

Luna SA

# Syslog Monitoring Guide



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## Table of Contents

Overview.....	4
How to Use this Document.....	4
Caveat Lector.....	4
Applicability.....	4
Syslog Introduction.....	4
Structure of a syslog Message.....	5
lunalog.....	6
hsm.log.....	7
Audit Logs.....	8
Interpreting Logs.....	8
Configuring syslog.....	8
Open Source Components.....	9
IPMI.....	9
Threshold Events.....	13
Discrete Events.....	15
CPU Sensor.....	15
VRD, PCH and Inlet Sensors.....	16
IPMI Implementation.....	16
Significant Log Messages.....	16
Insignificant Log Messages.....	18
Unlikely Log Messages.....	18
Debug Messages.....	22
SMART.....	23
SMART Attributes.....	24
Significant Expected Log Messages.....	25
Unexpected Log Messages.....	28
SNMP.....	42



## Luna Monitoring Syslog

Expected Log Messages .....	42
Unexpected Log Messages .....	43
NTP .....	43
SSH .....	43
Expected Log Messages .....	43
Unexpected Log Messages .....	44
Privileged Services .....	45
Expected Log Messages .....	45
Unexpected Log Messages .....	46
SafeNet Components .....	47
sysstat .....	47
Expected Log Messages .....	47
Unexpected Log Messages .....	48
HSM Callback Service .....	50
OAMP .....	50
Unexpected Log Messages .....	51
Network Trust Link Service .....	51
Datapath: Expected Log Messages .....	51
Datapath: Unexpected Log Messages .....	54
Luna SA Command Processor: Expected Log Messages .....	61
Luna SA Command Processor: Unexpected Log Messages .....	63
Host Trust Link .....	66
Expected Log Messages .....	67
Unexpected log Messages .....	68
Network Bus Service .....	71
Remote Backup Service .....	71
Luna Administrative Shell: State and Status .....	71
Expected Log Messages .....	71



## Luna Monitoring Syslog

---

Unexpected Log Messages .....	72
Luna Shell: Command Logging.....	73
Expected Log Messages .....	73
Unexpected Log Messages .....	73
cron & crontab.....	74
Expected Log Messages .....	74
Unexpected Log Messages .....	75
Certificate Monitoring Daemon .....	76
Expected Log Messages .....	76
Unexpected Log Messages .....	77
Client Logging .....	78
cklog.....	78
HA log .....	79



## Overview

Monitoring a Luna HSM is an operational requirement for mission critical systems. SafeNet makes monitoring available through two principle facilities: the system log (syslog) and simple network management protocol (SNMP). This document describes the syslog facility and provides details for what various messages mean, the probability of observing them and what action to take if observed.

## How to Use this Document

SafeNet prepared this document for two primary purposes. Firstly, the information within should provide sufficient guidance for an administrator to review log messages and determine a course of action for significant events. Secondly, the contents of this document should provide sufficient information for a developer to create or configure a service to scan log messages for significant events and automate action based on the message.

## Caveat Lector

SafeNet reserves the right to revise log messages with each new release. Consequently, do not hard code pattern matching strings to parse log files. If you intend to match on specific text, create a solution that enables you to easily configure pattern strings.

## Applicability

SafeNet created this document for the Luna SA 5.4 product release (HSM firmware 6.21.0). Much of the material also applies to all previous product releases (i.e., 5.0.1, 5.1, 5.2.2 and 5.3).

## Syslog Introduction

Syslog is a standard logging facility, standardized within the Syslog working group of the IETF. Software processes use an API to generate messages that the syslog facility writes to organized log files. If configured, syslog can also send messages to remote syslog servers.

**IMPORTANT:** Luna appliances use *rsyslog*. This facility provides the same features as *syslog* with the addition of reliable transport using TCP. Unless relevant to the accuracy of a point being made, this document uses the term *syslog* rather than *rsyslog*.

## Structure of a syslog Message

Figure 1 shows an example of a syslog message.

2012 Feb 29 12:05:01 myLuna local4 notice ipmiev: Power Supply sensor - Transition to Power Off

Figure 1: Example syslog Message

1. This field is the date and time.
2. This field is the system host name.
3. This field is the facility keyword, explained below.
4. This field is the log severity level, explained below.
5. This field is the software process that generated the log message.
6. This field is a process-specific log message.

Table 1 summarizes the facility keywords applicable for the Luna appliance.

Facility Keyword	Facility Description
kern	kernel messages
user	user-level messages
daemon	system daemons
auth	security/authorization messages
syslog	messages generated internally by syslogd
authpriv	security/authorization messages
cron	clock daemon
local#	local use #, where # is 0 to 7

Table 1: syslog Facility Keywords

Table 2 summarizes the log severity levels.

Severity Keyword	Severity Description
emerg/panic	System is unusable
alert	Action must be taken immediately
critical	Critical condition
err/error	Error condition
warn/warn	Warning condition
notice	Normal but significant condition
info	Informational message
debug	Debug-level message

Table 2: syslog Severity Levels

The primary log file is `messages` but the Luna appliance also creates two other significant log files: `lunalog`s and `hsm.log`.

## lunalog

lunalog log messages follow a similar format as standard syslog messages with some slight differences. Figure 2 shows an example segment of a lunalog message. The format up to the second field is identical to that for a syslog message.

... local5 info lunash [3442]: info : 0 : Command: hsm show : admin : 192.168.0.111/2719

Figure 2: Example lunalog Message

1. The facility keyword for lunalog varies. A table in relevant sections identifies the facility keyword for the component that writes log messages to lunalog.
2. This field is the application string, itemized below.
3. This field is the process identifier, if available.
4. lunalog has a subsidiary severity level, itemized below.
5. This field is the Luna-specific error code associated with the lunalog entry.
6. This field is the description, the format and contents determined by the application identifier of the lunalog message. In most cases, the description is a concise statement of the issue that led to the log entry (e.g., oamp – “Cobra SQL service online.”). In other cases, the description comprises multiple fields of information, described below in Table 5.

Table 3 summarizes the application identifiers available in a lunalog message.

Application Identifier
oamp
Recover
NTLS
lunash
cluster
Luna PED Client
hsm_login
certmonitord
pam_swift
sysstatd



Table 3: lunalds Application Identifiers

Table 4 summarizes the subsidiary log severity levels of lunalds.

Severity Keyword
critical
error
warning
audit
info
debug

Table 4: lunalds Severity Levels

Table 5 shows the application-specific description for the more comprehensive lunalds messages.

Application	Description Field
NTLS	<message> : <IP address of client> /<application identifier of client> Example #1: Client opened session 18478 : HSM1:Part171 : 192.168.0.100/40847 Example #2: Received a command LUNA_DESTROY_OBJECT and object handle 20262 : 192.168.0.100/40847
lunash	<command> : <account> : <IP address>/<application identifier> Example #1: Lush user login : monitor : 192.168.0.100/40847 Example #2: Command: log show : monitor : 192.168.0.100/40847

Table 5: Application-Specific Description

## hsm.log

hsm.log log messages are similar to syslog messages. The following example shows an hsm.log message.

```
2012 Feb 29 12:05:01 myLuna local6 err oamp[1962]: ERR: RTC: tamper 2 signal
```

The facility keyword is local6.

hsm.log has only three severity levels:

- crit
- err
- info.



The application responsible for generating `hsm.log` messages is `oamp`.

The description field is the severity level followed by a string read directly from the HSM.

One log message varies slightly from the above description. The following message marks the beginning of a new log section on power up of the HSM.

```
2012 Feb 29 12:05:01 myLuna local6 info oamp[1962]: ----- HSM Logging started
```

## Audit Logs

See the “Overview - Security Audit Logging and the Audit Role” section of the Luna product documentation for a description of audit logs.

## Interpreting Logs

No hard and fast rules exist for how to parse and interpret logs for significant events. For example, a “notice” severity from the IPMI daemon could be significant (e.g., PSU failed) or simply status information (e.g., reading sensors). The following bullets provide some guidance on how to parse log messages.

- Scan for “critical” severity log entries. These logs represent significant events.
- Scan for “error” severity log entries. In most cases, these logs represent significant events.
- Scan for “notify” severity log entries from the `impievd` process and look for “Failure detected asserted”, “Lower Critical going low”, “Upper Critical going high”, “Lower Non-Recoverable going low” and “Upper Non-Recoverable going high.”
- Scan for “crit” severity logs entries for `smartd`. Look for “Temperature changed” to track internal appliance temperature measured at the hard drive. Look for excessive conditions with the string “reached critical limit” (e.g., temperature).
- Scan for “CRASH AND BURN” in the logs. An instance of this string indicates a programming or logic error.

## Configuring syslog

See the “syslog Commands” reference section of the Luna product documentation for details on how to configure syslog messages in the Luna appliance.

## Open Source Components

SafeNet uses several open source components that leverage the syslog facility. Notable open source components are:

- IMPI
- SMART
- NTP
- SNMP
- SSH
- Privileged services.

Sections that follow describe syslog messages that each of these open source components can generate.

### IPMI

The Intelligent platform monitoring interface (IPMI) is a hardware-level specification for monitoring the operation of a computer system. In the case of the Luna appliance, IPMI monitors *sensors* within the appliance. Broad categories of these sensors are fans, power supplies and the system motherboard. Table 6 identifies: the specific sensors; their locations; the specific text string that represents each sensor; the thresholds for a sensor; threshold values; and the unit of measure for each threshold. Subsequent subsections of this document delve into each of the columns of the table.

<b>Sensor &amp; Location</b>	<b>Sensor Text</b>	<b>Threshold</b>	<b>Threshold Value</b>	<b>Measure &amp; Hysteresis</b>
Cooling fan; left-most of three fans, rear-most blade within fan unit.	Fan1A	LNR assert	1000	Speed RPM
		LC assert	2000	Negative 500
		LNR deassert		Positive 500
		LC deassert		
Cooling fan; left-most of three fans, front-most blade within fan unit.	Fan1B	LNR assert	1000	Speed RPM
		LC assert	2000	Negative 500
		LNR deassert		Positive 500
		LC deassert		
Cooling fan; center of three fans, rear-most blade within fan unit.	Fan2A	LNR assert	1000	Speed RPM
		LC assert	2000	Negative 500
		LNR deassert		Positive 500
		LC deassert		
Cooling fan; center of three fans, front-most blade within fan unit.	Fan2B	LNR assert	1000	Speed RPM
		LC assert	2000	Negative 500



## Luna Monitoring Syslog

Sensor & Location	Sensor Text	Threshold	Threshold Value	Measure & Hysteresis
		LNR deassert		Positive 500
		LC deassert		
Cooling fan; right-most of three fans, rear-most blade within fan unit.	Fan3A	LNR assert	1000	Speed RPM
		LC assert	2000	Negative 500
		LNR deassert		Positive 500
		LC deassert		
Cooling fan; right-most of three fans, front-most blade within fan unit.	Fan3B	LNR assert	1000	Speed RPM
		LC assert	2000	Negative 500
		LNR deassert		Positive 500
		LC deassert		
CPU temperature measured at the geometric center of the CPU package; located approximately center of appliance, offset to right-hand side.	CPU	UNR assert	89	Temperature Degrees C
		UC assert	72	Negative 3
		UNR deassert		Positive 3
		UC deassert		
Voltage Regulator Down; located approximately 3cm toward front from CPU.	VRD	UNR assert	100	Temperature Degrees C
		UC assert	90	Negative 3
		UNR deassert		Positive 3
		UC deassert		
Platform Controller Hub; located approximately center of appliance, 10cm from rear.	PCH	UNR assert	100	Temperature Degrees C
		UC assert	90	Negative 3
		UNR deassert		Positive 3
		UC deassert		
Located approximately center of appliance, 20 cm from front.	Inlet	UNR assert	45	Temperature Degrees C
		UC assert	39	Negative 3
		UNR deassert		Positive 3
		UC deassert		
Centered DIMM of six sockets; approximately center of chassis, left of CPU.	CHA DIMM 0	UNR assert	97	Temperature Degrees C
		UC assert	87	Negative 3
		UNR deassert		Positive 3
		UC deassert		
Luna appliances do not have memory installed for this device. "ns" readings result for this sensor.	CHA DIMM 1	UNR assert	97	Temperature Degrees C
		UC assert	87	Negative 3
		UNR deassert		Positive 3
		UC deassert		



## Luna Monitoring Syslog

Sensor & Location	Sensor Text	Threshold	Threshold Value	Measure & Hysteresis
Luna appliances do not have memory installed for this device. "ns" readings result for this sensor.	CHA DIMM 2 .	UNR assert	97	Temperature Degrees C
		UC assert	87	Negative 3
		UNR deassert		Positive 3
		UC deassert		
Left-most DIMM, approximately center of chassis, right of power supplies.	CHB DIMM 0 .	UNR assert	97	Temperature Degrees C
		UC assert	87	Negative 3
		UNR deassert		Positive 3
		UC deassert		
Luna appliances do not have memory installed for this device. "ns" readings result for this sensor.	CHB DIMM 1 .	UNR assert	97	Temperature Degrees C
		UC assert	87	Negative 3
		UNR deassert		Positive 3
		UC deassert		
Luna appliances do not have memory installed for this device. "ns" readings result for this sensor.	CHB DIMM 2 .	UNR assert	97	Temperature Degrees C
		UC assert	87	Negative 3
		UNR deassert		Positive 3
		UC deassert		
More information on this sensor is forthcoming in a future revision	RAM TMax .	UNR assert	97	Temperature Degrees C
		UC assert	87	Negative 3
		UNR deassert		Positive 3
		UC deassert		
CPU core voltage.	CPU_VCORE .	UC assert	1.44	Voltage Volts
		LC assert	0.63	No hysteresis
		UC deassert		
		LC deassert		
Motherboard battery.	VBAT .	LC assert	2.796	Voltage Volts
		LC deassert		No hysteresis
3V supply used by south bridge chip.	3VSB .	UC assert	3.492	Voltage Volts
		LC assert	3.092	No hysteresis
		UC deassert		
		LC deassert		
+3.3 volt rail.	3VMain .	UC assert	3.492	Voltage Volts
		LC assert	3.092	No hysteresis
		UC deassert		
		LC deassert		



## Luna Monitoring Syslog

<i>Sensor &amp; Location</i>	<i>Sensor Text</i>	<i>Threshold</i>	<i>Threshold Value</i>	<i>Measure &amp; Hysteresis</i>
+5 volt rail.	+5V .	UC assert	5.304	Voltage Volts
		LC assert	4.692	No hysteresis
		UC deassert		
		LC deassert		
+12 volt rail.	+12V .	UC assert	12.740	Voltage Volts
		LC assert	11.284	No hysteresis
		UC deassert		
		LC deassert		
+12 volt monitor of right power supply unit.	PSU1_+12V_value.	UNR assert	13.392	Voltage Volts
		LNR assert	11.232	No hysteresis
		UNR deassert		
		LNR deassert		
Temperature of right power supply unit.	PSU1 Temp_value.	UNR assert	115	
		UNR deassert		Temperature Degrees C
				Negative 1
				Positive 1
Fan speed of right power supply unit.	PSU1 FAN_value .	LNR assert	300	Speed RPM
		LNR deassert		Negative 100
				Positive 100
+12 volt monitor of left power supply unit.	PSU2_+12V_value.	UNR assert	13.392	Voltage Volts
		LNR assert	11.232	No hysteresis
		UNR deassert		
		LNR deassert		
Temperature of left power supply unit.	PSU2 Temp_value.	UNR assert	115	Temperature Degrees C
		UNR deassert		Negative 1
				Positive 1
Fan speed of left power supply unit.	PSU2 FAN_value .	LNR assert	300	Speed RPM
		LNR deassert		Negative 100
				Positive 100
Right power supply status – presence detected	PSU1_Status .			
Left power supply status – presence detected	PSU2_Status .			



