

Nagios XI - Troubleshooting Reports

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Overview

This KB article explains how to troubleshoot problems with reports taking a long time to run on your Nagios XI server.

Check Log Files

When you are experiencing issues with reports the first step is to analyze the log files for the Apache web server. Establish a terminal session to your Nagios XI server and execute the following command:

```
tail -f /var/log/httpd/error_log /var/log/httpd/ssl_error_log
```

This display the last few errors that may have occurred and any new ones. You should try and run the report which is taking a long time and observe any log entries that are displayed. Use this log data to help you with the remaining steps in this KB article.

Press **CTRL + C** to stop the log file from being watched.

Report Is Exhausting PHP Limits

A common cause with larger reports is that the `php.ini` file has limits imposed on it to prevent malicious attacks which may cause a web server to crash. These same safety measures may also restrict larger reports from running.

The solution is to review the following KB article and edit the `php.ini` file to increase the `max_execution`, `max_input`, and `memory` variables.

[Nagios XI - Optimizing The PHP Settings File](#)

Once you have performed the changes try to re-run the Report and see if this fixes the problem. You may need to increase the values several times to find the right values, this all depends on the size of the report.

Nagios XI Program URL Is Invalid

Another reason why a report may not run is if the URL defined for the Nagios XI interface is not correct. This may be because an internal DNS record might not be resolvable when being access from the outside world, or perhaps it is spelt incorrectly.

Navigate to **Admin > System Config > System Settings** and review the **Program URL** and **External URL** options. Ensure there is a trailing forward slash (/) after the URL, for example:

http://<xi_server_address>/nagiosxi/

Final Thoughts

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

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

Posted by: **tlea** - Wed, Dec 5, 2018 at 9:24 PM. This article has been viewed 3350 times.

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