Nagios XI - mysql_error out of range value for column

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Overview

This KB article explains how to resolve the following errors that appear in the `/var/log/messages` file on your **Nagios XI** server:

```
Aug 14 23:30:03 centosxx ndo2db: Error: mysql_query() failed for 'INSERT INTO nagios_scheduleddowntime SET instance_id='1', downtime_ty
object_id='830', entry_time=FROM_UNIXTIME(1517155261), author_name='nagios_user', comment_data='AUTO: Standby Server', internal_downtim
triggered_by_id='0', is_fixed='1', duration='31536000', scheduled_start_time=FROM_UNIXTIME(1517239800),
scheduled_end_time=FROM_UNIXTIME(1548775800) ON DUPLICATE KEY UPDATE instance_id='1', downtime_type='1', object_id='830',
entry_time=FROM_UNIXTIME(1517155261), author_name='nagios_user', comment_data='AUTO: Standby Server', internal_downtime_id='804', trigg
is_fixed='1', duration='31536000', scheduled_start_time=FROM_UNIXTIME(1517239800), scheduled_end_time=FROM_UNIXTIME(1548775800)'

Aug 14 23:30:03 centosxx ndo2db: mysql_error: 'Out of range value for column 'duration' at row 1'
```

The first error above will not be identical but it usually is followed by the `Out of range value for column` message.

Explanation

The errors shown above result from the MySQL / MariaDB server having the **SQL Mode** set to `STRICT_TRANS_TABLES,NO_ENGINE_SUBSTITUTION`. Most commonly this problem ar attempt to offload the databases to an external server using a MySQL / MariaDB custom installation.

The following steps will identify what the SQL Mode is currently configured for. Establish a terminal session to your **MySQL / MariaDB server** that is hosting your Nagios XI database following command:

```
mysql -u root -p'nagiosxi' -e "SELECT @@GLOBAL.sql_mode;"
```

You will need to replace the password of **`nagiosxi`** in the command above with the password of the root user on your database server.

Here is output that shows that the SQL Mode has been defined:

```
+--------------------------------------------+
| @@GLOBAL.sql_mode                          |
+--------------------------------------------+
| STRICT_TRANS_TABLES,NO_ENGINE_SUBSTITUTION |
+--------------------------------------------+
```

Here is output that shows that NO SQL Mode has been defined:

```
+-------------------+
| @@GLOBAL.sql_mode |
+-------------------+
|                   |
+-------------------+
```

Resolution

To resolve this issue you will need to define the SQL Mode in the MySQL / MariaDB **`my.cnf`** configuration file.

The first step is to stop the required services on your **Nagios XI** server:

RHEL 6 | CentOS 6 | Oracle Linux 6 | Ubuntu 14

```
service nagios stop
service ndo2db stop
```

RHEL 7 | CentOS 7 | Oracle Linux 7 | Debian | Ubuntu 16/18

```
systemctl stop nagios.service
systemctl stop ndo2db.service
```

The next step is to edit the `my.cnf` configuration file on your MySQL / MariaDB database server. Establish a terminal session to your database server and edit the `my.cnf` file by exec command:

RHEL | CentOS | Oracle Linux

```
vi /etc/my.cnf
```

Debian 8 | Ubuntu 14

```
vi /etc/mysql/my.cnf
```

Ubuntu 16/18

```
vi /etc/mysql/mysql.conf.d/mysqld.cnf
```

Debian 9

```
vi /etc/mysql/mariadb.conf.d/50-server.cnf
```

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

Locate the `[mysqld]` section and check to see if there is an `sql_mode` already defined:

```
[mysqld]
# Recommended in standard MySQL setup
sql_mode=NO_ENGINE_SUBSTITUTION,STRICT_TRANS_TABLES
```

If the `sql_mode=` line already exists you will need to **replace** it with the following. If the line does not exist you will need to **add** the following line:

```
[mysqld]
sql_mode=""
```

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

```
:wq
```

and press **Enter**.

You now need to restart the database service:

RHEL 6 | CentOS 6 | Oracle Linux 6

```
service mysqld restart
```

RHEL 7 | CentOS 7 | Oracle Linux 7 | Debian 9

```
systemctl restart mariadb.service
```

Ubuntu 14

```
service mysql restart
```

Debian 8 | Ubuntu 16/18

```
systemctl restart mysql.service
```

After the database service has restarted execute the following command to ensure the SQL Mode is no longer set:

```
mysql -u root -p'nagiosxi' -e "SELECT @@GLOBAL.sql_mode;"
```

You will need to replace the password of **nagiosxi** in the command above with the password of the root user on your database server. Here is output that shows that NO SQL Mode

```
+-------------------+
| @@GLOBAL.sql_mode |
+-------------------+
|                   |
+-------------------+
```

If the output is correct you can now start the services on your **Nagios XI** server:

RHEL 6 | CentOS 6 | Oracle Linux 6 | Ubuntu 14

```
service ndo2db start
service nagios start
```

RHEL 7 | CentOS 7 | Oracle Linux 7 | Debian | Ubuntu 16/18

```
systemctl start ndo2db.service
systemctl start nagios.service
```

You should now check the `/var/log/messages` file on your Nagios XI server to ensure the error messages are no longer appearing.

Final Thoughts

For any unresolved questions please visit the Nagios Support Forums at

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

Posted by: **tlea** - Tue, Aug 14, 2018 at 11:19 PM. This article has been viewed 1776 times.

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