Sensor & Location	Sensor Text	Threshold	Threshold Value	Measure & Hysteresis
	<b>Key to Threshold</b>			
UNR	Upper Non-Recoverable Threshold			
UC	Upper Critical Threshold			
LNR	Lower Non-Recoverable Threshold			
LC	Lower Critical Threshold			

Table 6: Luna Appliance Sensors

## Threshold Events

Here is an example sensor log.

```
2012 Feb 29 12:05:01 myLuna local4 notice ipmievd: Fan sensor Fan3B . Lower Critical  
going low (Reading 0 < Threshold 2000 RPM)
```

Most of the sensors monitored by IPMI on the Luna appliance generate threshold-based events. Threshold events occur when a sensor reading changes by an amount that crosses a configured boundary defined in the sensor data repository. THE IPMI specification defines six thresholds; the Luna appliance generates log messages on four of them. The four thresholds, each with a short mnemonic, are:

1. Upper Non-Recoverable (UNR)
2. Upper Critical (UC)
3. Lower Non-Recoverable (LNC)
4. Lower Critical (LC).

Upper and lower critical thresholds are ‘fatal’ and mean that the hardware is exceeding above or below a specified rating respectively. Upper and lower non-recoverable thresholds are ‘potential damage’ and mean that the hardware is in jeopardy or damaged.

A sensor value can change in one of two ways. It can go to an active state which IPMI calls *asserted*. The second state is inactive or *deasserted*.

IPMI also allows for a sensor to have a hysteresis. The importance of having a hysteresis is to reduce the chance of a “flood” of events as the sensor hovers around a threshold. For example, if a fan sensor has a going-low threshold of 1000 RPM and the reading goes slightly above and below this value repeated, IPMI will generate an event for every assertion and deassertion as the reading crosses the 1000 RPM threshold. With a hysteresis of 100, for example, the event would assert at 1000 RPM but not deassert until the reading was 1100 RPM or greater.

Combining the thresholds, hysteresis and state changes, IMPI has a means to create an event to describe what a sensor is doing. Figure 3 from the IPMI specification illustrates event assertion and desertion at different thresholds.

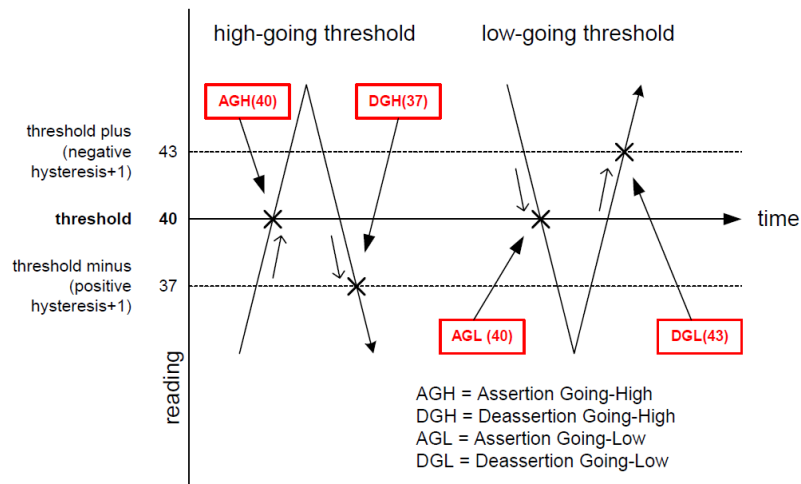


Figure 3: Event Assertion/Desertion Thresholds

To apply the meaning of thresholds, hysteresis and states, consider a real sensor on the Luna appliance: a cooling fan. A normal fan speed varies but generally ranges between 4000 RPM and 6000 RPM. The fan speed can fall below a threshold (e.g., when it fails) or rise above a threshold (e.g., when the ambient air temperature rises and more cooling is necessary). By way of an example, assume that someone impedes the propeller of a fan blade to slow it down but not stop it entirely. After ten seconds, our antagonist impedes the fan blade so that it is barely turning. This sequence of events results in two log messages. The first represents a lower critical assertion going low; the second, a lower non-recoverable assertion going low.

```
2012 Feb 29 12:05:01 myLuna local4 notice ipmievd: Fan sensor Fan3B . Lower Critical
going low (Reading 1600 < Threshold 2000 RPM)
2012 Feb 29 12:05:11 myLuna local4 notice ipmievd: Fan sensor Fan3B . Lower
Non-recoverable going low (Reading 500 < Threshold 1000 RPM)
```

Correlating the information in these two log messages with the data in third, fourth and fifth columns of Table 6, note that the first log message results because the fan speed has dropped below 2000 RPM to a reading of 1600 RPM ( 

LC assert	2000
-----------	------

 ). The second message results because the fan speed has now crossed the non-recoverable threshold of 1000 RPM( 

LNR assert	1000
------------	------

 ).

After some period, with one less fan to cool the appliance, it begins to heat up, leading to the baseboard management controller to command the remaining fans to speed up. At this time, our antagonist

discontinues impeding the fan blade. It immediately begins to spin and joins the other five at a higher-than-normal RPM. When the BMC detects the temperature back at a normal value, the BMC commands the fans to return to their normal speeds. The following log message records this event, the sensor deasserting the last threshold change. Note that several seconds have elapsed after the fan threshold deserted the LNR event and IPMI detected the change and read the sensor. Hence, the reading of 15900 represents a sensor value when the fans are at maximum revolutions .

```
2012 Feb 29 12:05:21 myLuna local4 notice ipmievdt: Fan sensor Fan3B . Lower Non-  
recoverable going low (Reading 15900 < Threshold 1000 RPM)
```

Upon examining log messages, you might also observe instances where two messages similar to the following examples occur in close proximity:

```
2012 Feb 29 12:05:01 myLuna local4 notice ipmievdt: Fan sensor Fan3B . Lower Critical  
going low (Reading 0 < Threshold 2000 RPM)  
2012 Feb 29 12:05:51 myLuna local4 notice ipmievdt: Fan sensor Fan3B . Lower Non-  
recoverable going low (Reading 15900 < Threshold 1000 RPM)
```

The first message is the event of the fan stopping. The second message is the fan speed going from very fast back to a normal range after it has become freed to spin again and join the other five fans to cool the overheating appliance. This second log message represents the deassert LNR event: by the time IPMI has scanned and read the sensors, the fan has asserted the LNR event and subsequently deasserted it. IPMI only generates the log message for the more recent of the two events.

### Discrete Events

The Luna appliance reports three discrete events.

1. OEM #0xa1. Because the IPMI specification does not define a power reset function, an OEM sensor serves this purpose. This OEM sensor links to a system reset function. The BMC records an event in the event log for a system reset: by pushing the power button; through a BMC reset; or via an operating system reset.
2. Power Supply PSU1\_Status . This event reports the presence (asserted) or absence (deasserted) of the right power supply.
3. Power Supply PSU2\_Status . This event reports the presence (asserted) or absence (deasserted) of the left power supply.

### CPU Sensor

The CPU temperature reflects the use of the platform environment control interface (PECI) specification used for thermal management in the Intel Core 2 Duo microprocessor. PECT reports a negative value that expresses the difference between the current temperature and the thermal throttle point at which the CPU takes action to reduce speed or shut down to prevent damage. In other words, the PECT value is a relative and not an absolute temperature. The value reported by IPMI is calculated as the measured PECT value + an



offset + a margin. As an example, if the PECI value is -89, the offset is 92 and the margin is 0, the IPMI reported temperature is 11 degrees C. This value is representative of a Luna appliance operating in a climate controlled data center. The important point is to monitor the CPU value in relation to the upper critical threshold of 72 degrees C and not as an absolute measure of the temperature of this sensor.

## VRD, PCH and Inlet Sensors

The VRD, PCK and Inlet sensor values reported by IMPI reflect real-time temperature values. They differ in readings because of the heat generated at the different locations within the chassis (e.g., inlet near fans, PCH consumes considerable power).

## IPMI Implementation

The principal entity responsible for reporting IPMI events within the Luna appliance is a daemon called *ipmiev*. This daemon listens for events from the baseboard management controller (BMC) sent to the system event log (SEL). *ipmiev* polls the contents of the SEL for new events. When it receives a new event, the daemon logs it to syslog. *ipmiev* is a standard Linux component, used unchanged by SafeNet. The daemon is based on the *ipmitool* utility and it shares the same IPMI support and session setup options: some of the potential log messages from *ipmiev* originate from the *ipmitool* utility.

*ipmiev* can potentially generate hundreds of different log messages. Of these potential messages, some are sensor-specific. Other messages are unlikely but, because SafeNet uses the Linux component unchanged, are possible. The first subsection that follows describes the sensor events of most interest. The succeeding three subsections show insignificant messages, followed by the unlikely ones and debug messages.

## Significant Log Messages

The log messages described in this subsection are the ones that report pertinent sensor events. The IPMI daemon reports on the sensor types shown in Table 7.

<i>Sensor Type</i>
Fan
Temperature
Voltage
Power Supply
OEM

Table 7: Luna Appliance Sensor Types

## Full Sensor Record Threshold Reading

... ipmievd: <sup>①</sup>Fan <sup>②</sup>sensor Fan3B <sup>③</sup>. Lower Critical going low (Reading <sup>④</sup>1600 <sup>⑤</sup>< Threshold <sup>⑥</sup>2000 <sup>⑦</sup>RPM)

Figure 4: Threshold Event Message

A full sensor record threshold reading message consists of the fields shown in Figure 4.

1. This field is the sensor type, one of values from Table 7.
2. This field is the specific sensor from column 2 of Table 6.
3. This field is the description, formed from the threshold of column 3 of Table 6 combined with the direction of the threshold.
4. This field is the trigger reading as reported by the BMC for the sensor.
5. This field is the comparison that resulted in the event.
6. This field is the threshold value of column 4 of Table 6 for the applicable threshold.
7. This field is the unit of measure from column 5 of Table 6.

Reproducing all possible threshold messages within this document is impractical. Rather, a more reasonable solution is to provide guidance for how to parse threshold messages.

1. Parse for `ipmievd` and `Threshold` in the log message.
2. Determine whether the event is an assertion or deassertion. Use fields 4, 5 and 6 for this step. The event is an assertion if the logical evaluation of the statement formed from these three fields is true (e.g., (Reading 1600 < Threshold 2000 RPM). Otherwise, the event is a deassertion (e.g., Reading 15900 < Threshold 1000 RPM).
3. Parse the remaining fields to obtain the sensor type, specific sensor affected, the trigger reading, the threshold, the threshold value and the unit of measure.

With the information of the above list, you have the information available to create custom messages and/or take specific actions for threshold events.

## Compact Sensor Record Asserted/Deasserted

```
2012 Feb 29 12:05:01 myLuna local4 notice ipmievd: Power Supply sensor PSU2_Status . - Failure
detected Asserted
2012 Feb 29 12:05:01 myLuna local4 notice ipmievd: Power Supply sensor PSU2_Status . - Failure
detected Deasserted
```

The first field after “`ipmievd:`” is the sensor type: see Table 7. The text after “`sensor`” is the specific sensor from column 2 of Table 6. The text after the dash is the description of the event with a specific indication of either `Asserted` or `Deasserted` at the end of the message.

You should review these messages within the context of any administrative or maintenance activities carried out on the Luna appliance. The severity and action depends upon what is reported. In the two examples above, the first log message indicates that PSU2 failed (e.g., A/C lost) while the second message indicates that PSU2 once again became operational.

### *Non-Specific Sensor Record with Description*

```
2012 Feb 29 12:05:01 myLuna local4 notice ipmiev: Power Supply sensor - Transition to Power Off
2012 Feb 29 12:05:01 myLuna local4 notice ipmiev: OEM sensor - OEM Specific
2012 Feb 29 12:05:01 myLuna local4 notice ipmiev: Power Unit sensor - Failure detected*
```

\* Reported by BMC firmware on older Luna appliances.

These messages represent log entries for non-specific sensor records as per the IPMI specification. The first field after “ipmiev:” is the sensor type: see Table 7. The text after the dash is the description of the event.

Like the compact sensor records, the context of any administrative or maintenance activities carried out on the Luna appliance as well as the description affects the action appropriate for the log message.

### **Insignificant Log Messages**

The following log messages represent start up notices for ipmiev.

#### *Reading Sensors*

```
2012 Feb 29 12:05:01 myLuna local4 notice ipmiev: Reading sensors...
```

This message indicates that the IPMI monitoring daemon successfully started just prior to setting up the event handler.

#### *Waiting For Events*

```
2012 Feb 29 12:05:01 myLuna local4 notice ipmiev: Waiting for events...
```

This message indicates that the IPMI monitoring daemon successfully established communication with the IPMI device driver to relay events.

### **Unlikely Log Messages**

Under normal circumstances, you should not see any of these log messages. If you do so, please contact SafeNet technical support to report the message and seek guidance on what to do next.

#### *No ipmiev Messages in Log File*

If you do not see any ipmiev messages in the messages log file, check to see if rsyslogd is running.

#### *Kernel Panic*

```
2012 Feb 29 12:05:01 myLuna local4 alert ipmiev: Linux kernel panic: mod xyz fai
```



A “panic” is an unrecoverable system error detected by the Linux kernel. A panic can result from unhandled processor exceptions such as references to invalid memory addresses. In the case of an IPMI-reported panic, the likely cause is a hardware failure such as a failed RAM cell, errors in the arithmetic functions of the processor or an overheating/damaged processor. If you find this message in the log files, review other messages around it for an indication of what might have failed. Power up the appliance again and monitor for similar events.

### *OEM Record*

```
2012 Feb 29 12:05:01 myLuna local4 notice ipmievdt: IPMI Event OEM Record 0xa1
```

SafeNet knows of no OEM records for the Luna appliance.

