
Software Alarms

 For supported software information, click [here](#).

appliance-not-subjugated

Description	Each Versa Operating System™ (VOS™) device has, by default, a 45-day trial period during which the device can operate without being subjugated to the Versa Director. If the VOS device connects to the Versa Director before the trial period expires, the message "FlexVNF subjugated to Versa Director" is shown, but no alarm is raised. If the VOS device connects to the Versa Director after the trial period ends, this alarm is raised each time the VOS service restarts.
Cause	Connectivity to Versa Director is irregular or not up.
Action	Contact Versa Networks Customer Support.

app-stopped

Description	An application failed. VOS devices use applications and daemons to perform various system and network services tasks. When the VOS device is in good health, all application processes are in running state. When an application fails, the VOS devices raises an alarm that indicates the application name and status.
--------------------	---

Cause	<ul style="list-style-type: none"> • An application went down because of an administrative command to shutdown the application or because it crashed. • An application was restarted administratively or automatically after a crash.
Action	<ul style="list-style-type: none"> • If any of the VOS device application processes stops or restarts, debug the error. • View the logs in the /var/og/versa directory. The VOS device keeps extensive logs for each of the key application processes. The log files have the name of the application process and the suffix .log. • View clear text logs using the the Linux tail -f versa-application-name.log command. • View historical information using the Linux cat or more commands, specifying the name of the application log. • Check the /var/tmp/versa-cores file or run the show coredumps CLI command to see whether there is a core file with the name of the application that stopped or restarted. If a core file exists, contact Versa Networks Customer Support for help performing further diagnostics.

Related Commands

- Run **show coredumps** CLI command to view the core files.

```
admin@vCPE101-cli> show coredumps
total 636K
-rw-rw--r-x 1 root  root 634K Jul 5 18:25 core.versa-vsmd.1536.versa-flexvnf.1499304350.gz
```

Related Commands

- Run **show system status** CLI command to view application health status.

```
admin@vCPE101-cli> show system status
Status: Good
NAME                               STATE
-----
versa-vmod                         running
versa-nodejs                       running
versa-vstated                      running
versa-vsmd                         running
versa-imgr                         running
versa-certd                       running
```

```

versa-eventd      running
versa- rtd        running
versa-ppmd        running
versa- spack       running
versa-addrmgrd    running
versa-ntpd        running
versa-confd       running
versa- rfd        running
versa-redis       running
versa-dnsd        running
versa-infmgr      running
versa-dhclient6   running
versa-vrrpd       running
versa-ip2user     running
versa-acctmgrd    running
versa-fltrmgr     running
versa-dhcpd       running
versa-snmp-xform  running
versa-rt-cli-xfm  running

```

software-key-about-to-expire

Description	VOS software comes with preinstalled key that is valid for 45 days. When there are 7 days for the key to expire, this alarm is raised every day as a reminder to either extend the evaluation period, or check for connectivity issues.
Cause	<ul style="list-style-type: none"> • Evaluation period of 45 days is about to expire. • Connection to Versa Director is not up. By default, the VOS devices waits for 7 days for a Netconf connection to establish before starting the evaluation period again.
Action	<ul style="list-style-type: none"> • If you are running evaluation copy of VOS software, contact Versa Networks Customer Support to purchase a license or extend evaluation period. • Check the reason for connectivity issues.

Related Commands

- Run the **show system trial-info** CLI command on the VOS device to view the to software-key-about-to-expire alarm:

```

admin@vCPE101-cli> show system trial-info
Mode: Subjugated

```

Active

- Run the **show system trial-info** CLI command on the VOS device to view the to software-key-about-to-expire alarm:

```
admin@versa-flexvnf-cli> show system trial-info
Mode: startup
Days elapsed: 18 (remaining: 27)
Active
```

software-rollback-failure

Description	VOS software package upgrade failed, and then a rollback failed.
Cause	When a VOS software package upgrade fails, the system attempts an automatic rollback to the previous package.
Action	Contact Versa Networks Customer Support to determine why the upgrade failed.

software-trial-error

Description	VOS software has been tampered to alter the evaluation period tracking.
Cause	<ul style="list-style-type: none">An accidental change or tampering of the VOS device files.A filesystem error.Disk is full.
Action	Contact Versa Networks Customer Support.

software-trial-expired

Description	VOS software comes with a preinstalled key with 45 days validity. This key, or a new key that was later installed, has expired.
--------------------	---

Cause	<ul style="list-style-type: none"> • VOS device lost connection its to the Versa Director • VOS device is not subjugated to Versa Director.
Action	<ul style="list-style-type: none"> • Contact Versa Networks Customer Support to either purchase license/extend evaluation period, if you are running evaluation copy of the VOS software. • Check the reason for connectivity issues.

software-upgrade-failure

Description	VOS software package upgrade failed.
Cause	This alarm is generated after administrator initiates a VOS software upgrade, either through the Versa Director GUI or the VOS CLI. This alarm indicates software upgrade failure.
Action	An error message is shown on the console when upgraded from CLI, or in the task menu when upgraded using GUI. The details are available in the debug logs (/var/log/versa/upgrade.log). Run an upgrade after rectifying the issue.

software-upgrade-success

Description	VOS software package upgrade was successful.
Cause	This alarm is generated after initiating a VOS software upgrade either through the Versa Director GUI or the VOS CLI. This alarm indicates successful software upgrade.
Action	No specific action is required. This is an informational alarm for a user to know software upgrade result.

software-version-change

Description	Versa Operating System™ (VOS™) software package version changed.
--------------------	--

Cause	<ul style="list-style-type: none"> • Software upgrade or rollback.
Action	No specific action is required.

Related Commands

Run the **show system package -info** CLI command to view the software-version-change alarm.

```
admin@vCPE101-cli> show system package -info
Package      Versa FlexVNF software
Release      16.1-R1
Build        S3
Release date  20170830
Package id    bb6a309
Package name  versa-flexvnf-20170830-071301-bb6a309-16.1R1
Branch       16.1R1
Creator      aten
```

Supported Software Information

Releases 20.2 and later support all content described in this article.

Additional Information

[Configure VOS Device Alarms](#)