

# Nagios XI - Reset Upgrade Status In Web Interface

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## Problem Description

When upgrading Nagios XI using the web interface the upgrade progress may stall with the message "Upgrade in progress". Sometimes you will need to clear this message manually due to unforeseen circumstances, this KB article explains how to clear the message.

## Requirements

There are two pieces of information you require to execute the command in this KB article:

1. [Database Type](#)
2. [Database Password](#)

### Database Type

Nagios XI versions before 5.x used a PostgreSQL database for storing the Nagios XI preferences. In Nagios XI 5.x this was moved over to the MySQL/MariaDB database. The command you will execute in this KB article differs between PostgreSQL and MySQL/MariaDB. To determine which one you are using execute the following command your Nagios XI server:

```
awk '/"nagiosxi" => array\({getline;print}\}' /usr/local/nagiosxi/html/config.inc.php
```

Which should output one of the following:

```
"dbtype" => 'pgsql',
```

or

```
"dbtype" => 'mysql',
```

### Database Password

The "nagiosxi" database has a username and password associated with it. The default username is "nagiosxi" and the default password is "n@gweb". If you have changed the password you will need to refer to the `config.inc.php` file, open it in the vi editor with the following command:

```
vi /usr/local/nagiosxi/html/config.inc.php
```

Locate the following `nagiosxi` section:

```
"nagiosxi" => array(  
  "dbtype" => 'mysql',  
  "dbserver" => '',  
  "user" => 'nagiosxi',  
  "pwd" => 'n@gweb',  
  "db" => 'nagiosxi',
```

You can see the `user` and `pwd` fields contain the values you will require in the following command.

## Reset Upgrade Status

The following command will reset the upgrade status on Nagios XI (using the default username and password listed above):

MySQL/MariaDB:

```
mysql -u'nagiosxi' -p'n@gweb' nagiosxi -e "update xi_commands set status_code = '2' where command = '1120';"
```

## PostgreSQL:

```
psql -U nagiosxi -W -d nagiosxi -c "update xi_commands set status_code = '2' where command = '1120'"
```

*You will be prompted for the password at the command line.*

Once the command has been executed you can navigate to the web interface **Admin > System Information > Check For Updates** and the upgrade status will now be reset.

## Final Thoughts

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

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

Posted by: **tlea** - Tue, May 7, 2019 at 5:59 PM. This article has been viewed 6518 times.

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