### *Sensor Record without Description*

```
2012 Feb 29 12:05:01 myLuna local4 notice ipmievdt: Power Supply sensor 0xa2
```

Sensor records with description should be all that the daemon reports. Note that the difference between a sensor record with a description versus one without is the dash after the word “sensor” in the message. See the subsection “Full Sensor Record Threshold Reading” for a discussion of the records you should be most interested in.

### *Full Sensor Record for Discrete and OEM Events*

```
2012 Feb 29 12:05:01 myLuna local4 notice ipmievdt: Power Supply sensor PSU1_Status .
2012 Feb 29 12:05:01 myLuna local4 notice ipmievdt: Power Supply sensor PSU1_Status . some
status message
```

A “full sensor record” is one formatted as <sensor name> “sensor” <full sensor name> <description>. This formatting is for discrete and OEM sensor events for which the Luna appliance reports none of these types.

### *Compact Sensor Record With No Event Direction*

```
2012 Feb 29 12:05:01 myLuna local4 notice ipmievdt: Power Supply sensor PSU2_Status . - Failure
detected
```

This formatting is for compact sensor records with no direction reported for the threshold change. SafeNet is not aware of any events that report a message according to this format.

### *Sensor Record With Only Sensor Number*

```
2012 Feb 29 12:05:01 myLuna local4 notice ipmievdt: Fan sensor 16
```

SafeNet is not aware of any events that report a message according to this format.

### *BMC Event Message Buffer Failure*

```
2012 Feb 29 12:05:01 myLuna local4 err ipmievdt: Get BMC Global Enables command failed
2012 Feb 29 12:05:01 myLuna local4 err ipmievdt: Get BMC Global Enables command failed: 71
2012 Feb 29 12:05:01 myLuna local4 err ipmievdt: Set BMC Global Enables command failed
```



```
2012 Feb 29 12:05:01 myLuna local4 err ipmievdd: Set BMC Global Enables command failed: 23
```

Before the IPMI daemon can log messages, it must first open the BMC event message buffer. Under normal circumstances, this operation succeeds.

### *Unable to Receive IPMI Message*

```
2012 Feb 29 12:05:01 myLuna local4 err ipmievdd: Unable to receive IPMI message
```

The Luna appliance loads the IPMI device drivers before starting the IPMI daemon. This message means that the request to the device driver for an IPMI event message failed.

### *No Event Data*

```
2012 Feb 29 12:05:01 myLuna local4 err ipmievdd: No data in event
```

All IPMI messages for the Luna appliance have well-formed event data. This message means that the IPMI daemon read an event from the IPMI message buffer but the event had no data associated with it.

### *Not An Event*

```
2012 Feb 29 12:05:01 myLuna local4 err ipmievdd: Type 9 is not an event
```

Only the asynchronous event receive type should be available in the BMC event message buffer. This message means that the IPMI daemon read an event from the IPMI message buffer that was not the expected asynchronous receive type.

### *Unable to Read from IPMI Device*

```
2012 Feb 29 12:05:01 myLuna local4 critical ipmievdd: Unable to read from IPMI device
```

This message means that the IPMI daemon failed to read from the event message buffer while polling for events.

### *Get SEL Info Command Failed*

```
2012 Feb 29 12:05:01 myLuna local4 err ipmievdd: Get SEL Info command failed
```

```
2012 Feb 29 12:05:01 myLuna local4 err ipmievdd: Get SEL Info command failed: 80
```

These messages indicate that the IPMI daemon was unable to get the system event log information for the storage network function.

### *SEL Buffer Use*

```
2012 Feb 29 12:05:01 myLuna local4 warning ipmievdd: SEL buffer used at 85%, please consider clearing the SEL buffer
```

This message means that the sensor event log buffer is filling faster than events can be processed by the IPMI daemon.



## *SEL Buffer Overflow*

```
2012 Feb 29 12:05:01 myLuna local4 alert ipmievd: SEL buffer overflow, no SEL message can be
logged until the SEL buffer is cleared
```

This message means that the sensor event log buffer is full and no new messages can be queued.

## *Unable to Retrieve SEL Data*

```
2012 Feb 29 12:05:01 myLuna local4 err ipmievd: Unable to retrieve SEL data
```

This message means that the IPMI daemon was unable to receive sensor event log data when it should have.

## *SEL Overflow on Check for Waiting Events*

```
2012 Feb 29 12:05:01 myLuna local4 notice ipmievd: SEL overflow is cleared
2012 Feb 29 12:05:01 myLuna local4 alert ipmievd: SEL buffer overflow, no new SEL message will be
logged until the SEL buffer is cleared
2012 Feb 29 12:05:01 myLuna local4 warning ipmievd: SEL buffer is 85% full, please consider
clearing the SEL buffer
```

The IMPI daemon should process sensor event log messages in a timely fashion. These messages mean that the daemon is falling behind in doing so.

## *PID File Already Exists*

```
2012 Feb 29 12:05:01 myLuna local4 err ipmievd: PID file '/var/run/ipmievd.pid0' already exists.
2012 Feb 29 12:05:01 myLuna local4 err ipmievd: Perhaps another instance is already running.
```

These messages suggest: a failure of the operating system or file structure within the appliance; or a configuration error within a SafeNet-provided component.

## *Failed to Open PID File*

```
2012 Feb 29 12:05:01 myLuna local4 err ipmievd: Failed to open PID file '/var/run/ipmievd.pid0'
for writing. Check file permission.
```

This message suggests a failure of the operating system or file structure within the appliance.

## *Unable to Open SDR File*

```
2012 Feb 29 12:05:01 myLuna local4 err ipmievd: Unable to open SDR for reading
```

This message suggests a failure in the IMPI subsystem.

## *Malloc Failure*

```
2012 Feb 29 12:05:01 myLuna local4 err ipmievd: ipmitool: malloc failure
```

This message indicates that the system is low on virtual memory while attempting to create a cache for the sensor data repository.



### *IPMI Event Setup Failed*

```
2012 Feb 29 12:05:01 myLuna local4 err ipmievd: Could not enable event message buffer
2012 Feb 29 12:05:01 myLuna local4 err ipmievd: Could not enable event receiver
2012 Feb 29 12:05:01 myLuna local4 err ipmievd: Error setting up Event Interface open
```

These messages indicate a failure of the ipmievd daemon to establish the interface via the IPMI device driver to relay events.

### *Error Waiting For Events*

```
2012 Feb 29 12:05:01 myLuna local4 err ipmievd: Error waiting for events!
```

This message indicates a failure by the daemon to wait for events relayed via the IMPI device driver.

### *Unable to Load Event Interface*

```
2012 Feb 29 12:05:01 myLuna local4 err ipmievd: Unable to load event interface
```

This message indicates a failure by the daemon to establish the IMPI event interface.

### *Invalid Interface*

```
2012 Feb 29 12:05:01 myLuna local4 err ipmievd: Invalid Interface for OpenIPMI Event Handler:
<xxxxxx>
```

This message suggests a corrupted disk system or a configuration error: the only potential value for <xxxxxx> is "open."

### *Debug Messages*

SafeNet does not enable logging of debug messages from the IPMI daemon. If in future SafeNet does enable this level of log messages, this subsection describes the possible messages you might find in the log files.

### *BMC Event Message Buffer Opened*

```
2012 Feb 29 12:05:01 myLuna local4 debug ipmievd: BMC Event Message Buffer enabled
```

This message indicates that the IPMI daemon successfully opened the BMC event message buffer.

### *BMC Event Message Debug*

```
2012 Feb 29 12:05:01 myLuna local4 debug ipmievd: netfn:6 cmd:5 ccode:80
```

This message shows the network function code, command and completion code of the raw IPMI message.

### *SEL Watch Debug*

```
2012 Feb 29 12:05:01 myLuna local4 debug ipmievd: SEL count is 3
2012 Feb 29 12:05:01 myLuna local4 debug ipmievd: SEL freespace is 1502
2012 Feb 29 12:05:01 myLuna local4 debug ipmievd: SEL Percent Used: 80%
2012 Feb 29 12:05:01 myLuna local4 debug ipmievd: SEL Overflow: false
```



## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna local4 debug ipmiev: SEL Next ID: 00da
2012 Feb 29 12:05:01 myLuna local4 debug ipmiev: SEL lastid is 00d9
2012 Feb 29 12:05:01 myLuna local4 debug ipmiev: Current SEL count is 4
2012 Feb 29 12:05:01 myLuna local4 debug ipmiev: Current SEL lastid is 00ac
2012 Feb 29 12:05:01 myLuna local4 debug ipmiev: SEL count is 0 (old=3), resetting lastid to 0
2012 Feb 29 12:05:01 myLuna local4 debug ipmiev: SEL count lowered, new SEL lastid is 0112
2012 Feb 29 12:05:01 myLuna local4 debug ipmiev: SEL Read ID: 023f
2012 Feb 29 12:05:01 myLuna local4 debug ipmiev: New Events
```

These messages show details of the sensor event log at various processing points within the daemon.

### Sensors Cached

```
2012 Feb 29 12:05:01 myLuna ipmiev: Getting 8 bytes from SDR at offset 64
2012 Feb 29 12:05:01 myLuna ipmiev: SDR reservation cancelled. Sleeping a bit and retrying...
2012 Feb 29 12:05:01 myLuna ipmiev: Sensors cached
```

These messages indicate that the IPMI daemon successfully generated a fast lookup cache for the sensor data repository.

### IPMI Event Setup

```
2012 Feb 29 12:05:01 myLuna ipmiev: Enabling event message buffer
2012 Feb 29 12:05:01 myLuna ipmiev: Enabling event receiver
2012 Feb 29 12:05:01 myLuna ipmiev: Getting 8 bytes from SDR at offset 64
```

These messages log the process to set up the IPMI event interface.

## SMART

Self-Monitoring, Analysis and Reporting Technology – SMART – is a technology built into modern hard drives to monitor the health of the drive and anticipate failures. The two classes of failures are: predictable and unpredictable. Examples of predicable failures are increased number of bad sectors and increased temperature from wear; they typically occur from slow processes. Unpredictable failures occur without warning and suddenly; for example, a hard drive dropped may report more than a normalized number of read errors.

The hard drives within Luna appliances implements SMART. A background process called the *smart control daemon* – *smartd* – starts automatically at power up and is responsible for monitoring the hard drive via the SMART technology in it. The daemon records its findings via syslog.

Facility Keyword	Software Process	Log File
daemon	smartd[pid]	messages



## SMART Attributes

From the Luna shell, you can query the SMART attributes (Luna SA/SP: `status disk`; Luna IS: `system disk`). Figure 5 shows the SMART attributes reported from the shell command.

ID#	ATTRIBUTE_NAME	FLAG	VALUE	WORST	THRESH	TYPE	UPDATED	WHEN_FAILED	RAW_VALUE
1	Raw_Read_Error_Rate	0x002f	200	200	051	Pre-fail	Always	-	0
3	Spin_Up_Time	0x0027	154	152	021	Pre-fail	Always	-	1300
4	Start_Stop_Count	0x0032	100	100	000	Old_age	Always	-	601
5	Reallocated_Sector_Ct	0x0033	200	200	140	Pre-fail	Always	-	0
7	Seek_Error_Rate	0x002e	200	200	000	Old_age	Always	-	0
9	Power_On_Hours	0x0032	099	099	000	Old_age	Always	-	1383
10	Spin_Retry_Count	0x0032	100	100	000	Old_age	Always	-	0
11	Calibration_Retry_Count	0x0032	100	100	000	Old_age	Always	-	0
12	Power_Cycle_Count	0x0032	100	100	000	Old_age	Always	-	601
192	Power-Off_Retract_Count	0x0032	200	200	000	Old_age	Always	-	138
193	Load_Cycle_Count	0x0032	200	200	000	Old_age	Always	-	462
194	Temperature_Celsius	0x0022	115	092	000	Old_age	Always	-	28
196	Reallocated_Event_Count	0x0032	200	200	000	Old_age	Always	-	0
197	Current_Pending_Sector	0x0032	200	200	000	Old_age	Always	-	0
198	Offline_Uncorrectable	0x0030	200	200	000	Old_age	Offline	-	0
199	UDMA_CRC_Error_Count	0x0032	200	200	000	Old_age	Always	-	1
200	Multi_Zone_Error_Rate	0x0008	200	200	000	Old_age	Offline	-	0

Figure 5: SMART Attributes

The ID# and ATTRIBUTE NAME columns are the SMART attribute defined by the drive vendor. Note that vendors have generally standardized on the attributes and their meaning. The FLAG column indicates the main purpose of each attribute; correlating to the text in the TYPE and UPDATED columns. Only the last two bits are of any significance. Bit 0 identifies whether the attribute is an advisory (0) or a pre-fail notification (1). An advisory means that the disk has exceeded its intended design life while a pre-fail notification means that the disk is predicated to fail within 24 hours. Bit 1 indicates whether attribute monitoring occurs strictly offline (0) or during offline and normal operations (1).

The RAW\_VALUE, VALUE, WORST and THRESH columns report on the specific attribute. The drive controller reports the RAW\_VALUE. VALUE is normalized where a higher value is better. As VALUE drops (i.e., becomes worse), it approaches a threshold. THRESH is the value at which SMART reports a 'threshold exceeded' event. WORST is the most extreme reading recorded for the attribute. A VALUE of 100 is an initial default value. Consider attribute #174 (Temperature) as an example to put these four values in context. Figure 5 shows the current temperature reading of the drive as 28 degrees Celsius. Normalized, this reading is 115. A value of 100 therefore is 43 degrees Celsius. The worst reading recorded is a normalized value of 092 which translates to 51 degrees Celsius. This attribute has no threshold as it represents an advisory.

Assume that the smart control daemon generated the following log message:



```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, SMART Prefailure
Attribute: 1 Raw_Read_Error_Rate changed from 200 to 92
```

The next query of the SMART attributes might report the following information for attribute #1:

ID#	ATTRIBUTE_NAME	FLAG	VALUE	WORST	THRESH	TYPE	UPDATED	WHEN_FAILED	RAW_VALUE
1	Raw_Read_Error_Rate	0x002f	092	092	051	Pre-fail	Always	-	37767785

If the drive controller reads a value that, once normalized, is less than or equal to the THRESH value, the daemon generates a critical log message and a query of the SMART attributes reports a VALUE less than or equal to THRESH as the following example shows.

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, SMART Prefailure
Attribute: 1 Raw_Read_Error_Rate changed from 92 to 51
```

ID#	ATTRIBUTE_NAME	FLAG	VALUE	WORST	THRESH	TYPE	UPDATED	WHEN_FAILED	RAW_VALUE
1	Raw_Read_Error_Rate	0x002f	051	051	051	Pre-fail	Always	FAILING_NOW	4528445

The WHEN\_FAILED column indicates that the attribute has reached the THRESH value.

