

NRPE - UNKNOWN: No Handler For That Command

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Problem Description

This KB article addresses the following NRPE error or variants of this error:

```
UNKNOWN: No Handler For That Command
No handler for command:
Unknown command(s):
```

Assumed Knowledge

The following KB article contains an explanation of how NRPE works and may need to be referenced to completely understand the problem and solution that is provided here:

[NRPE - Agent and Plugin Explained](#)

In addition to this, NSClient++ must be correctly installed and configured, please refer to the following KB article on enabling the NRPE listener in NSClient++:

[Documentation - Enabling The NRPE Listener In NSClient++ 0.4.x](#)

Troubleshooting The Error

This is usually caused by a missing or incorrectly spelled handler (external alias) in the remote host's C:\Program Files\NSClient++\nsclient.ini file.

Check the spelling of the `check_nrpe` command for the service check in Nagios XI (the name of the command after the "-c"). It should match the spelling of the external alias in the nsclient config file. For example:

```
[/settings/external scripts/alias]
alias_cpu = checkCPU warn=80 crit=90 time=5m time=1m time=30s
```

In the example above, the "alias_cpu" is the handler and therefore the service check in Nagios XI should specify the `check_nrpe` command as "alias_cpu".

Final Thoughts

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

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

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Online URL: <https://support.nagios.com/kb/article/nrpe-unknown-no-handler-for-that-command-627.html>