Not supported items

10 minutes 68

Items may become "Not supported" under multiple scenarios:

- ⌁ On data collection time:
  - ✓ Wrong item key or parameters
  - ✓ Timeout, communication error
  - ✓ Wrong credentials or permission problems
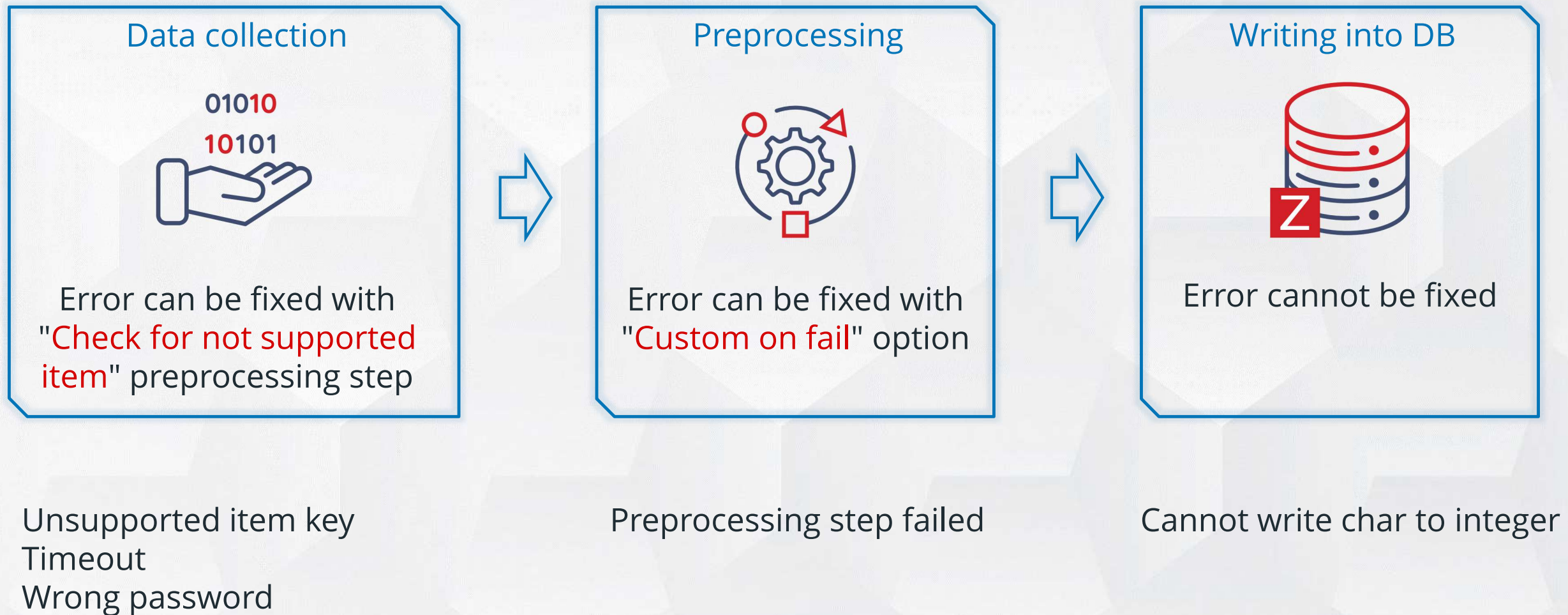 - ✓ Data collection errors can be corrected by "check for not supported value" preprocessing step

- ⌁ In preprocessing steps
  - ✓ Failed regular expression, XML Xpath or JSONPath, incorrect Prometheus pattern
  - ✓ Arithmetical operations with character data
  - ✓ If a step fails, no more steps will be processed
  - ✓ Use "custom on fail" options to override errors

- ⌁ When writing into database
  - ✓ Wrong value type (writing text into numerical field, for example)

Data collection

01010
10101

Error can be fixed with
"Check for not supported item" preprocessing step

Unsupported item key
Timeout
Wrong password

Preprocessing

Error can be fixed with
"Custom on fail" option

Preprocessing step failed

Writing into DB

Error cannot be fixed

Cannot write char to integer

Not supported items may degrade Zabbix performance:

- Not supported items will be checked on every item update interval
- Data collectors will be busy trying to collect nonworking items
- Errors like timeouts may keep data collectors busy for significant time

Not supported items can be troubleshooted using Zabbix frontend:

- By clicking on the error message in the items part of host configuration form
- By using "Test item" form to test the data collection and preprocessing steps

Not supported items may be rechecked by pressing Execute now

- Do not forget to update configuration cache before testing results
- An item will become supported immediately if a correct value will be reported

Item testing

 10 minutes 72

Zabbix can test any passive item before creating it:

- Item key and other required parameters must be entered correctly
- Testing is performed by Zabbix server/proxy or agent same as in a real monitoring setup
- A test can be executed before creating the item
- Only testing of the item configuration will be performed, the result is not stored
  - ✓ Received value is not saved into the database
  - ✓ Problem detection is not performed with this value

Test request

Result

Testing can be performed by pressing [Test] button on the Item configuration form

- ∿ The button will be grayed out for item types that cannot be tested (active checks, icmp ping)

Test values can be entered manually or received from the host

- ∿ Get value will only get a raw value

- ∿ Get value and test will emulate writing the value to the database

Get value from host

Enter value manually

Preprocessing steps also can be tested:

- Using values received from the host or entered manually (will be preserved)
- For some preprocessing steps, two values are required
- Tests are performed by Zabbix server and will match actual results

Results for each step

Final result

Click on error for details