

Nagios XI - Apply Configuration Fails - Backend login to the Core Configuration Manager

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Problem Description

Apply Configuration fails with the following error:

```
Backend login to the Core Config Manager failed.  
  
An error occurred while attempting to apply your configuration to Nagios Core.  
Monitoring engine configuration files have been rolled back to their last known good checkpoint.
```

This problem can be caused by the Nagios XI server being unable to resolve "localhost".

Diagnosing The Problem

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

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

You receive the following output:

```
URL: http://localhost/nagiosxi/includes/components/ccm/  
CMDLINE  
/usr/bin/wget --save-cookies nagiosql.cookies --keep-session-cookies http://localhost/nagiosxi/includes/components/ccm/ --no-check-cert  
Resolving localhost... failed: Name or service not known.  
wget: unable to resolve host address "localhost"  
NAGIOSQL LOGIN FAILED!
```

You can see in the last three lines that the `wget` command is complaining that it cannot resolve `localhost`.

If you execute the following command you can see the contents of the `/etc/hosts` file:

```
cat /etc/hosts
```

Here is the output:

```
127.0.0.1 localhost.localdomain localhost.localdomain localhost4 localhost4.localdomain4 xi-c6x-x64  
::1 localhost.localdomain localhost.localdomain localhost6 localhost6.localdomain6 xi-c6x-x64
```

If you look at the output you can see that there are no "localhost" entries, there are similar entries but not one for "localhost".

Resolving The Problem

Edit your `/etc/hosts` file and make sure there are localhost entries. For example:

```
127.0.0.1 localhost.localdomain localhost.localdomain localhost4 localhost4.localdomain4 localhost xi-c6x-x64  
::1 localhost.localdomain localhost.localdomain localhost6 localhost6.localdomain6 localhost xi-c6x-x64
```

After making these changes try and "Apply Configuration" from Core Configuration Manager and your problem should be resolved.

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 - Tue, Aug 2, 2016 at 8:26 PM. This article has been viewed 11546 times.

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