Purpose

Managing **Amazon Web Services** (**AWS**) and the **Amazon Elastic Compute Cloud** (**EC2**) can be complicated. This document is designed to help users resolve common issues encountered when monitoring EC2 metrics with the Nagios XI EC2 wizard and plugins.

Please see Monitoring Amazon EC2 for instructions on how to use the EC2 wizard.

Target Audience

This document is intended for use by AWS Administrators who can modify IAM access policies/permissions and/or manage EC2 instances and/or install and manage CloudWatch Agents.

EC2 Wizard Issues

Unable to Get Available Instances

After entering the Identity and Access Management (IAM) user's **Access Key ID** and **Secret Access Key** for Step 1 of the EC2 wizard, the **Get Available Instances** button appears. If clicking the **Get Available Instances** button results in an error like this…
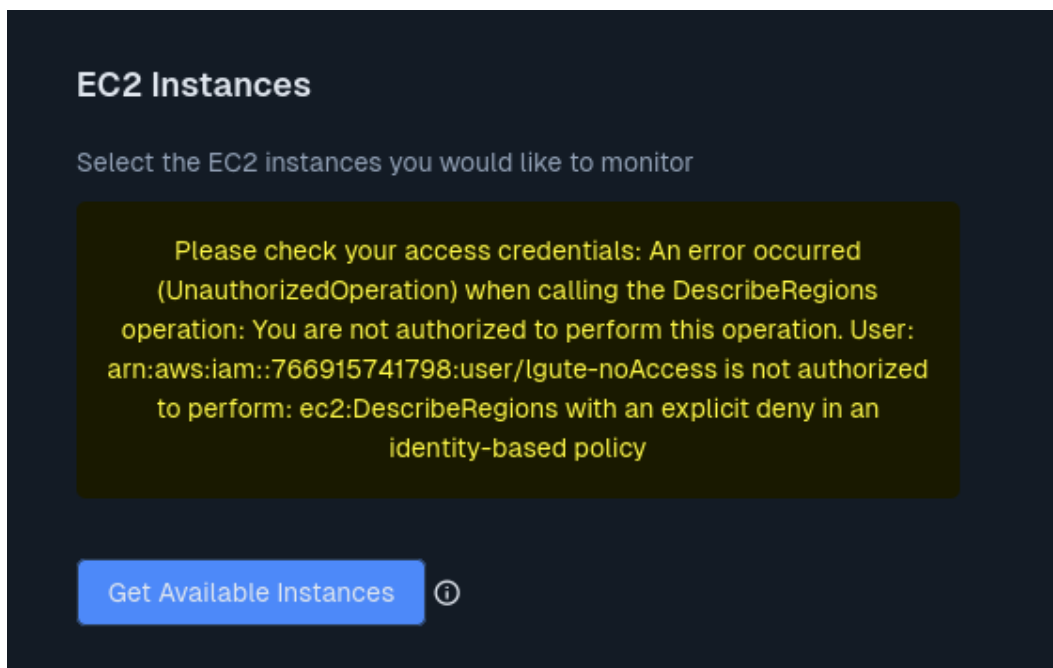
Make sure the access **Policy** for the IAM user includes the following permissions.

```
{
    "Version": "2012-10-17",
    "Statement": [
        {
            "Effect": "Allow",
            "Action": [
                "cloudwatch:GetMetricStatistics",
                "cloudwatch:GetMetricData",
                "cloudwatch:ListMetrics",
                "ec2:DescribeInstances",
                "ec2:DescribeRegions"
            ],
            "Resource": "*"
        }
    ]
}
```

Service Status Check (Metric) Issues

All the Checks Fail with No Data

If all the Status Checks show "no data".

|						
CPU Credit Balance		Unknown	19h 0m 39s	5/5	2025-06-05 11:53:18	The check has received a response with no data. This is generally caused by an incorrect region name, invalid metric name, or invalid instance ID.
CPU Credit Usage		Unknown	19h 1m 12s	1/5	2025-06-05 11:52:40	The check has received a response with no data. This is generally caused by an incorrect region name, invalid metric name, or invalid instance ID.

- Verify that the instance is running.
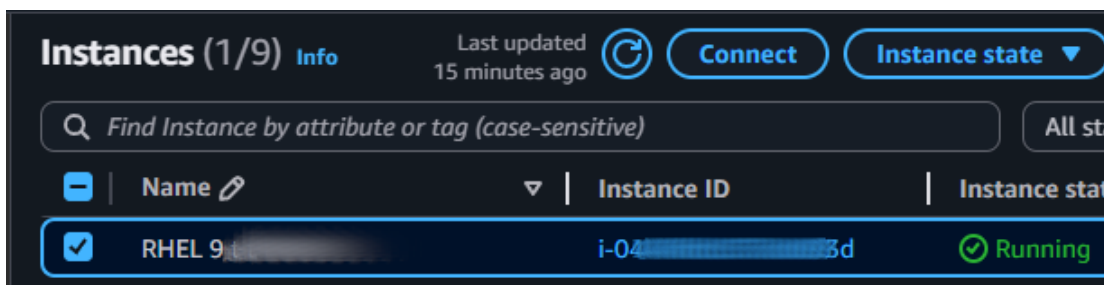
Most of the Checks Fail with No Data

Try turning on **Detailed Monitoring** for the instance.

