

Nagios XI - Scheduled Reports Not Running

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Problem Description

This KB article helps fix scheduled reports that are not running, you are not receiving the email that should be sent out.

Troubleshooting

The first step is to check the contents of the apache crontab file with the following command:

```
cat /var/spool/cron/apache
```

Once you've done this, go and schedule a report as a test.

After that, execute the command above to view the crontab file again.

If there is no change in the output, execute the following command:

```
grep crontab /var/log/httpd/*
```

If you see this error message:

```
You (apache) are not allowed to use this program (crontab)
```

The `cron.allow` file needs updating to resolve this issue.

Execute the following command to add the apache user to the `/etc/cron.allow` file:

```
echo apache >> /etc/cron.allow
```

Once you have made this change, go schedule the report again and the `/var/spool/cron/apache` should now be updated.

Final Thoughts

For any support related questions please visit the [Nagios Support Forums](http://support.nagios.com/forum/) at:

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

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