### Significant Expected Log Messages

#### *Banner at Start Up*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: smartd version 5.38 [i686-redhat-linux-gnu]
Copyright (C) 2002-8 Bruce Allen
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Home page is
http://smartmontools.sourceforge.net/#012
```

These two messages are the first log entries written by the smart control daemon. When SafeNet updates the smart control daemon to a more recent version, the following messages more closely resemble the start up banner.

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: 1411:smartd 6.2 2013-07-26 r3841 [i686-
linux-2.6.18-164.el5] (local build)
2013 2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Copyright (C) 2002-13, Bruce Allen,
Christian Franke, www.smartmontools.org
```

#### *Read Configuration File*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Opened configuration file /etc/smartd.conf
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Configuration file /etc/smartd.conf parsed.
```

These messages indicate that the smart control daemon successfully opened and read the contents of the configuration file that contains the directives for how the daemon is to operate. When SafeNet updates the daemon to a newer release, the location of the configuration file will change as represented in the follow examples.

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Opened configuration file
/usr/local/etc/smartd.conf
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Configuration file
/usr/local/etc/smartd.conf parsed.
```

## *Monitoring Devices at Start Up*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, opened
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device /dev/sda: using '-d sat' for ATA disk
behind SAT layer.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, opened
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, not found in smartd
database.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, enabled SMART Attribute
Autosave.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, enabled SMART Automatic
Offline Testing.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, is SMART capable. Adding
to "monitor" list.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Monitoring 0 ATA and 1 SCSI devices
```

These messages indicate that the smart control daemon was successful in starting up and identifies the type and number of each device the daemon is monitoring. For Luna appliances, only one serial ATA device applies. The daemon opens the device to query its capabilities [the first message in the examples above]. The daemon uses SCSI/ATA Translation (SAT) to enable communication with the drive [the second message]. In SAT mode, the daemon reopens the device [third message] and looks for it in an internal database [fourth message] but does not find an entry for the device. The smart.conf file sets the directives for the daemon and these directives include attribute autosave (-S on) and automatic offline testing (-o on) [fifth and sixth messages]. Turning on attribute autosave instructs the disk drive to use non-volatile storage for attributes such as error counters, power-up hours and other useful data so that these values do not get reset to zero the next time the device is power-cycled. Turning on automatic offline testing instructs the drive to update certain S.M.A.R.T. attributes every four hours. The disk used in the Luna appliance is SMART-capable [seventh message] so the daemon monitors it [eighth message].

In preparing this document, SafeNet reviewed the source code of a newer version of the smart control daemon. SafeNet plans to update the daemon at some future date. The next set of messages show the messages this new daemon outputs at start up.

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, type changed from 'scsi'
to 'sat'
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda [SAT], opened
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda [SAT], WDC WD2500BHTZ-
04JCPV0, S/N:WD-WX11EC1TE568, WWN:5-0014ee-058a177e6, FW:04.06A00, 250 GB
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda [SAT], not found in smartd
database.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda [SAT], enabled SMART
Attribute Autosave.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda [SAT], enabled SMART
Automatic Offline Testing.
```



## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda [SAT], is SMART capable.
Adding to "monitor" list.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Monitoring 1 ATA and 0 SCSI devices
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda [SAT], initial Temperature
is 28 Celsius (Min/Max ??/28)
```

The smart control daemon opens the device [third message] and successfully queries it for device-specific information [fourth message]. Similar messages follow in the output. The newer daemon reports the initial temperature reading from a sensor built into the disk [tenth message].

### *Fork Into Background Process*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: smartd has fork()ed into background mode.
New PID=23509.
```

This message indicates that the startup sequence for the smart control daemon completed successfully, leading to the daemon to fork into a background mode process as exhibited if you query the process list.

```
root      23509      1  0 11:04 ?          00:00:00 /usr/sbin/smartd -q never
```

### *Self Tests*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, starting scheduled Short
Self-Test.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, starting scheduled Long
Self-Test.
```

These messages record that the smart-enabled drive ran a short and/or long self test. The short self test runs daily; the long self test runs weekly, an hour after the short test. These tests usually run early in the morning.

### *Attribute Change*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, SMART Usage Attribute: 7
Seek_Error_Rate changed from 100 to 200
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, SMART Usage Attribute: 9
Power_On_Hours changed from 100 to 99
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, SMART Usage Attribute:
200 Multi_Zone_Error_Rate changed from 100 to 200
```

These messages show changes in SMART attributes. The log severity of `info` means that the new values are still within acceptable ranges.

### *Prefailure Change*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, SMART Prefailure
Attribute: 1 Raw_Read_Error_Rate changed from 100 to 200
```

Messages such as this example show changes in SMART pre-failure attributes.



### *Temperature Change*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, Temperature changed +5 Celsius to 37 Celsius (Min/Max 26/37)
```

This message is common in the log file and indicates a change in temperature measured at the hard disk sensor. The smart control daemon monitors the sensor once every 30 minutes and logs the temperature *if it has changed* from the last reading.

### *Temperature Limit Reached*

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, Temperature 45 Celsius reached limit of 44 Celsius (Min/Max 31/49)
```

This message indicates that the temperature measured at the hard disk drive reached an upper limit for normally expected readings.

### *Critical Temperature Change*

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, Temperature 49 Celsius reached critical limit of 48 Celsius (Min/Max 31/49)
```

This message indicates that the temperature measured at the hard disk drive exceeds the critical upper limit.

### *Received Exit Signal*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: smartd received signal 15: Terminated
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: smartd received signal 3: Quit
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: smartd received signal <#>: <XXXXXXX>
```

These messages indicate that the smart control daemon received an exit signal. `info` severity messages are normal and expected; `crit` severity messages are not. In the latter case, the signal number is `<#>` and the text translation of this signal is `<XXXXXXX>`.

### **Unexpected Log Messages**

Under normal circumstances, you should not see any of these log messages. If you do so, please contact SafeNet technical support to report the message and seek guidance on what to do next.

### *Configuration File not in Expected Location*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: No configuration file
/usr/local/etc/smartd.conf found, scanning devices
```

At start up, the smart control daemon expects to find the configuration file for its directives in the `/usr/local/etc` directory.

## Cannot Open Configuration File

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: <error message>: Unable to open
configuration file /usr/local/etc/smartd.conf
```

This message indicates that although the smart control daemon located the configuration file, the daemon was unable to open it for the reason cited by <error message> in the log message.

## Configuration File Format Errors

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Error: line 14 of file
/usr/local/etc/smartd.conf is more than MAXLINELEN=256 characters.
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Error: continued line 44 (actual line 14) of
file /usr/local/etc/smartd.conf is more than MAXCONTLINE=1023 characters.
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: File /usr/local/etc/smartd.conf line 1
(drive DEVICESCAN): unknown Directive: /dev/sd4
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Run smartd -D to print a list of valid
Directives.
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: File /usr/local/etc/smartd.conf line 15
(drive /dev/sda): -s argument "(" is INVALID extended regular expression. Unmatched ( or \(.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: File /usr/local/etc/smartd.conf line 15
(drive /dev/sda): ignoring previous Test Directive -s (S/../../02)
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: File /usr/local/etc/smartd.conf line 15
(drive /dev/sda): warning, character 4 (x) looks odd in extended regular expression (S/x/../../02)
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: File /usr/local/etc/smartd.conf line 15
(drive /dev/sda): ignoring previous Address Directive -m john@email.com
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Configuration file
/usr/local/etc/smartd.conf has fatal syntax errors.
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Configuration file
/usr/local/etc/smartd.conf parsed but has no entries (like /dev/hda)
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: File /usr/local/etc/smartd.conf line 16
(drive /dev/sda): Directive -M 'exec' argument: missing closing quote
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: File /usr/local/etc/smartd.conf line 16
(drive /dev/sda): Directive -M 'exec' argument must be followed by executable path.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: File /usr/local/etc/smartd.conf line 16
(drive /dev/sda): ignoring previous mail Directive -M exec /usr/local/smtp
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: File /usr/local/etc/smartd.conf line %18
(drive /dev/sda): unknown Directive: -b
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: File /usr/local/etc/smartd.conf line %19
(drive /dev/sda): Missing argument to -W Directive
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: File /usr/local/etc/smartd.conf line %20
(drive /dev/sda): Invalid argument to -M Directive: yearly
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Valid arguments to -n Directive are:
never[,N][,q], sleep[,N][,q], standby[,N][,q], idle[,N][,q] *
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Drive: /dev/sda, implied '-a' Directive on
line 21 of file /usr/local/etc/smartd.conf
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Drive: /dev/sda, -M Directive(s) on line 22
of file /usr/local/etc/smartd.conf need -m ADDRESS Directive
```

## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Drive: /dev/sda, -m <nomailer> Directive on
line 23 of file /usr/local/etc/smartd.conf needs -M exec Directive
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: File /usr/local/etc/smartd.conf line 35
(drive /dev/sda): Directive: -i takes integer argument from 1 to 255.
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: File /usr/local/etc/smartd.conf line 36
(drive /dev/sda): Directive: -I has argument: on; needs integer from 1 to 255.
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: File /usr/local/etc/smartd.conf line 37
(drive /dev/sda): Directive: -W takes 1-3 integer argument(s) from 0 to 255.
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: File /usr/local/etc/smartd.conf line 38
(drive /dev/sda): Directive: -W has argument: off; needs 1-3 integer(s) from 0 to 255.
```

These messages indicate format errors in the `smartd.conf` file. Depending upon the version of the smart control daemon, the configuration file might be `/etc/smartd.conf` or `/usr/local/etc/smartd.conf`.

\* This text is an example. See ‘`man smartd.conf`’ for a complete list and description of directives and arguments.

### *Cannot Register Device*

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Unable to register scsi device /dev/sda at
line 17 of file /usr/local/etc/smartd.conf
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Unable to register scsi device /dev/sda
```

These messages indicate that the smart control daemon was unable to register the device specified in the `smartd.conf` file.

### *Force Scan For Devices*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Configuration file
/usr/local/etc/smartd.conf was parsed, found DEVICSCAN, scanning devices
```

This message indicates that the configuration file specified that that the smart control daemon was to scan for devices rather than rely on entries in the file.

### *Could Not Scan For Devices or No Devices To Scan*

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Problem creating device name scan list
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: In the system's table of devices NO devices
found to scan
```

The first message indicates that the configuration file specified that that the smart control daemon was to scan for devices but that the scan failed. The second message indicates that daemon has no SMART-enabled devices to scan.

### *Out of Memory*

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Smartd: Out of memory
```

This message indicates that the smart control daemon did not have sufficient memory on start up.



## *Exception*

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Smartd: Exception: <xxxxxxx>
```

This message indicates that the smart control daemon encountered an exception <xxxxxxx> on start up and exited.

## *Received Hang Up or Interrupt Signal*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Signal HUP - rereading configuration file /etc/smartd.conf
```

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Signal INT - rereading configuration file /etc/smartd.conf ("SIGQUIT_KEYNAME" quits)
```

These messages indicate that the smart control daemon was instructed via a signal to reread the configuration file normally read on start up.

## *Continue on Error*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Reusing previous configuration
```

This message indicates that while rereading the configuration file, the daemon encountered an error and reverted to the previously-read configuration settings instead.

## *Unable to Monitor Devices*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Unable to monitor any SMART enabled devices. Try debug (-d) option. Exiting...
```

This message indicates that the smart control daemon did not find any SMART-enabled devices to monitor.

## *Mail-Related Messages*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Mail can't be enabled together with -- capabilities. All mail will be suppressed.
```

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Sending a mail was suppressed. Mails can't be send when capabilites [sic] are enabled
```

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: internal error in MailWarning():  
cfg.mailwarn->emailfreq=0
```

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Contact smartmontools-  
support@lists.sourceforge.net; internal error in MailWarning(): which=-1, size=88
```

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Sending warning via <mail> to <nomailer> ...
```

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Executing test of <mail> to <nomailer> ...
```

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Warning via <mail> to <nomailer>: failed  
(fork or pipe failed, or no memory) <error string>
```

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Warning via <mail> to <nomailer> produced  
unexpected output (here truncated to 1024 bytes) to STDOUT/STDERR:
```

```
<unexpected output>
```

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Warning via <mail> to <nomailer>: flushed  
remaining STDOUT/STDERR
```





## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Warning via <mail> to <nomailer>: more than
1 MB STDOUT/STDERR flushed, breaking pipe
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Warning via <mail> to <nomailer>: pclose(3)
failed <error string>
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Warning via <mail> to <nomailer>: failed
(32-bit/8-bit exit status: 255/133) perhaps caught signal 5 [Trace/breakpoint trap]
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Warning via <mail> to <nomailer>: failed
(32-bit/8-bit exit status: 255/133)
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Warning via <mail> to <nomailer>: successful
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Warning via <mail> to <nomailer>: exited
because of uncaught signal 5 [Trace/breakpoint trap]
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Warning via <mail> to <nomailer>: process
STOPPED because it caught signal 5 [Trace/breakpoint trap]
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, Read SMART Self-Test Log
worked again, warning condition reset after 16 emails
```

SafeNet does not compile the smart control daemon with libcap-ng enabled to send mail. The first two messages indicate that the daemon is compiled this way and that the settings in the configuration file are incompatible with libcap-ng settings. The latter messages indicate problems with how mail is configured to be sent and/or status of sending mail.

### *One Check*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Started with '-q onecheck' option. All
devices sucessfully checked once.
smartd is exiting (exit status 0)
```

The message indicates that the `smartd.conf` file contains a directive for the smart control daemon to start and terminate with only a check of any SMART-enabled devices.

### *Ignore Device or Duplicate Device*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda[auto], ignored
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, duplicate, ignored
```

The first message indicates that the `smartd.conf` file identifies a device but directs the smart control daemon to ignore the device for monitoring. The second message indicates that the device is specified more than once in the `smartd.conf` file.

### *Could Not Detect Device, Unsupported Device, Not a ATA/SCSI Device or Device Cannot be Registered*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, unable to autodetect
device type
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, unsupported device type
'auto'
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, neither ATA nor SCSI
device
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, not available
```



## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Unable to register device /dev/sda (no Directive -d removable). Exiting.
```

The first message indicates that the smart control daemon was unable to interrogate the device specified in the `smartd.conf` file. The second message indicates that the device is not SMART-enabled. The third message indicates that the device is not ATA or SCSI. The fourth message is a warning that the daemon could not detect the device but is continuing while the fifth message indicates that the daemon is stopping because it could not detect the device and the `smartd.conf` file contains a directive to do so under this circumstance.

### *Could Not Open Device*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, open() failed: <xxxxxxx>
```

If debug is enabled or scanning is not, this message indicates that the smart control daemon was unable to open the device for monitoring: `<xxxxxxx>` is the reason why.

### *Could Not Fork Into Background Process*

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: smartd unable to fork daemon process!
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: PID file /var/run/smartd.pid0 didn't show up!
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: unable to write PID file
/var/run/smartd.pid0 - exiting.
```

These messages indicate that the startup sequence for the smart control daemon was unable to complete successfully because the daemon could not properly fork a new process.

