

NCPA - Passive Checks Not Being Submitted To NRDP

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Problem Description

The NCPA client is not sending passive check results to your Nagios server. When looking at the `/usr/local/ncpa/var/log/ncpa_passive.log` you observe the following:

```
2018-01-10 06:21:19,356 2904 INFO Running check: services?service=ncpa_passive&status=running
2018-01-10 06:21:19,413 2904 ERROR no element found: line 1, column 0
Traceback (most recent call last):
  File "/root/ncpa/agent/passive/nrdp.py", line 198, in submit_to_nagios
  File "/root/ncpa/agent/passive/nrdp.py", line 145, in log_result
  File "/usr/local/lib/python2.7/xml/dom/minidom.py", line 1928, in parseString
  File "/usr/local/lib/python2.7/xml/dom/expatbuilder.py", line 940, in parseString
  File "/usr/local/lib/python2.7/xml/dom/expatbuilder.py", line 223, in parseString
ExpatError: no element found: line 1, column 0
```

Resolution

This problem can occur when the `php-xml` package is not installed on the Nagios server running NRDP.

For example, to install the package on Ubuntu execute the following command:

```
sudo apt-get install php-xml
```

Final Thoughts

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

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

Posted by: tlea - Wed, Jan 10, 2018 at 4:49 PM. This article has been viewed 2878 times.

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