

# NCPA - Service check timed out after n Seconds

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## Problem Description

This KB article addresses the following NCPA error:

[NCPA- Service Check Timeout After n Seconds](#)

## Assumed Knowledge

The following KB article contains an explanation of how NCPA works and may need to be referenced to completely understand the problem and solution that is provided here:

[NCPA - Online Documentation](#)

## Troubleshooting The Error

### Timeout Issues

You can increase the timeout on the check, though you will have to alter the check in XI and the plugin timeout in the `ncpa.cfg` file on the remote host.

### Nagios XI `check_xi_ncpa` Timeout

This timeout is how long the `check_xi_ncpa` command on the Nagios XI server will wait for a response from the NCPA agent. By default the timeout is not set, thereby defaulting to the plugin timeout or the global timeout.

In the Nagios XI web interface navigate to **Configure > Core Config Manager > Commands**. This brings up the Commands page, use the **Search** field to search for `ncpa` and click **Search**.

Click the `check_xi_ncpa` command.

You can change the timeout in Nagios XI with the switch `-T` in the `check_xi_ncpa` command.

In the **Command Line**, add `-T <time value in seconds>` after `$HOSTADDRESS$`. Ex. `-T 120`

**Save** your changes and then click the **Apply Configuration** button.

### NCPA Client Timeout

This timeout is how long the **NCPA** client on the Nagios XI server will wait for a response from the plugin it executes before returning a result to Nagios XI. You may need to change a setting in the remote host's `vi`

/usr/local/ncpa/etc/ncpa.cfg file depending on how high you set the timeout in Nagios XI. Edit the file with the following command:

```
vi /usr/local/ncpa/etc/ncpa.cfg
```

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

On Windows:

```
c:\program file(x86)\nagios\ncpa\etc\nagios.cfg
```

Search for the plugin\_timeout= which may need to be altered. Set this, at minimum, to the value of the timeout in Nagios XI. If you do set your timeout in Nagios XI higher, increase the plugin\_timeout to match.

## Nagios XI Global Timeout

Nagios XI by default has a global timeout for host (30 seconds) and service (60 seconds) check commands. This means if you were to change the check\_xi\_ncpa command timeout in Nagios XI with the switch -T to 120, Nagios XI will not wait for 120 seconds to pass, the global timeout will stop at 60 seconds.

To adjust the global timeout, navigate to **Configure > Core Config Manager > CCM Admin > Core Configs**. This brings up the Core Configs page and by default the **General [nagios.cfg]** tab is selected. The two directives to change are:

```
host_check_timeout=30
service_check_timeout=60
```

Click **Save Changes** to update these settings and then **Apply Config** via **Quick Tools**.

## A Realistic Discussion On Timeouts

After reading all of that you might think to yourself *"I'm going to go and change all the timeouts to 120 seconds"*. It's not as simple as that, you need to take into account that each layer of timeout needs to take into account the previous layer. If Nagios XI global timeout was set to 120 seconds and the NCPA was plugin\_timeout=120 then it may take a whole second before it gets to NCPA, you will need to take that into account, here's an example of the "layers":

- Nagios XI Global Timeout
  - 120
- check\_xi\_ncpa timeout on Nagios XI server
  - 119
- plugin\_timeout= on NCPA Client
  - 118

## 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: **rspielman** - Tue, Sep 1, 2020 at 12:45 PM. This article has been viewed 3812 times.

Online URL: <https://support.nagios.com/kb/article/ncpa-service-check-timed-out-after-n-seconds-872.html>