### *Writing PID File*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: file /var/run/smartd.pid0 written containing PID 1729
```

This message identifies the process identifier and process identifier file for the background smart control daemon process.

### *Help for Configuration File Directives*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Configuration file
(/usr/local/etc/smartd.conf) Directives (after device name):
    -d TYPE Set the device type: auto, ignore, removable
    ...
    -T TYPE Set the tolerance to one of: normal, permissive
    -o VAL  Enable/disable automatic offline tests (on/off)
    -S VAL  Enable/disable attribute autosave (on/off)
    -n MODE No check if: never, sleep[,N][,q], standby[,N][,q], idle[,N][,q]
    -H      Monitor SMART Health Status, report if failed
    -s REG  Do Self-Test at time(s) given by regular expression REG
    -l TYPE Monitor SMART log or self-test status:
```



```
error, selftest, xerror, offlinests[,ns], selfteststs[,ns]
-l scterc,R,W Set SCT Error Recovery Control
-e Change device setting: aam,[N|off], apm,[N|off], lookahead,[on|off],
  security-freeze, standby,[N|off], wcache,[on|off]
-f Monitor 'Usage' Attributes, report failures
-m ADD Send email warning to address ADD
-M TYPE Modify email warning behavior (see man page)
-p Report changes in 'Prefailure' Attributes
-u Report changes in 'Usage' Attributes
-t Equivalent to -p and -u Directives
-r ID Also report Raw values of Attribute ID with -p, -u or -t
-R ID Track changes in Attribute ID Raw value with -p, -u or -t
-i ID Ignore Attribute ID for -f Directive
-I ID Ignore Attribute ID for -p, -u or -t Directive
-C ID[+] Monitor [increases of] Current Pending Sectors in Attribute ID
-U ID[+] Monitor [increases of] Offline Uncorrectable Sectors in Attribute ID
-W D,I,C Monitor Temperature D)ifference, I)nformal limit, C)ritical limit
-v N,ST Modifies labeling of Attribute N (see man page)
-P TYPE Drive-specific presets: use, ignore, show, showall
-a Default: -H -f -t -l error -l selftest -l selfteststs -C 197 -U 198
-F TYPE Use firmware bug workaround:
...
Attribute ID is a decimal integer 1 <= ID <= 255
Use ID = 0 to turn off -C and/or -U Directives
Example: /dev/sda -a
```

This text is the help information for configuring the `smartd.conf` file.

### **Write State File**

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, state written to
/var/log/devstate
```

This message indicates that the smart control daemon wrote the state(s) of monitored device(s) to a file.

### **Cannot Unlink PID File**

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Can't unlink PID file /var/run/smartd.pid0
(<error string>).
```

This message indicates that the smart control daemon was unable to delete a process identifier file because of the error reported: `<error string>`.

### **Close Failed**

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, <error string>, close()
failed
```



This message indicates that the smart control daemon was unable to close a monitored device because of the error reported: <error string>.

### *Code Bug*

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Please inform smartmontools-  
support@lists.sourceforge.net, including output of smartd -V.  
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: smartd is exiting (exit status 10)
```

These messages indicate a coding error in the smart control daemon.

### *ATA Error Log Read Failure*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, Read Summary SMART Error  
Log failed  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, Read Extended  
Comprehensive SMART Error Log failed  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, Read SMART Self Test Log  
Failed
```

These messages indicate a failure to read the error log(s) of ATA devices.

### *ATA Device Scan Messages*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, not ATA, no IDENTIFY  
DEVICE Structure  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, packet devices [this  
device CD/DVD] not SMART capable  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, smartd database not  
searched (Directive: -P ignore).  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, found in smartd database.  
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, WARNING: <warning text>i  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, presets are: ...  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, lacks SMART capability  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, ATA IDENTIFY DEVICE words  
82-83 don't specify if SMART capable.  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, proceeding since '-T  
permissive' Directive given.  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, to proceed anyway, use '-  
T permissive' Directive.  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, could not enable SMART  
capability  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, could not disable SMART  
Attribute Autosave.  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, disabled SMART Attribute  
Autosave.  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, could not enable SMART  
Attribute Autosave.
```



## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, not capable of SMART
Health Status check
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, Read SMART Values failed
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, Read SMART Thresholds
failed, ignoring -f Directive
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, can't monitor
Temperature, ignoring -W 3,44,48
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, no Attribute 279,
ignoring -r 279!
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, not monitoring Prefailure
Attributes, ignoring -r 196!
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, could not disable SMART
Automatic Offline Testing.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, SMART Automatic Offline
Testing unsupported...
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, enable SMART Automatic
Offline Testing failed.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, no SMART Self-test Log,
ignoring -l selftest (override with -T permissive)
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, no SMART Self-test Log,
ignoring -l selftest
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, no SMART Error Log,
ignoring -l error (override with -T permissive)
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, no SMART Error Log,
ignoring -l error
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, no Extended Comprehensive
SMART Error Log, ignoring -l xerror (override with -T permissive)
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, no Extended Comprehensive
SMART Error Log, ignoring -l xerror
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, SMART Error Logs report
different error counts: 12 != 143
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, no SMART Offline Data
Collection capability, ignoring -l offlinests (override with -T permissive)
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, no SMART Self-test
capability, ignoring -l selfteststs (override with -T permissive)
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/ada, no ATA CHECK POWER STATUS
support, ignoring -n Directive
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/ada, CHECK POWER STATUS
returned 17, not ATA compliant, ignoring -n Directive
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, ATA settings applied:
<settings string>
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, no SCT Error Recovery
Control support, ignoring -l scterc
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, set of SCT Error Recovery
Control failed
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, SCT Error Recovery
Control set to: Read: 7, Write: 7
```



## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, state read from
/var/lib/smartmontools/smartd.ST3500620AS-5QM2644Q.ata.state
```

These messages indicate the status or a failure of a scan of an ATA device. The Luna appliance does not use ATA devices.

### *SCSI Device Scan Messages*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, Both 36 and 64 byte
INQUIRY failed; skip device
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, INQUIRY response less
than 36 bytes; skip device
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, not a disk like device
[PDT=0x7], skip
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, WDC WD2500JS-60NCB1
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, NOT READY (e.g. spun
down); skip device
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, NO MEDIUM present; skip
device
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, BECOMING (but not yet)
READY; skip device
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, failed Test Unit Ready
[err=-22]
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, Bad IEC (SMART) mode
page, err=-5, skip device
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, IE (SMART) not enabled,
skip device
Try 'smartctl -s on /dev/sda' to turn on SMART features
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, unexpectedly failed to
read SMART values
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, can't monitor
Temperature, ignoring -W 3,44,48
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, does not support SMART
Self-Test Log.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, could not disable
autosave (set GLTSD bit).
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, disabled autosave (set
GLTSD bit).
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, could not enable autosave
(clear GLTSD bit).
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, enabled autosave (cleared
GLTSD bit).
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, state read from
/var/lib/smartmontools/smartd.ST3500620AS-5QM2644Q.ata.state
```

These messages indicate the status or a failure of a scan of a SCSI or SCSI-like device. The Luna appliance uses a serial ATA device which SMART considers SCSI-like. However, the messages in this section are unexpected in the logs.



## Luna Monitoring Syslog

### *Log Self-Test Progress & Errors*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, previous self-test
completed without error
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, previous self-test was
aborted by the host
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, previous self-test was
interrupted by the host with a reset
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, previous self-test could
not complete due to a fatal or unknown error
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, previous self-test
completed with error (unknown test element)
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, previous self-test
completed with error (electrical test element)
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, previous self-test
completed with error (servo/seek test element)
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, previous self-test
completed with error (read test element)
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, previous self-test
completed with error (handling damage?)
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, self-test in progress,
80% remaining
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, unknown self-test status
0x1f
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, Self-Test Log error count
increased from 12 to 13
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, new Self-Test Log error
at hour timestamp 7202
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, Self-Test Log error count
decreased from 27 to 26
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, does not support Self-
Tests
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, skip since Self-Test
already in progress
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, not capable of L Self-
Test
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, not capable of Long Self-
Test
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, execute Long Self-Test
failed (err: -1)
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/ada, not capable of Offline or
Self-Testing.
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/ada, not capable of Offline or
Self-Testing.
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/ada, not capable of Offline
Immediate Test
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/ada, not capable of Conveyance
Self-Test
```



## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/ada, not capable of Short Self-Test
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/ada, not capable of Long Self-Test
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/ada, not capable of Selective Self-Test
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, will not skip scheduled Offline Immediate Test despite unclear Self-Test byte (SAMSUNG Firmware bug).
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, skip scheduled Offline Immediate Test; 20% remaining of current Self-Test.
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/ada, prepare Offline Immediate Test failed
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, next test span at LBA 1256500 - 1460000 2500000 sectors, 50% - 58% of disk).
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/ada, execute Offline Immediate Test failed.
```

These messages indicate the status of an in-progress self-test, a failure to log self-tests or a self-test error.

### *Test Schedule*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, old test of type S not run at Wed Feb 29 02:00:00 2012 GMT, starting now.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Next scheduled self tests (at most 5 of each type per device):
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, will do test 1 of type S at Wed Feb 29 02:00:00 2012 GMT
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Totals [Wed Feb 29 12:05:00 2012 GMT - Wed Feb 29 02:00:00 2012 GMT]:
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, will do 050 tests of type S
```

These messages indicate status of scheduled tests.

### *Check Pending Sector Count Identifier*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, can't monitor Current Pending Sector count - no Attribute 197
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, ignoring Current Pending Sector count - bogus Attribute 197 value 3442 (0xd72)
```

These messages indicate an error on the sector count identifier for a SMART attribute.

### *Critical Attribute Change*

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, SMART Usage Attribute: 7 Seek_Error_Rate changed from 10000 to 20000
```

Messages such as this example, show critical changes in SMART attributes, possibly indicating impending disk failure.



## Critical Prefailure Change

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, SMART Prefailure  
Attribute: 1 Raw_Read_Error_Rate changed from 92 to 51
```

Messages such as this example, show critical changes in SMART pre-failure attributes, possibly indicating impending disk failure

## Sector Count Change

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, 1237505 Currently  
unreadable (pending) sectors  
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, 1237505 Total unreadable  
(pending) sectors  
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, 1237505 Offline  
uncorrectable sectors  
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, 1237505 Total offline  
uncorrectable sectors
```

These messages indicate sector attribute changes. Any one of these messages may include additional information at the end of the message to indicate the change from the last measure, [e.g., (changed 57500)].

## Temperature Change

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, failed to read  
Temperature  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: [trip Temperature is 65 Celsius]
```

The first message indicates that the smart control daemon was unable to obtain a measure of the temperature attribute. The second message indicates the temperature at which the drive shuts down if it measures this value.

## Attribute Error

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, Failed SMART usage  
Attribute: 185 Head Stability.  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, same Attribute has  
different ID numbers: 185 = 200
```

These messages indicate errors by the smart control daemon to interpret SMART attributes.

## Check ATA Device Health

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, open() failed: No such  
device or address  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, opened ATA device  
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, CHECK POWER STATUS spins  
up disk (0x00 -> 0xff)  
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/ada, CHECK POWER STATUS  
returned 1, not ATA compliant, ignoring -n Directive
```



## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, is in STANDBY mode,
suspending checks
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, IDLE mode ignored due to
reached limit of skipped checks (15 checks skipped)
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/ada, is back in ACTIVE or IDLE
mode, resuming checks (1 check skipped)
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/ada, not capable of SMART
self-check
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/ada, FAILED SMART self-check.
BACK UP DATA NOW!
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/ada, failed to read SMART
Attribute Data
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/ada, ATA error count increased
from 15 to 16
```

These messages provide health status of ATA device attributes.

### *Check SCSI Device Health*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, open() failed: No such
device or address
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, opened SCSI device
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, failed to read SMART
values
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, SMART Failure: <failure
string>
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, self-test in progress
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, non-SMART asc,ascq: 4,26
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, SMART health: passed1
```

These messages provide health status of SCSI device attributes.

### *Auto Standby Feature*

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, System auto standby
enable failed: <failure string>
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, Disable auto standby not
supported, ignoring ',ns' from -l offlinests,ns and -l selfteststs,ns
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: Device: /dev/sda, Self-test(s) completed,
system auto standby enable failed: <failure string>
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, Self-test(s) completed,
system auto standby enabled
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, Self-test(s) in progress,
system auto standby disable rejected: <failure string>
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, Self-test(s) in progress,
system auto standby disabled
```

These messages indicate failures of the auto standby feature of the hard disk.

---

<sup>1</sup> If debug mode enabled.



### *Sleep and Wakeup*

```
2012 Feb 29 12:05:01 myLuna daemon crit smartd[1234]: System clock time adjusted to the past.
Resetting next wakeup time.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Sleep time was 10 seconds too long,
assuming wakeup from standby mode.
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Signal USR1 - checking devices now rather
than in 30 seconds.
```

These messages indicate failures in the mechanism to sleep and wake up the smart control daemon at prescribed intervals to query and report on SMART attributes.

### *Offline Log Collection Status*

```
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, offline data collection
was never started (auto:on)
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, offline data collection
was completed without error (auto:on)
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, offline data collection
is in progress (auto:on)
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, offline data collection
was suspended by an interrupting command from host (auto:on)
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, offline data collection
was aborted by an interrupting command from host (auto:on)
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, offline data collection
was aborted by the device with a fatal error (auto:on)
2012 Feb 29 12:05:01 myLuna daemon info smartd[1234]: Device: /dev/sda, unknown offline data
collection status 0x78
```

These messages indicate failures to perform offline data collection. Depending upon the status, the smart control daemon logs these messages as either `crit` or `info`; the examples above show `info` only.

## SNMP

Luna appliances support monitoring via the simple network management protocol. A daemon, `smartd`, runs in the background on the appliance for this purpose.

<i>Facility Keyword</i>	<i>Software Process</i>	<i>Log File</i>
user	root	messages

### *Expected Log Messages*

This revision of *Luna Monitoring* identifies only one expected log message.

### *Starting Daemon*

```
2012 Feb 29 12:05:01 myLuna user notice root: Starting snmpd
```

This message indicates that the SNMP daemon is being started.



## Unexpected Log Messages

A future revision of *Luna Monitoring* will describe unexpected log messages.

## NTP

Network Time Protocol is an optional service of Luna appliances to synchronize the system clock to a coordinated universal time. A future revision of *Luna Monitoring* will describe NTP log messages.

## SSH

Secure Shell or *SSH* is the process that offers secure, trusted connection to a restricted shell on the Luna appliance for administrative purposes.

Facility Keyword	Software Process	Log File
authpriv	sshd[pid]	secure

This version of *Luna Monitoring* shows some examples of log messages you might find for SSH but is not a comprehensive account of all possible messages.

