

Nagios XI - MSSQL Query Wizard - Invalid characters in the username

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Problem Description

After running the MSSQL Query wizard your new service has an UNKNOWN state with the following error:

```
UNKNOWN: Invalid characters in the username.
```

This problem can occur when trying to connect using Windows authentication and your username is something like `user\domain`, it is complaining about the backslash (`\`).

Resolution

The `check_mssql` plugin can be updated to allow the backslash. Establish a terminal session to your Nagios XI server as the user root.

Execute the following command to open the `/usr/local/nagios/libexec/check_mssql` file in vi:

```
vi /usr/local/nagios/libexec/check_mssql
```

When using the vi editor, to make changes press `i` on the keyboard first to enter insert mode. Press `Esc` to exit insert mode.

Jump to line 347 by typing the following:

```
:347
```

and press **Enter**.

The line you are looking for should look like this:

```
if (!preg_match("/^[a-zA-Z0-9-_{2,32}$/", $db_user)) {
```

Change it to (add `\\\\`):

```
if (!preg_match("/^[a-zA-Z0-9-\\\\_{2,32}$/", $db_user)) {
```

When you have finished, save the changes in vi by typing:

```
:wq
```

and press **Enter**.

After making these changes go back into the XI web interface and force an immediate check of the service to test that it is working correctly.

Final Thoughts

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

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

Posted by: **tlea** - Thu, Aug 3, 2017 at 12:48 AM. This article has been viewed 2833 times.

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