

Nagios XI - Error while converting SVG

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Problem Description

In Nagios XI, when saving a performance graph as a PNG, JPEG image you receive the following error:

```
Error while converting SVG
```

You may also see the following error logged in `/var/log/httpd/error_log`:

```
sh: ./phantomjs: /lib/ld-linux.so.2: bad ELF interpreter: No such file or directory
```

The problem relates to the `phantomjs` libraries that are used to export the images to a file.

Resolution

The resolution is to reinstall the `phantomjs` libraries on Nagios XI.

Establish a terminal session to your Nagios XI server and execute the following commands:

```
cd /tmp
rm -rf phantomjs*
uname -a
```

The output with either contain `i686` or `x86_64`, this is required for the following file download.

Execute the following command to download the correct file:

i686

```
wget phantomjs-1.9.8-linux-i686.tar https://assets.nagios.com/downloads/nagiosxi/packages/phantomjs-1.9.8-linux-i686.tar
```

x86_64

```
wget phantomjs-1.9.8-linux-x86_64.tar https://assets.nagios.com/downloads/nagiosxi/packages/phantomjs-1.9.8-linux-x86_64.tar
```

Now execute the following commands to reinstall `phantomjs`:

```
tar xf phantomjs*.tar
mkdir -p /usr/local/nagiosxi/html/includes/components/highcharts/exporting-server/temp
/bin/cp -f phantomjs*/bin/phantomjs /usr/local/nagiosxi/html/includes/components/highcharts/exporting-server/
chown -R nagios:nagios /usr/local/nagiosxi/html/includes/components/highcharts/exporting-server
chmod 775 /usr/local/nagiosxi/html/includes/components/highcharts/exporting-server/temp
```

After executing these commands the graphs should now export successfully to images.

Final Thoughts

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

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

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