## Expected Log Messages

```
2012 Feb 29 12:05:01 myLuna authpriv info  sshd[1234]: Server listening on 0.0.0.0 port 22.
2012 Feb 29 12:05:01 myLuna authpriv info  sshd[1234]: Received signal 15; terminating.
2012 Feb 29 12:05:01 myLuna authpriv info  sshd[1234]: Accepted password for <user name> from
192.168.10.100 port 51286 ssh2
2012 Feb 29 12:05:01 myLuna authpriv info  sshd[1234]: Received disconnect from 192.168.10.100: 11:
disconnected by user
2012 Feb 29 12:05:01 myLuna authpriv info  sshd[1234]: Did not receive identification string from
192.168.0.100
2012 Feb 29 12:05:01 myLuna authpriv info  sshd[1234]: Received disconnect from 192.168.0.100: 11:
The user disconnected the application
2012 Feb 29 12:05:01 myLuna authpriv info  sshd[1234]: Accepted publickey for <admin | monitor>
from 192.168.0.100 port 2299 ssh2
2012 Feb 29 12:05:01 myLuna authpriv info  sshd[1234]: pam_unix(sshd[1234]:session): session opened
for user admin by (uid=0)
2012 Feb 29 12:05:01 myLuna authpriv info  sshd[1234]: pam_unix(sshd[1234]:session): session closed
for user admin
2012 Feb 29 12:05:01 myLuna authpriv info  sshd[1234]: Received disconnect from 192.168.0.100: 2:
disconnected by server request
2012 Feb 29 12:05:01 myLuna authpriv info  sshd[1234]: Connection closed by 192.168.0.100 [preauth]
```

These messages indicate normal SSH activity. <user name> is “admin”, “operator”, “monitor”, “audit” or a customer-defined name.



## Unexpected Log Messages

Under normal circumstances, you should not see any of these log messages. If you do so, please contact SafeNet technical support to report the message and seek guidance on what to do next.

```
2012 Feb 29 12:05:01 myLuna authpriv err  ssdh[1234]: error: Bind to port 22 on 0.0.0.0 failed:
Address already in use.
2012 Feb 29 12:05:01 myLuna authpriv crit  ssdh[1234]: fatal: Cannot bind any address.
2012 Feb 29 12:05:01 myLuna authpriv crit  ssdh[1234]: fatal: Read from socket failed: Connection
reset by peer [preauth]
2012 Feb 29 12:05:01 myLuna authpriv info  ssdh[1234]: Disconnecting: Too many authentication
failures for <user name> [preauth]
2012 Feb 29 12:05:01 myLuna authpriv info  ssdh[1234]: Invalid user <user name> from 192.168.0.100
2012 Feb 29 12:05:01 myLuna authpriv info  ssdh[1234]: input_userauth_request: invalid user <user
name> [preauth]
2012 Feb 29 12:05:01 myLuna authpriv notice ssdh[1234]: pam_unix(ssdh[1234]:auth): authentication
failure; logname= uid=0 euid=0 tty=ssh ruser= rhost=192.168.0.100 user=admin
2012 Feb 29 12:05:01 myLuna authpriv info  ssdh[1234]: Failed password for admin from 192.168.0.100
port 1615 ssh2
2012 Feb 29 12:05:01 myLuna authpriv info  ssdh[1234]: subsystem request for sftp
2012 Feb 29 12:05:01 myLuna authpriv info  ssdh[1234]: subsystem request for sftp failed, subsystem
not found
2012 Feb 29 12:05:01 myLuna authpriv info  ssdh[1234]: syslogin_perform_logout: logout() returned
an error
2012 Feb 29 12:05:01 myLuna authpriv alert  ssdh[1234]: pam_unix(ssdh[1234]:auth): check pass; user
unknown
2012 Feb 29 12:05:01 myLuna authpriv crit  ssdh[1234]: pam_succeed_if(ssdh[1234]:auth): error
retrieving information about user <user name>
2012 Feb 29 12:05:01 myLuna authpriv info  ssdh[1234]: User root from 192.168.0.100 not allowed
because not listed in AllowUsers
2012 Feb 29 12:05:01 myLuna authpriv info  ssdh[1234]: Bad protocol version identification 'id'
from 10.168.64.4
2012 Feb 29 12:05:01 myLuna authpriv warn  ssdh[1234]: Deprecated pam_stack module called from
service "ssdh[1234]"
2012 Feb 29 12:05:01 myLuna authpriv notice ssdh[1234]: PAM 4 more authentication failures;
logname= uid=0 euid=0 tty=ssh ruser= rhost=10.101.18.32 user=admin
2012 Feb 29 12:05:01 myLuna authpriv alert  ssdh[1234]: PAM service(ssdh[1234]) ignoring max
retries; 5 > 3
2012 Feb 29 12:05:01 myLuna authpriv info  ssdh[1234]: Received request to connect to host
127.0.0.1 port 3306, but the request was denied.
2012 Feb 29 12:05:01 myLuna authpriv err  ssdh[1234]: error: Received disconnect from
192.168.0.100: 3: com.jcraft.jsch.JSchException: Auth fail [preauth]
2012 Feb 29 12:05:01 myLuna authpriv crit  ssdh[1234]: fatal: Access denied for user admin by PAM
account configuration [preauth]
2012 Feb 29 12:05:01 myLuna authpriv info  ssdh[1234]: Setting tty modes failed: Invalid argument
2012 Feb 29 12:05:01 myLuna authpriv crit  ssdh[1234]: fatal: PAM: pam_chauthtok(): Authentication
token manipulation error
```



## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna authpriv info  sshd[1234]: syslogin_perform_logout: logout() returned an error
```

```
2012 Feb 29 12:05:01 myLuna authpriv info  sshd[1234]: Received SIGHUP; restarting.
```

These messages indicate abnormal SSH activity. A future revision of *Luna Monitoring* will provide more details of what each message means.

### Privileged Services

Facility Keyword	Software Process	Log File
authpriv	See list that follows	secure

The following privileged services log messages to the `secure` log file with a software process identifier if shown.

- `useradd[pid]`
- `chage[pid]`
- `passwd`
- `usermod[pid]`
- `login`
- `groupadd[pid]`

### Expected Log Messages

#### *useradd*

```
2012 Feb 29 12:05:01 myLuna authpriv info  useradd[1234]: new user: name=recover, UID=0, GID=0, home=/home/recover, shell=/usr/lunasa/bin/recover
```

```
2012 Feb 29 12:05:01 myLuna authpriv info  useradd[1234]: new user: name=<admin | monitor | operator>, UID=0, GID=0, home=/home/admin, shell=/usr/lunasa/lush/lush
```

```
2012 Feb 29 12:05:01 myLuna authpriv info  useradd[1234]: new user: name=mysql, UID=500, GID=500, home=/usr/local/mysql, shell=/sbin/nologin
```

These messages indicate that the Linux utility `useradd(1)` successfully created accounts for the identified user (e.g., `recover`, `admin`, `monitor`, `operator` or `mysql`).

#### *chage*

```
2012 Feb 29 12:05:01 myLuna authpriv info  chage[1234]: changed password expiry for <user name>
```

This message indicates that the Linux utility `chage(1)` successfully changed the number of days between password changes and the date of the last password change for `<username>`. `<username>` is one of “admin”, “operator”, “monitor” or a user created by an administrator.



### *passwd*

```
2012 Feb 29 12:05:01 myLuna authpriv notice passwd: pam_unix(passwd:chauthtok): password changed for admin
```

This message indicates that the Linux utility `passwd` (1) successfully updated the admin user's authentication token.

### *usermod*

```
2012 Feb 29 12:05:01 myLuna authpriv info authpriv info usermod[1234]: change user '<user name>' password
```

This message indicates that the Linux utility `usermod` (1) successfully updated the login information for <user name>. <user name> is one of "admin", "operator", "monitor" or "audit."

### *login*

```
2012 Feb 29 12:05:01 myLuna authpriv authpriv info login: pam_unix(login:session): session opened for user < admin | recover> by LOGIN(uid=0)
```

```
2012 Feb 29 12:05:01 myLuna authpriv authpriv info login: pam_unix(login:session): session closed for user <admin | recover>
```

```
2012 Feb 29 12:05:01 myLuna authpriv authpriv info login: DIALUP AT ttyS0 BY <admin | recover>
```

The first two messages indicate that the Linux utility `login` (1) successfully established a new session with the Luna appliance or terminated a session. The third message indicates that the session is via the serial port on the front console of the Luna appliance.

### *groupadd*

```
2012 Feb 29 12:05:01 myLuna authpriv authpriv info groupadd[2558]: new group: name=<uucp | mysql>, GID=<14 | 500>
```

This message indicates that the Linux utility `groupadd` (1) successfully created a new group definition with the GID shown. The <gid> for uucp is 14; for mysql, 500.

## Unexpected Log Messages

Under normal circumstances, you should not see any of these log messages. If you do so, please contact SafeNet technical support to report the message and seek guidance on what to do next.

### *login*

```
2012 Feb 29 12:05:01 myLuna authpriv authpriv alert login: pam_unix(login:auth): check pass; user unknown
```

```
2012 Feb 29 12:05:01 myLuna authpriv authpriv notice login: pam_unix(login:auth): authentication failure; logname=LOGIN uid=0 euid=0 tty=ttyS0 ruser=<user name> rhost=192.168.0.100
```

```
2012 Feb 29 12:05:01 myLuna authpriv authpriv crit login: pam_succeed_if(login:auth): error retrieving information about user <user name>
```

```
2012 Feb 29 12:05:01 myLuna authpriv authpriv notice login: FAILED LOGIN 1 FROM (null) FOR <user name>, User not known to the underlying authentication module
```



```
2012 Feb 29 12:05:01 myLuna authpriv authpriv alert login: PAM service(login) ignoring max
retries; 4 > 3
```

```
2012 Feb 29 12:05:01 myLuna authpriv authpriv err login: Authentication failure
```

These messages indicate failure on the part of an administrator to login to the Luna appliance. The first four messages indicate that the login attempt was with a username unknown to the Luna appliance. The fifth message indicates that the threshold number of failed login attempts has been reached or exceeded. The last message is the Luna IS-specific message in place of the second message above.

### SafeNet Components

SafeNet has developed a number of services that run within the Luna appliance. Some of these services use syslog to record significant actions and events. The following list identifies the SafeNet services that use syslog.

- sysstat – system status and monitoring (including LCD)
- cbs – HSM callback service (and remote PED)
- oamp – automatic monitoring of environment, detecting and determining faults
- ntlis – Network trust link service
- htl – Host trust link service
- nbs – Network bus service
- rbs – Remote backup service
- Luna Administrative Shell (Lush)
- cron and crontab
- Certmonitord – NTLS certificate expiration monitoring

#### sysstat

The system status daemon reports on the health of the Luna appliance via syslog and the LCD on the front panel of the appliance.

<i>Facility Keyword</i>	<i>Software Process</i>	<i>Log File</i>
user	sysstatd	messages

#### Expected Log Messages

The following log messages are normal and expected entries in the log files.

##### Service Started

```
2012 Feb 29 12:05:01 myLuna user info sysstatd: ----- Luna System State Server - Started.
```





## Luna Monitoring Syslog

This message indicates that the system status daemon is running, normal for a Luna appliance power up operation.

### *Service Stopped*

```
2012 Feb 29 12:05:01 myLuna user info sysstatd: ----- Luna System State Server - Stopped.
```

This message indicates that the system status daemon is stopped, normal for a Luna appliance shutdown operation.

### *System Status*

```
2012 Feb 29 12:05:01 myLuna user info sysstatd: Luna System State Server - OOS Errors: 15,100,60!
```

```
2012 Feb 29 12:05:01 myLuna user info sysstatd: Luna System State Server - OFL Errors:  
50,15,20,100,55,60!
```

```
2012 Feb 29 12:05:01 myLuna user info sysstatd: Luna System State Server - InSrvTrb Errors: 1!
```

Messages formatted like these examples represent normal reporting of Luna appliance health when it is not “in service.” The specific error codes indicate one or more potential problems with specific services of the Luna appliance operation. For details of their meaning, refer to the description of the error codes in the section “Front-panel Display” of the Luna product documentation.

### *Up Time*

```
2012 Feb 29 04:02:01 myLuna syslog info logger: uptime: 04:02:01 up 6:50, 2 users, load average:  
0.38, 0.14, 0.04
```

This message indicates the uptime for the Luna appliance. `cron` is responsible for the message on a daily basis, usually early in the morning. Note that the facility keyword and software process are not the same as those for the system status daemon but is included in this section given its relationship to status monitoring.

### **Unexpected Log Messages**

Under normal circumstances, you should not see any of these log messages. If you do so, please contact SafeNet technical support to report the message and seek guidance on what to do next.

### *Cannot Open Files Needed to Identify Product*

```
2012 Feb 29 12:05:01 myLuna user err sysstatd: Cannot open PRODUCT file.
```

```
2012 Feb 29 12:05:01 myLuna user err sysstatd: Cannot open VERSION file.
```

```
2012 Feb 29 12:05:01 myLuna user err sysstatd: Cannot open RELEASE file.
```

These messages indicate a missing or corrupted file necessary to identify the product on the LCD and/or via a Lush command. A PRODUCT:VERSION:RELEASE example is SA:5.3.0:5.

### *Cannot Set Signal Handler*

```
2012 Feb 29 12:05:01 myLuna user info sysstatd: Cannot set sighandler for SIGTERM.
```



```
2012 Feb 29 12:05:01 myLuna user info sysstatd: Cannot set sighandler for SIGINT.
```

These messages indicate that the system status daemon was unable to set up signal handling for the SIGTERM and/or SIGINT signals.

### *Failed to Detach*

```
2012 Feb 29 12:05:01 myLuna user err sysstatd: Failed to detach sysstatd from console.
```

This message indicates that the startup procedure for the system status daemon failed, specifically that the daemon did not launch into a background process.

### *Unknown Error*

```
2012 Feb 29 12:05:01 myLuna user info sysstatd: unknown error while trying to obtain the system state.
```

This message indicates that the system status daemon was unable to determine health of the Luna appliance and represents a logic error within how the daemon was instrumented.

### *Failed to Open Device*

```
2012 Feb 29 12:05:01 myLuna user info sysstatd: Failed to open the LCD device.
```

This message indicates that the system status daemon was unable to open the TTY device that maps to the LCD on the front of the Luna appliance.

### *Failed to Open or Read File*

```
2012 Feb 29 12:05:01 myLuna user info sysstatd: Did NOT find a system state error file here: /usr/lunasa/sysstat/statuserror.txt.
```

```
2012 Feb 29 12:05:01 myLuna user info sysstatd: Did NOT find a system status file here: /usr/lunasa/sysstat/statusoutput.txt.
```

```
2012 Feb 29 12:05:01 myLuna user info sysstatd: The SysStat service failed while reading the file: /usr/lunasa/sysstat/statusoutput.txt. It appears to be empty.
```

