



Not supported items

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

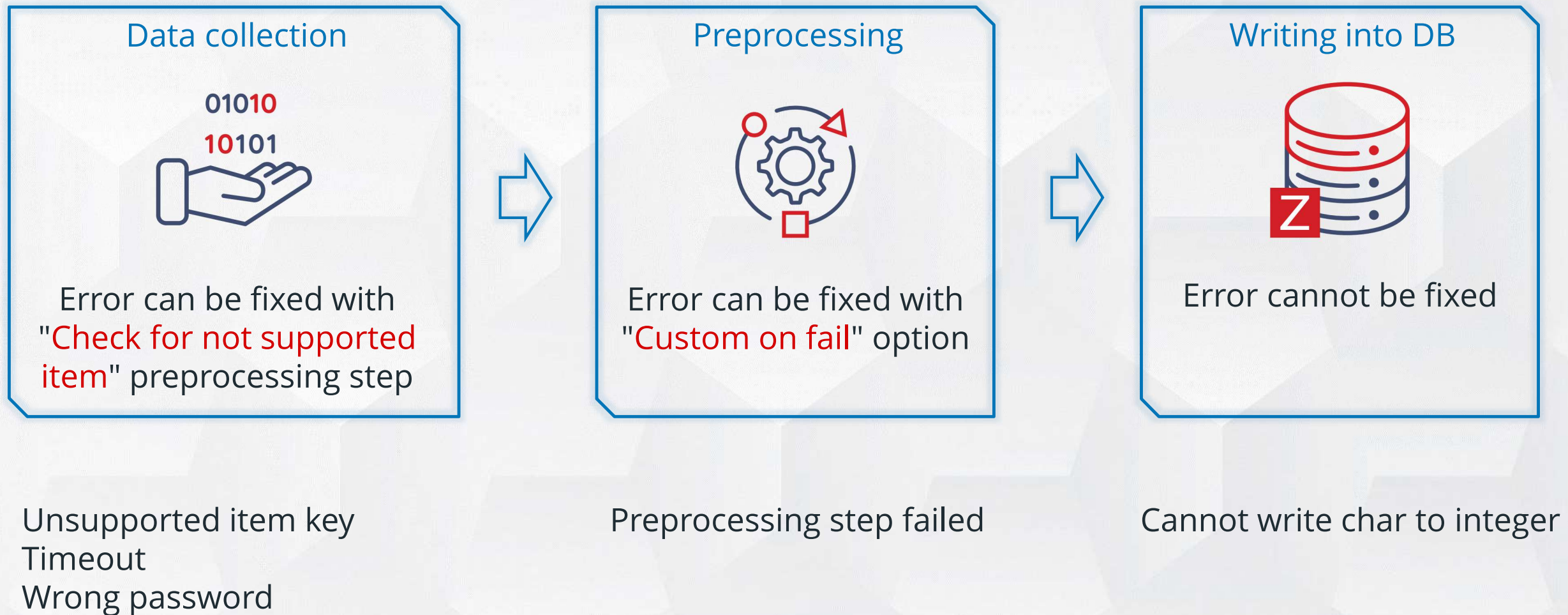
⚡ In preprocessing steps

- ✓ 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)

NOT SUPPORTED ERROR CORRECTION



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

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



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

The 'Test item' dialog box shows the 'Get value from host' checkbox checked. The 'Host address' field contains 'host.example.com' and the 'Port' field contains '10050'. The 'Proxy' dropdown is set to '(no proxy)'. The 'Value' field displays '1.170000' and the 'Time' field displays 'now'. There is a 'Get value' button. Below this, there is a 'Not supported' checkbox, a 'Previous value' field, a 'Prev. time' field, and an 'End of line sequence' dropdown set to 'LF'. At the bottom, the 'Result' field shows 'Result converted to Numeric (float)' with the value '1.17'. There are 'Get value and test' and 'Cancel' buttons at the bottom right.

Enter value manually

The 'Test item' dialog box shows the 'Get value from host' checkbox unchecked. The 'Value' field contains '1.170000' and the 'Time' field displays 'now'. There is a 'Not supported' checkbox. Below this, there is a 'Previous value' field, a 'Prev. time' field, and an 'End of line sequence' dropdown set to 'LF'. At the bottom, the 'Result' field shows 'Result converted to Numeric (float)' with the value '1.17'. There are 'Test' and 'Cancel' buttons at the bottom right.

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

Test item

Get value from host ☐

Value

49552431711

Time

now

Previous value

49552430589

Prev. time

now-1s

End of line sequence

LF

CRLF

Preprocessing steps

Name	Result
1: Change per second	1122
2: Custom multiplier	8976

Result

Result converted to Numeric (unsigned)

8976

Test

Cancel

Results for each step

Final result

Preprocessing steps

Name	Result
1: Regular expression	
Custom on fail	
2: Custom multiplier	

cannot perform regular expression "[a-zA-Z]+(\d+)" match for value of type "string": pattern does not match

Click on error for details