

# Nagios XI - Scheduled Downtime Not Working

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## Problem Description

When you attempt to schedule downtime for a host or service the downtime never appears despite being informed it was successfully added.

In addition to this when you navigate to Home > Incident Management > **Scheduled Downtime** there are no entries.

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:

```
tail -f /var/log/httpd/error_log
```

Now go into the XI interface and attempt to schedule downtime for a host or service.

You receive output similar to the following:

```
[Tue Oct 11 13:49:55 2016] [error] [client 10.25.254.50] Couldn't resolve host 'localhost', referer: http://10.25.5.12/nagiosxi/include
[Tue Oct 11 13:49:55 2016] [error] [client 10.25.254.50] Couldn't resolve host 'localhost', referer: http://10.25.5.12/nagiosxi/include
```

You can see that the log file 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
```

The last step is to restart the Apache service using one of the commands below:

### RHEL 6 | CentOS 6 | Oracle Linux 6

```
service httpd restart
```

### RHEL 7 | CentOS 7 | Oracle Linux 7

```
systemctl restart httpd.service
```

### Ubuntu 14

```
service apache2 restart
```

### Debian | Ubuntu 16/18

```
systemctl restart apache2.service
```

Now go and schedule downtime, 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** - Mon, Oct 10, 2016 at 11:01 PM. This article has been viewed 1287 times.

Online URL: <https://support.nagios.com/kb/article/nagios-xi-scheduled-downtime-not-working-548.html>