Software Alarms

For supported software information, click here.

appliance-not-subjugated

Description	Each Versa Operating System^{TM} (VOS^{TM}) 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 deivces 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	• 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	• If any of the VOS deivce 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	• 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 evaulation period again.
Action	• 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	- 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	• VOS deivce lost connection its to the Versa Director • VOS device is not subjugated to Versa Director.
Action	• 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^{TM} (VOS^{TM}) softare package version changed.

Cause	• 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-bb6o309-16.1R1
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