```
2012 Feb 29 12:05:01 myLuna user info sysstatd: The SysStat service cannot determine the system state. Missing the status script: /usr/lunasa/sysstat/statusscript.sh.
```

```
2012 Feb 29 12:05:01 myLuna user info sysstatd: The SysStat service failed while trying to open the file: /usr/lunasa/sysstat/ethip.txt.
```

```
2012 Feb 29 12:05:01 myLuna user info sysstatd: The SysStat service failed while reading the file: /usr/lunasa/sysstat/ethip.txt. It appears to be empty.
```

These messages indicate a failure to find and/or open status files used by the system state daemon to determine the health of the Luna appliance. `statuserror.txt` shows the error codes, status codes and explanations for the different health status items reported for the Luna appliance. `statusoutput.txt` contains the current status of the Luna appliance. `statusscript.sh` is a shell script that creates the `statusoutput.txt` file by running several other scripts and utilities to collect the state of the Luna appliance. `ethip.txt` contains the details of the Ethernet ports (whether configured, IP address, host name and link status).



## Luna Monitoring Syslog

### *Failed to Determine IP Address*

2012 Feb 29 12:05:01 myLuna user info sysstatd: The SysStat service failed while trying to obtain the ethernet IP addresses.

This message indicates that the script used to determine the IP address of the Luna appliance failed to execute successfully.

### HSM Callback Service

The callback service is a SafeNet daemon that communicates with the cryptographic keycard (i.e., the PCI-e expansion card) within the Luna appliance. This service supports audit logging and remote PED features.

Facility Keyword	Software Process	Log File
local5	Luna PED Client [pid]	lunalog

There are hundreds of callback service messages. A future version of *Luna Monitoring* will attempt to document callback service messages. If you encounter any and you would like more information, please contact SafeNet technical support for assistance.

### OAMP

The oamp process monitors the cryptographic keycard and cryptographic operations within the Luna appliance.

Facility Keyword	Software Process	Log File
local5	oamp[pid]	lunalog <sup>1</sup>

<sup>1</sup> See *Database Service* for details of messages in lunalog.

Facility Keyword	Software Process	Log File
local6	oamp[pid]	hsm.log <sup>2</sup>

<sup>2</sup> A previous section in *Luna Monitoring* details log messages to hsm.log.

Facility Keyword	Software Process	Log File
user	logger	messages

### *Expected Log Messages*

The following log messages are normal and expected entries in the log files.

#### *OAMP Started*

2012 Feb 29 12:05:01 myLuna user notice logger: oamp started.

This message indicates that the oamp process started successfully.

## Unexpected Log Messages

There are no unexpected log messages. If you find any other entries in messages with the facility keyword `user` and software process `logger`, please contact SafeNet technical support to report the message and seek guidance on what to do next.

## Network Trust Link Service

The network trust link service – *NTLS* – is the cryptographic services dispatcher of the Luna appliance. On system start up, NTLS runs as a daemon and listens for incoming connection requests on TCP/IP sockets. Using Secure Sockets Layer, NTLS secures communication between the appliance and a client, each party authenticating the other with certificates and encrypting data exchanged.

SafeNet has architected NTLS into two principal components and the organization of NTLS log messages in this document reflects this architecture. A generic *datapath* engine manages the socket communications. This engine is common across Luna appliances (e.g., Luna SA, Luna SP and Luna IS use the same engine). A product-specific *command processor* parses and responds to the messages NTLS receives from and sends back to the client. The datapath engine underwent significant change for the Luna SA 5.2.2 release with many syslog message changes. This document makes explicit note for older messages; otherwise, assume that the descriptions apply for more current product releases.

Facility Keyword	Software Process	Log File
Local5	NTLS [pid]	lunaloggs

## Datapath: Expected Log Messages

The following log messages are normal and expected entries in the log files from the datapath engine of NTLS.

### Startup

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Starting up NTLS.....
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : luna_engine_preload: SUCCESSFULLY
loaded
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : 1 =
ENGINE_ctrl_cmd_string(...SO_PATH...
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : 1 =
ENGINE_ctrl_cmd_string(...ID...)
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : 1 =
ENGINE_ctrl_cmd_string(...LOAD...
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : luna_engine_load: SUCCESSFULLY
enabled for ALL ops
```



## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : HSM crypto support for data path2
SSL operations enabled3
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : "Luna SA 5.0 Command Processor"
module version 1.0 loaded
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : NTLS data path configured with 5
inbound worker threads and 5 outbound worker threads
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : NTLS is online and operational.
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Data path TCP keep alive is
configured as : TCP_KEEPIIDLE = 10 sec : TCP_KEEPIIDLE = 10 sec : TCP_KEEPCNT = 2 retries
```

The first message indicates that NTLS is starting up. The next five messages trace the progress of the SSL start up sequence. The remaining messages show the progress through to a successful start up.

### *Failed to Enable SSL Engine for All Operations*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : luna_engine_load: failed to
ENGINE_set_default for ALL ops
```

This message indicates that the SSL engine was unable to initialize properly.

### *Client Connections*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Incoming connection request... :
192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : Connection accepted
from: 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : Handshake result from:
192.168.0.100/40847, result: Success
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : NTLS Client
"192.168.0.100" connected and authenticated : 192.168.0.100/40847.
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : Connection terminating:
192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : NTLA client "192.168.0.100" has
disconnected: 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Receive timer expired for client
"192.168.0.100". Terminate client connection: 192.168.0.100/408474
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Receive timer expired for client
"192.168.0.100" : 192.168.0.100/408475
```

These messages indicate connect establishment and termination by NTLS. You should find pairs of connection accepted and disconnected messages in the logs. The last two messages result when a client connects but is inactive for a period configured for NTLS.

---

<sup>2</sup> "NTLS" in older implementations.

<sup>3</sup> Or "disabled" or "NOT enabled" if the keys-in-hardware option is enabled but the SSL engine failed to load ("luna\_engine\_load: failed to ENGINE\_set\_default for ALL ops").

<sup>4</sup> This message results if the timeout is for a scheduled cleanup.

<sup>5</sup> This message results if the timeout is not for a scheduled cleanup.



### *Client Credentials Cannot be Verified*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : Client credentials cannot be verified. Connection terminated : 192.168.0.100/40847
```

This message indicates that the client connection request could not be completed. A possible root cause is that the client's certificate is invalid (e.g., has a wrong IP address or hostname).

### *Cache Monitor*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Client certificate verify location monitor started
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Detected client certificate removed from verify location. Flush verify location cache
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Client certificate verify location monitor terminated
```

These messages indicate that NTLS has started to monitor client certificates registered with the process.

### *Connection Instance Added and Removed*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : NTLA Client "192.168.0.100" Connection instance removed : 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : NTLA Client "192.168.0.100" connected and authenticated : 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : NTLA Client "192.168.0.100" has disconnected: 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : NTLA Client "192.168.0.100" has disconnected: 192.168.0.100/40847
```

These messages indicate NTLS's action to add and remove connection instances.

### *Client Credentials Cannot be Verified*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Client credentials cannot be verified. Connection terminated : 192.168.0.100/40847
```

This message indicates that an application connected to NTLS but did not provide the SSL credentials to complete authentication.

### *Handshake Failed*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000711 : Fail to establish a secure channel with client : 192.168.0.100/40847 : RC_SSL_FAILED_HANDSHAKE
```

This message indicates that an application attempted to connect with SSL credentials that did not conform to the algorithms and/or cryptographic strength expected by NTLS.

### *Unable to Initialize Server Socket*

```
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000500 : NTLS listening port could not Bind : RC_SOCKET_ERROR
```



```
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000500 : Unable to initialize data
path6 server socket : RC_SOCKET_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000500 : NTLS initialization
failed : RC_SOCKET_ERROR
```

These messages indicate that NTLS was unable to initialize the server socket. A possible root cause is that the network interface is not properly configured.

### *Connected to Server*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : 192.168.0.100 connected
to server : 192.168.0.100/40847
```

This message indicates that NTLS has successfully established an outgoing connection with a peer or remote server.

### *Shutting Down*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Shutting down NTLS....
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Initiating dispatch termination.
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Dispatching has been terminated.
2012 Feb 29 12:05:01 myLuna local5 info7 NTLS [1234]: info : 0 : Terminating.
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : "Luna SA 5.0 Command Processor"
shut downed
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : NTLS terminated
```

These messages show the progression of steps as NTLS terminates.

## Datapath: Unexpected Log Messages

Under normal circumstances, you should not see any of these log messages. If you do so, please consult the user documentation to seek guidance on how to correct the problem.

### *NTLS Terminating*

```
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000102 : Terminating.
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000102 : Failed to start as
daemon. Terminating.
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000102 : Failed to
initialize application. Terminating.
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000102 : Failed to create
server. Terminating.
```

---

<sup>6</sup> "NTLS" in older implementations.

<sup>7</sup> For Luna SA 5.2.2 and Luna SA 5.3 releases, the severity level is "critical" but is "info" in the Luna SA 5.4 release.

These messages indicate that NTLS failed at startup. Possible root causes for the first message are a failure to create internal data structures needed by NTLS or a failure to generate the private key and certificate needed by NTLS.

### *Failed to Load SSL Engine*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : luna_engine_load: failed to  
ENGINE_by_id
```

This message indicates that OpenSSL was unable to load the specified engine. A possible root cause is the wrong engine identifier specified in the OpenSSL configuration file.

### *Skip C\_Initialize*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : 1 =  
ENGINE_ctrl_cmd_string(...SKIP_C_INITIALIZE...)
```

This message indicates that the OpenSSL engine for LunaCA3 skipped the call the C\_Initialize . Luna appliances do not use the LunaCA3 engine.

### *Configured for RSA Operations*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : luna_engine_load: SUCCESSFULLY  
enabled for RSA ops
```

This message indicates that the SSL engine used by NTLS is configured only for RSA operations.

### *Failed to Pre-Load SSL Engine*

```
Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : luna_engine_preload: failed to load
```

This message indicates that the SSL engine was unable to preload. A possible root cause is the wrong engine identifier configured on the Luna appliance.

### *Failed to Enable SSL Engine for RSA Operations*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : luna_engine_load: failed to  
ENGINE_set_default for RSA ops
```

This message indicates that the SSL engine was unable to initialize properly for RSA operations.

### *Failed to Initialize*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Missing command processor library  
for NTLS.
```

```
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000102 : Command processor  
module not found : "Luna SA 5.0 Command Processor" : RC_GENERAL_ERROR
```

```
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000105 :  
cp_get_supported_versions function not found in command processor "Luna SA 5.0 Command Processor" :  
RC_FUNCTION_NOT_SUPPORTED
```





## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000105 : cp_initialize_p
function not found in command processor "Luna SA 5.0 Command Processor" : RC_FUNCTION_NOT_SUPPORTED
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000105 :
cp_get_processor_name_p function not found in command processor "Luna SA 5.0 Command Processor" :
RC_FUNCTION_NOT_SUPPORTED
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000105 : cp_shutdown function
not found in command processor "Luna SA 5.0 Command Processor" : RC_FUNCTION_NOT_SUPPORTED
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000105 :
cp_client_registration_observer function not found in command processor "Luna SA 5.0 Command
Processor" : RC_FUNCTION_NOT_SUPPORTED
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000105 : cp_configure
function not found in command processor "Luna SA 5.0 Command Processor" : RC_FUNCTION_NOT_SUPPORTED
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Failed to initialize
"Luna SA 5.0 Command Processor" module version 1.0 for data path module version 1.0 :
RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000102 : Failed to initialize
"Luna SA 5.0 Command Processor" module version 1.0 : RC_GENERAL_ERROR8
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000105 : "Luna SA 5.0 Command
Processor" module version 1.0 is incompatible with data path : RC_FUNCTION_NOT_SUPPORTED
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000500 : Unable to initialize
openssl library : RC_SOCKET_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000500 : Unable to initialize
openssl server context : RC_SOCKET_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000102 : Application
specific initialization failed for NTLS.
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000102 : Unable to
initialize dispatcher.
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000402 : Chrystoki
configuration client certificate file name invalid: RC_FILE_NAME_INVALID
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000402 : Chrystoki
configuration client private key file name invalid: RC_FILE_NAME_INVALID
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000402 : Chrystoki
configuration ssl configuration file name invalid: RC_FILE_NAME_INVALID
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000102 : Failed to create
private key/certificate: RC_GENERAL_ERROR, error: -1
```

These messages indicate a failure of the datapath component to initialize itself at NTLS startup.

### *No Command Processor Module Configured*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Data path is not configured with a
command processor module. Use default command processor setting
```

This message indicates an error in how NTLS is configured.

---

<sup>8</sup> For older implementations.



### *Fail to Accept Connections*

```
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Unable to create a new connection.
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Accept failed. Reason: RC_GENERAL_ERROR
```

These messages indicate an NTLS failure to establish the TCP/IP socket necessary to listen for and accept connections from clients.

### *Fail to Create Client Connection*

```
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000500 : Fail to create connection instance : 192.168.0.100/40847 : RC_SOCKET_ERROR
2012 Feb 29 12:05:01 myLuna local5 warn NTLS [1234]: warning : 0xc0000500 : Fail to accept a client TCP connection : RC_SOCKET_ERROR
```

These messages indicate a failure to create a client connection on an incoming request.

### *Cache Monitor Failed*

```
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : CA cach monitor fail to initialize : RC_GENERAL_ERROR
```

This message indicates that the thread spawned to monitor client certificates failed to initialize.

### *Connection Instance Failures*

```
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Fail to create timer object for connection instance : 192.168.0.100/40847 : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000004 : Fail to create ssl object for connection instance : 192.168.0.100/40847 : RC_UNEXPECTED
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000102 : Client request header malformed : 192.168.0.100/40847 : RC_DATA_INVALID
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000001 : Fail to allocate command buffer : 192.168.0.100/40847 : RC_MEMORY_ALLOCATION
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Fail to forward client request to command processor module : 192.168.0.100/40847 : RC_GENERAL_ERROR
```

These messages indicate a failure of NTLS to add or remove a client connection instance.

### *Non-Luna Client Connect Attempt*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000004 : Connection attempt from non-Luna client : 192.168.0.100/40847 : RC_UNEXPECTED
```

This message indicates that an application attempted to connect to the Luna appliance via NTLS but did not provide the proper SSL message exchange expected.

