxxxxx.cfg
```

The source of the problem is that you have 1000+ cfg files in the `/etc/mrtg/conf.d/` directory. When MRTG runs it has to open all the files and it hits the open file limits in Linux.

Editing Files

In 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

Resolution

These steps will increase the open file limits from the default of 1024 to 4096.

Establish an SSH session to your Nagios XI server and edit the file `/etc/security/limits.conf`

Add the following lines to the end of the file:

```
* soft nofile 10000
* hard nofile 10000
```

Save the file.

Now try running MRTG manually should no longer produce the `"ERROR: unable to open include file: /etc/mrtg/conf.d/xxxxxxx.cfg"` message:

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

If you still experience the error, please reboot the server and try running MRTG again.

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](#) at:

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

Posted by: **tlea** - Wed, Jun 1, 2016 at 6:09 PM. This article has been viewed 4471 times.

Online URL: <https://support.nagios.com/kb/article/nagios-xi-error-unable-to-open-include-file-etc-mrtg-conf-d-xxxxxx-cfg-512.html>