PREMATURE END OF SCRIPT FILE :
ERROR 500

During the installation of the updated statuswrl.cgi file for Nagios, the 2-D status map stopped functioning properly. The error message that was displayed onscreen via a web browser was:

Premature end of script file: statusmap.cgi

The cause of this error was the absence of a file that was needed in order for the cgi file to operate. What follows is the troubleshooting procedure using this incident as its model.

1. The first step in the troubleshooting process is to determine if the file in question can be run from a shell prompt. Thus, changing to the directory where the file is located and subsequently running it would in order. The syntax for running the command would be the following:

   a. **cd /usr/local/nagios/sbin**
   b. **./statusmap.cgi**

   If the result of the above steps is an error message, then it is possible file is looking for a set of dynamic libraries that are either not where it would expect them to be, or are not on the computer.

2. To determine if all dynamic libraries the file needs are available, the ldd command can be used to determine what files are necessary for the file to run. The syntax would be as follows:

   a. **cd /sbin**
   b. **./ldd statusmap.cgi**

   The output of this command would list what dynamic libraries are needed by the file, and also their respective locations on the system. If there is a **NOT FOUND** listing on one or more of the libraries, it is imperative the libraries are installed on the system.

3. The missing files can either be downloaded from the Internet or copied from another workstation in RPM's or gzip format. They should be subsequently installed in the correct locations as proscribed by the ldd utility. Additionally, symbolic links should be established to the files once they are put into place. The symbolic links can be created in the same directory as the files. Furthermore, the name of the symbolic link does not need to be as granular as that of the original file. For instance, in the example shown the file **libgd.so.1.8.4** was missing from the system, when the symbolic link was created it was named **libgd.so.1.8**.

PREMATURE END OF SCRIPT FILE : ERROR 500

4. Once the files are copied into their respective locations, it is necessary to incorporate the changes into the system. The ldconf command does this automatically and merely needs to be invoked to accomplish this task. The syntax is the following:

    a. **cd /sbin**
    b. **./ldconf**

5. After the ldconf utility finishes its work, rerun the command similarly to that in step one. If no error messages appear, the file should work without further incident. It will probably be a good idea to restart the application the command is a part of to ensure no other technical difficulties.