1. Select the instance and navigate to the **Monitoring** tab in the instance details.
2. Click the **Manage detailed monitoring** button and make sure the **Enable** checkbox is checked.
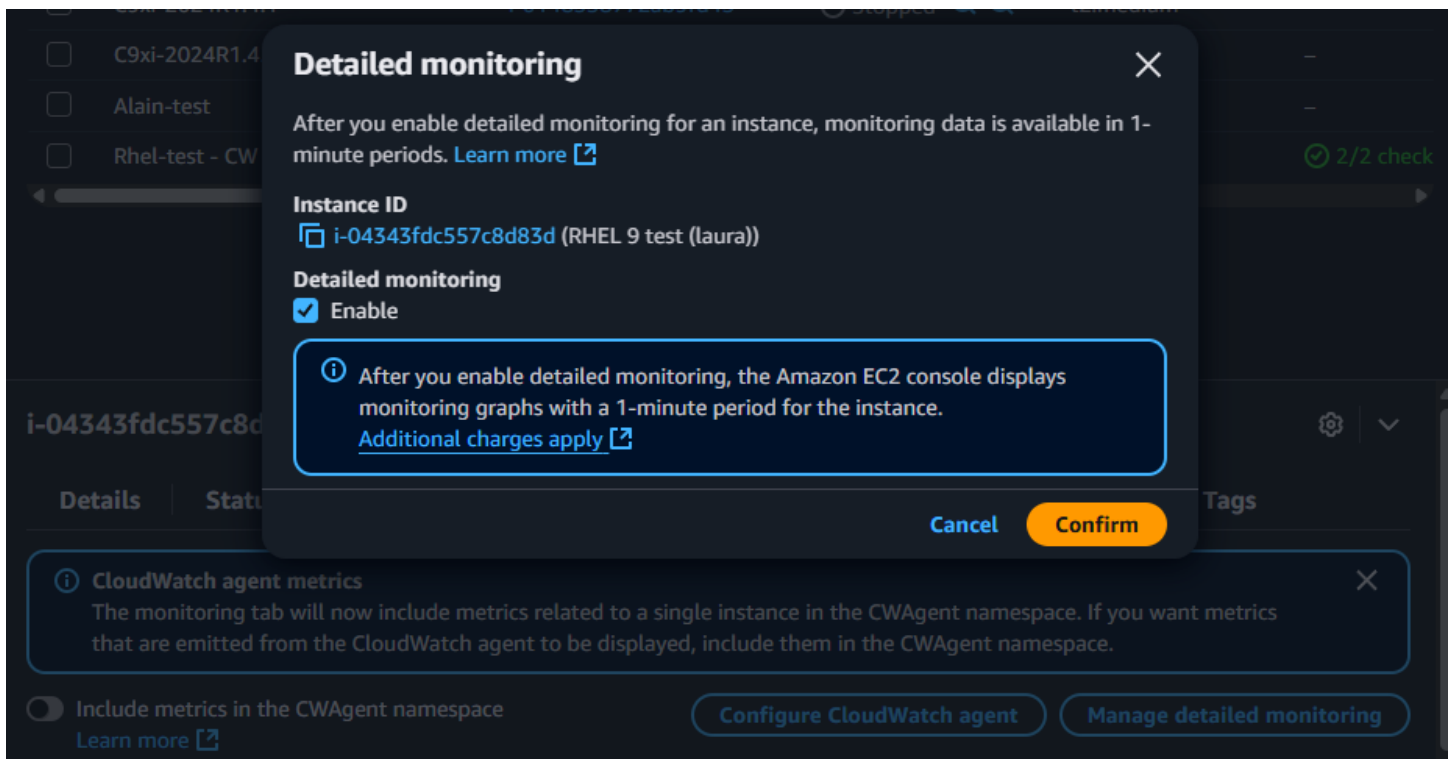
3. Click the **Confirm** button.

Only the Disk Checks Fail with No Data

If **Detailed Monitoring** is already enabled (see Most of the Checks Fail with No Data), and disk checks are still failing:

Disk Read Bytes		Unknown	4m 25s	1/5	2025-06-05 11:53:24	The check has received a response with no data. This is generally caused by an incorrect region name, invalid metric name, or invalid instance ID.
Disk Read Ops		Unknown	4m 0s	1/5	2025-06-05 11:53:49	The check has received a response with no data. This is generally caused by an incorrect region name, invalid metric name, or invalid instance ID.
Disk Write Bytes		Unknown	3m 42s	1/5	2025-06-05 11:54:07	The check has received a response with no data. This is generally caused by an incorrect region name, invalid metric name, or invalid instance ID.
Disk Write Ops		Unknown	3m 10s	1/5	2025-06-05 11:54:39	The check has received a response with no data. This is generally caused by an incorrect region name, invalid metric name, or invalid instance ID.

…go to the next section Install a CloudWatch Agent on the Instance.

Install a CloudWatch Agent on the Instance

Due to various setup factors for the instance, installing a CloudWatch Agent may be required.

Resources from AWS:

- https://docs.aws.amazon.com/AmazonCloudWatch/latest/monitoring/install-CloudWatch-Agent-on-EC2-Instance.html

RHEL distros may need alternative setup

- https://docs.aws.amazon.com/systems-manager/latest/userguide/agent-install-rhel-8-9.html

Finishing Up

This completes the documentation on How To Troubleshoot EC2 Data Issues in Nagios XI 2024. If you have additional questions or other support-related questions, please visit us at our Nagios Support Forum, Nagios Knowledge Base, or Nagios Library:

Visit Nagios Support Forum   Visit Nagios Knowledge Base   Visit Nagios Library