

Nagios XI - Common Upgrade Failures And Solutions

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Overview

This KB article covers some of the more common problems that can occur when upgrading Nagios XI and provides solutions to them.

Upgrade Instructions And Methods

Steps for performing the upgrades themselves can be found at:

[Nagios XI - Upgrade Instructions](#)

[Nagios XI – How to Upgrade Using the Web UI](#)

[Nagios XI – Installing Nagios XI In An Offline Environment](#)

Backups are always recommended prior to any upgrade as per the following documentation:

[Nagios XI - Backing Up And Restoring Your Nagios XI System](#)

Was The Upgrade Successful?

A successful upgrade will display the following message:

```
-----  
Nagios XI Upgrade Complete!  
-----
```

The offline upgrade will not produce a completed message due to the nature of RPM packages.

If you do not receive a completed message then you should check the `/usr/local/nagiosxi/tmp/upgrade.log` file for any errors. Establish a terminal session to your Nagios XI

```
tail /usr/local/nagiosxi/tmp/upgrade.log -n 20
```

Some examples of common failure messages are:

```
Proxy request sent, awaiting response... 503 Service Unavailable  
2013-06-24 12:12:20 ERROR 503: Service Unavailable.
```

```
HTTP request sent, awaiting response... 500 Internal Server Error  
2017-05-15 13:19:17 ERROR 500: Internal Server Error.
```

```
HTTP request sent, awaiting response... 403 Forbidden  
2015-11-13 21:57:01 ERROR 403: Forbidden.
```

```
nagiosql.loginNAGIOSQL LOGIN FAILED!
```

```
One or more problems was encountered while processing the config files...
```

```
Running configuration check... CONFIG ERROR! Restart aborted. Check your Nagios configuration
```

```
PHP Warning: require_once(/usr/local/nagiosxi/html/includes/utils-reports-export.inc.php): failed to open stream: Permission denied in
```

```
The update did not complete successfully. Please try updating manually.
```

```
Private key not found
```

Resolving The Problem

The following steps will require you to establish a terminal session to your Nagios XI server to execute the prescribed commands.

File System Permissions

There are a couple approaches to resolving this issue.

The first is to run the `rest_config_perms.sh` script:

```
/usr/local/nagiosxi/scripts/reset_config_perms.sh
```

This resets permissions on a few key folders and files. If this doesn't resolve the problem then the `getfacl` command can be used to create an ACL on a known good Nagios XI machine.

On a good working machine of Nagios XI execute:

```
getfacl -pR /usr/local/nagiosxi/ > nagiosxi.acl  
getfacl -pR /usr/local/nagios/ > nagios.acl
```

Copy the contents of the `rest_config_perms.sh` script to the machine that is failing and execute:

Copy the `nagiosxi.acl` file created by this command over to the machine that is failing and execute:

```
setfacl --restore nagiosxi.acl
setfacl --restore nagios.acl
```

The Nagios support team can provide ACLs if needed. We will need a copy of your `/usr/local/nagiosxi/var/xi-sys.cfg` to confirm user and group settings as well as the exa

SSL/TLS Problems

The following documentation explains how to configure a Nagios XI server to use HTTPS instead of HTTP for web UI access:

[Nagios XI - How To Configure SSL/TLS](#)

It is possible to configure this in such a way that no problems exist until it is time to upgrade. In cases like this you may see messages in the log that refer to port 443, https or certific

```
Connecting to localhost[127.0.0.1]:443... connected.
WARNING: cannot verify localhost's certificate, issued by "/DC=acme/DC=local":
Unable to locally verify the issuer's authority.
WARNING: no certificate subject alternative name matches
HTTP request sent, awaiting response... 500 Internal Server Error
ERROR 500: Internal Server Error.
```

The WARNING messages above may seem like a problem, they are common with HTTPS setups and can be ignored most of the time. More detailed information about this is explained

[SSL/TLS - Understanding Certificate Warnings](#)

Configuration Files

The configuration files in `/usr/local/nagios/etc/` can have errors preventing the upgrade or the upgrade can complete successfully and cause problems afterwards. Sometimes but if not or the upgrade completed, the configuration can be checked and detailed output returned with:

```
/usr/local/nagios/bin/nagios -v /usr/local/nagios/etc/nagios.cfg
```

The following KB article also explains in detail the steps required to resolve these issues (even though it is targeted at an older version of Nagios XI it is still applicable):

[Nagios XI - 2014 Upgrade Issue - CONFIG ERROR](#)

Make sure to always download the latest update as it will have the best chance of catching any configuration problems or incompatibilities during the upgrade. The latest update can

```
wget http://assets.nagios.com/downloads/nagiosxi/xi-latest.tar.gz
```

Network Proxies

Issues with network proxies will usually result in a HTTP 403, 500, or 503 status code but could also result in a number of other codes. The important verbage to be aware of is:

```
Proxy request sent, awaiting response...
```

Followed by an error like:

```
Proxy request sent, awaiting response... 503 Service Unavailable
ERROR 503: Service Unavailable.
```

The following documentation covers how proxies can be handled if there is one in the environment:

[Nagios XI - Problems Using Nagios XI With Proxies](#)

Restore From Backup

In situations where quick recovery is priority and finding the root cause secondary, restoring from a backup is an option. This is covered in the following documentation:

[Nagios XI - Backing Up And Restoring Your Nagios XI System](#)

Final Thoughts

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

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

Posted by: **cdienger** - Thu, Jun 29, 2017 at 5:52 PM. This article has been viewed 1807 times.

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