Load Balanced Cloud Host Check Considerations For Nagios XI

Purpose

This document describes important considerations to help you configure reliable host health checks for cloud-hosted endpoints behind managed load balancers.

ICMP-based checks such as `check_icmp` and `check_ping` are often not reliable health signals for cloud PaaS endpoints behind managed load balancers such as Azure App Service, Azure Load Balancer, AWS ELB/ALB/NLB, and GCP Load Balancing. In this case it may be necessary to configure alternative host-alive checks to ensure accurate status reporting.

Identifying Cloud-Hosted Systems

You may already know which hosts you manage fall into this category, but if you are uncertain you can identify cloud-hosted targets with command line utilities like **nslookup**.

Cloud-hosted endpoints will show CNAME chains ending in domains such as `azurewebsites.net`, `cloudfront.net`, `elb.amazonaws.com`, `run.app`, etc...

Recommended Check Alternatives

If ping-based host checks prove unreliable in this scenario, you can employ alternatives such as:

- `check_http` / `check_xi_service_http` for App Service and similar HTTP/HTTPS endpoints
- `check_tcp` against the application port (e.g., 443) for lightweight reachability

You can learn more about configuring alternate host alive checks and incorporating the above options here:

Changing Host Alive Checks in Nagios XI

CLI Ping Appears to Work But Nagios Check Does Not

Running `ping` from the command line may return results that indicate a ping check is working, even though `check_icmp` fails in Nagios. This can be due to a variety of factor such as:

- Different ICMP packet construction
- Intermittent responses from middleboxes or specific front-end nodes.

Even if a ping of the target *appears* to work from the command line, this by no means a certain indicator that the `check_icmp` plugin is broken. In cases where your target host is behind a managed load balancer, it's far more likely that icmp ping is simply not a viable option, so an alternative will be called for.

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The Website Wizard

Note that the **Website Wizard** currently creates a Ping service by default, which may not be appropriate when the target is cloud hosted. You may want to remove or disable that service post creation. You can learn more about managing services in the Core Config Manager (CCM) here:

Managing Services in the CCM

Finishing Up

This completes the documentation on Load Balanced Cloud Host Check Considerations for Nagios XI. If you have additional questions or other support-related questions, please visit the Nagios Support Forum, Nagios Documentation Hub, or Nagios Library:

Visit Nagios Support Forum Visit Documentation Hub Visit Nagios Library