### *Command Process Unloaded*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Command Processor module unloaded
```



This message indicates that NTLS unloaded its command processor module (a shared object library).

### *SSL Certificates Problems*

```
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000701 : Bad SSL handle while
determining hostname: RC_SSL_CTX_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc000070a : Failed to get
current certificate while determining hostname: RC_SSL_INVALID_CERT_STRUCTURE
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc000070a : Failed to get
certificate text while determining hostname: RC_SSL_INVALID_CERT_STRUCTURE
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc000070a : Invalid client
certificate while determining hostname: RC_SSL_INVALID_CERT_STRUCTURE
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000701 : Unable to retrieve
native SSL CTX handle: RC_SSL_CTX_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000702 : SSL error setting
cipher list: RC_SSL_CIPHER_LIST_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000402 : Chrystoki
configuration client certificate path invalid: RC_FILE_NAME_INVALID
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000703 : Load verify
locations failed for: CACert.pem, RC_SSL_CERT_VERIFICATION_LOCATION_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000703 : Load verify
locations failed for single client: CACert.pem, RC_SSL_CERT_VERIFICATION_LOCATION_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000402 : Chrystoki
configuration server certificate filename invalid: RC_FILE_NAME_INVALID
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000704 : Chrystoki using
server certificate failed: /usr/lunasa/vts/server/server.pem, RC_SSL_LOAD_SERVER_CERT_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000402 : Chrystoki
configuration server private key filename invalid: RC_FILE_NAME_INVALID
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000705 : Error loading the
server private key: RC_SSL_LOAD_SERVER_PRIVATE_KEY_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000706 : Error checking the
server private key: RC_SSL_VALIDATE_SERVER_PRIVATE_KEY_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000406 : Fail to retrieve
host IP Address : RC_SOCKET_ADDRESS_INVALID
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000406 : Fail to retrieve
host port : RC_SOCKET_ADDRESS_INVALID
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000406 : Unable to create
context. : RC_SOCKET_ADDRESS_INVALID
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000002 : Failed to initialize
server for address 192.168.0.100/40847 : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000002 : Chrystoki
configuration client certificate filename invalid: RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000708 : Chrystoki using
client certificate failed: CACert.pem, RC_SSL_LOAD_CLIENT_CERT_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000402 : Chrystoki
configuration client private key filename invalid: RC_FILE_NAME_INVALID
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc000070b : Error loading the
client private key: RC_SSL_LOAD_CLIENT_PRIVATE_KEY_ERROR
```



## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000402 : Chrystoki
configuration server certificate authority filename invalid: RC_FILE_NAME_INVALID
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000703 : Error loading server
certificate authorities: RC_SSL_CERT_VERIFICATION_LOCATION_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000002 : Unable to update
context. : RC_GENERAL_ERROR
```

These messages indicate a failure of the underlying communication mechanism NTLS uses to exchange messages between a client application and the Luna appliance.

### *Client Authentication Failures*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : Failed writing identity
string. Reason: RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : Failed connect. Reason:
RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : Failed handshake.
Reason: RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : Identify result from:
192.168.0.100/40847, result: RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : Failed reading identity
string. Reason: RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Fail to forward
dataless client request to command processor module : 192.168.0.100/40847 : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000102 : Client request
header malformed : 192.168.0.100/40847 : RC_DATA_INVALID
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000001 : Fail to allocate
command buffer : 192.168.0.100/40847 : RC_MEMORY_ALLOCATION
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : Failed reading command
buffer. Reason: RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Fail to forward client
request to command processor module : 192.168.0.100/40847 : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : Failed writing to
client Reason: RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : Last write before
reinitializing failed. Reason: RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : Expected cancelled
operation, actual: RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : Reinitializing
connection for: 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Fail to get response
buffer: 192.168.0.100/40847 : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Expecting client
certificate. None received.
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : Unable to retrieve
client certificate.: 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0xc0000002 : cp_server_connected
failed : 192.168.0.100/40847
```

These messages indicate a failure of NTLS to verify the client requesting to connect to the Luna appliance.

### *Port Monitoring Failures*

```
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000406 : Fail to retrieve
host IP Address : RC_SOCKET_ADDRESS_INVALID
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000406 : Fail to retrieve
host port : RC_SOCKET_ADDRESS_INVALID
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000500 : Fail to set socket
linger option : RC_SOCKET_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000500 : Fail to set socket
reuse option : RC_SOCKET_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000500 : Data path listening
port could not Bind : RC_SOCKET_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000500 : Fail to set socket
non-blocking option : RC_SOCKET_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0xc0000002 : Data path listening
port not listening
```

These messages indicate a failure of NTLS to set up the port upon which the process will listen for incoming connection requests.

### *Could Not Initialize Command Processor*

```
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Failed to initialize
"Luna SA 5.0 Command Processor" module version 1.0 : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Failed to initialize
command processor cleanup mechanism.
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Failed to create
Appliance Handler for NTLS: RC_GENERAL_ERROR.
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Failed to initialize
Appliance Handler for NTLS: RC_GENERAL_ERROR.
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Failed to create server
for NTLS: RC_GENERAL_ERROR.
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Failed to create thread
pool for NTLS: RC_GENERAL_ERROR.
```

These messages indicate a failure to initialize the command processor, a shared library module within the Luna appliance.

### *Datapath Debug Messages*

```
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Data path is using OpenSSL
0.9.5a 1 Apr 2000
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0xc0000002 Unexpected connect
response in <state string>
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0xc0000002 Unexpected client
response in <state string>
```



## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0xc0000002 Unexpected handshake
response in <state string>
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0xc0000002 Unexpected read
response in <state string>
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0xc0000002 Unexpected write
response in <state string>
```

SafeNet does not enable logging of debug messages for NTLS. If in future SafeNet does enable this level of log messages, the messages above show examples of what you might find in the log files. In the examples above, <state string> is one of the following set: [IDENTITY STATE | HANDSHAKE STATE | PROCESSING STATE | HEADER STATE | COMMAND STATE | CONNECTING STATE | IDENTIFYING STATE | OUT OF SERVICE STATE | REINITIALIZING STATE].

### *NTLS Crash and Burn*

```
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: info : 0 : NTLS CRASH AND BURN! Stack dump
saved to /var/log/ntls_bt_2012-02-29_12:05:01

2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: info : 0 : NTLS CRASH AND BURN and unable to
dump the stack!
```

These messages indicate a programming error. The first message indicates that NTLS terminated abnormally (on one of SIGSEGV, SIGILL or SIGBUS signals), generating a stack trace file in the process. An example stack trace file is: `ntls_bt_2012-02-29_12:05:01` found in the logs directory. Forwarding this file to SafeNet product engineering may assist a developer to isolate the reason for the abnormal termination. The second message indicates an abnormal termination but with no resulting stack trace created.

### **Luna SA Command Processor: Expected Log Messages**

The following log messages are normal and expected entries in the log files from the Luna SA command processor of NTLS.

#### *Configured with Worker Threads*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : SA command processor configured
with 50 worker threads
```

This message indicates that NTLS has successfully started its command processor.

#### *HTL Configured*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Listening for HTL kill requests
```

This message indicates that host trust link (HTL) is configured and started.

#### *USB Backup and PKI Bundle Device*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: USB token: Backup1 with serial number: 123456
has been undeployed!
```



## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: Re-deployed the USB token: Backup1 with
serial number: 123456 to Virtual token list
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: Added USB token: Backup1 with serial number:
123456 at slot: 4 and container id: 8 to Virtual token list
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: Deployed token Backup1 with Serial Number
123456 inserted into slot 4!
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: NON Deployed token Backup1 with Serial Number
123456 inserted into slot 4!
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: NON Deployed token with no label and Serial
Number 123456 inserted into slot 4!
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: Deployed token Backup1 with Serial Number
123456 ejected from slot 4!
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: NON Deployed token Backup1 with Serial Number
123456 ejected from slot 4!
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: NON Deployed token with no label and Serial
Number 123456 ejected from slot 4!
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Waited to find PKI token: PKIToken
with serial number: 123456 at slot: 4
```

These messages indicate actions associated with devices connected to the USB port on the Luna appliance. Luna SA supports secure backup from the internal HSM to a USB-attached backup device. Luna SA also supports a “PKI bundle” feature for root keys stored and accessed on a USB-attached device (e.g., Luna G5). The examples above show “Backup1” for the label name of the USB-attached device but this label could be PKI bundle-centric (e.g., “RootCA1”) – the messages are common for both use cases.

### *Command Processor Instance Removed*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: Command processor instance for client
192.168.0.100 removed : 192.168.0.100/40847
```

This message indicates that a client connection terminated and NTLS removed the command processor instance allocated for this client.

### *HTL Kill Request*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Received NTLS kill request from
HTL for client 192.168.0.100
```

This message indicates that the host trust link was forcibly terminated for the specified client.

### *Shutdown*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : "Luna SA 5.0 Command Processor"
shut downed
```

This message indicates an orderly shutdown of the Luna SA command processor.



## Luna SA Command Processor: Unexpected Log Messages

Under normal circumstances, you should not see any of these log messages. If you do so, please consult the user documentation to seek guidance on how to correct the problem.

### *Keep-alive Timer Failures*

```
2012 Feb 29 12:05:01 myLuna local5 warn NTLS [1234]: warning : 0xc0000002 : Fail to create client
command keepalive timer : 192.168.0.100/40847 : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 warn NTLS [1234]: warning : 0 : Client command keepalive
function is disabled : 192.168.0.100/40847
```

These messages indicate a failure to start the keep-alive timer that monitors for inactive client connections.

### *Startup and Operational Failures*

```
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Fail to allocate
connection request response buffer [size = 100] : 192.168.0.100/40847 :RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Fail to allocate
connection request response buffer [size = 100] : 192.168.0.100/40847 :RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Fail to allocate
termination response buffer [size = 100] : 192.168.0.100/40847 :RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Fail to allocate slot
state response buffer [size = 100] : 192.168.0.100/40847 :RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Fail to allocate response
message buffer [type = 7] [size = 100] : 192.168.0.100/40847 :RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Fail to allocate response
message buffer [type = 7] [size = 100] : 192.168.0.100/40847 :RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Fail to allocate a keep
alive message buffer [size = 100] : 192.168.0.100/40847 :RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 Fail to initialize token
interface : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 Fail to initialize App ID
mapping object : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 Failed to initialize remote
PED support.
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 Fail to initialize client
registration database : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 Fail to populate client
registration database : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 Fail to reset client
registration entries flags : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 Fail to create token
manager object : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 Fail to Initialize VToken
Manager : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000105 Version 5.0 is not
supported by command processor version 1.0 : RC_FUNCTION_NOT_SUPPORTED
```





```
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Connection count is not
incremented for APP ID [b43 : 0 : 1] : [5 : 1] 192.168.0.100/40847 :RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Out of Memory Error in
ConnectionClass::AttachResponseBuffer SetResponseBuffer : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000001 Fail to create command
processor instance for client 192.168.0.100 : 192.168.0.100/40847 : RC_MEMORY_ALLOCATION
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 Invalid client registration
observer.
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 Invalid client registration
observer operation: 9.
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 Fail to return a command
response to 192.168.0.100 : 192.168.0.100/40847 : RC_GENERAL_ERROR
```

These messages indicate a failure of NTLS to start the component responsible for managing connection queues and for processing HSM-specific requests for service from clients.

### *Fail to Initialize Appliance Statistics*

```
2012 Feb 29 12:05:01 myLuna local5 warn NTLS [1234]: warning : 0xc0000002 : Fail to initialize
appliance statistic object : RC_GENERAL_ERROR
```

This message indicates a failure of the Luna SA command processor to initialize data structures necessary to compile operational statistics. NTLS continues to operate.

### *HTL Required*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Client 192.168.0.100 requires HTL;
HTL status is 5
```

This message indicates that the client is configured to use HTL but the host trust link is not up.

### *HTL Failure*

```
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0 : Exception in HTL kill listener:
<exception string>
```

This message indicates a failure of the HTL component of the Luna SA 5 command processor.

### *Client Credentials Cannot be Verified*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Client credentials cannot be
verified : 192.168.0.100/40847
```

This message indicates that the client credentials cannot be verified. A possible root cause is an inconsistent entry in the client certificate for IP address or host name.

### *Client Terminating*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: info : 0 : Client 192.168.0.100 requested
termination : 192.168.0.100/40847
```

This message indicates that the client is terminating under normal (i.e., graceful) circumstances.



### *Unsupported Command*

```
2012 Feb 29 12:05:01 myLuna local5 info NTLS [1234]: Client attempted unsupported command 0x00000000.
```

This message indicates that the command request received by NTLS is unexpected. A possible root cause is from an application that calls a PKCS#11 function that NTLS is not programmed to either accept or ignore.

### *Failure to Retrieve Container List*

```
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0x300000 : Fail to retrieve container list : LUNA_RET_DEVICE_ERROR
2012 Feb 29 12:05:01 myLuna local5 crit NTLS [1234]: critical : 0x300000 : Unable to load system containers! : LUNA_RET_DEVICE_ERROR
```

These messages indicate that NTLS was unable to retrieve from the internal HSM its representation of how cryptographic objects are segregated from one another. A possible root cause is a loss of communication between the internal HSM and its associated device driver.

### *Luna SA Command Processor Debug Messages*

```
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Transient APP ID Mapping [5 / 5 : 1] removed :192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Open session : [b43 : 0 : 1] : [5 : 1] : 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Open session APP ID major [b43] doesn't have 0x80000000 set : [5 : 1] : 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Create transient APP ID mapping for open session : [b43 : 0 : 1] : [5 : 1] : 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : APP ID mapping already exist : [b43 : 0 : 1] : [5 : 1] : 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Open session get APP ID : [b43 : 0 : 1] : [5 : 1] : 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Close all sessions : [b43 : 0 : 1] : [5 : 1] : 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Open Access : b43 : 0 : 1] : [5 : 1] :192.168.0.100/40847 1] : 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Create persistent APP ID mapping for [b43 : 0 : 1] : [5 : 1] : 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Change existing APP ID mapping for [5 : 1] to persistent state : [80000005 : 1] : 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Closing Access for [b43 : 0 : 1] : [5 : 1] : 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Close Access APP ID major [b43] doesn't have 0x80000000 set : [5 : 1] : 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : APP ID Mapping [b43 : 0 : 1] : [5 : 1] removed :192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Bypassed LUNA_SEED_RANDOM command : 192.168.0.100/40847
```



## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Closed Session : [5 : 1 : 266]
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Closed All Sessions : [5 / 5 : 1]
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Removed All Sessions : [5 / 5 : 1]
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Opened Session : [5 / 5 : 1 : 8 : 266]
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Created VToken for 4/8.
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : viper slot = 1
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Found 20 partitions on HSM.
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Looking for index for token with S/N 123456 amount 4 tokens.
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Token 4 has S/N 123456.
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Token 4 is dirty.
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Entering USBSlotHandler::MonitorSlot for slot 4
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Leaving USBSlotHandler::MonitorSlot for slot 4
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Entering USBSlotHandler::MonitorConfig for slot 4
2012 Feb 29 12:05:01 myLuna local5 debug NTLS [1234]: debug : 0 : Leaving USBSlotHandler::MonitorConfig for slot 4
```

SafeNet does not enable logging of debug messages for NTLS. If in future SafeNet does enable this level of log messages, the messages above show examples of what you might find in the log files. These messages are for developer testing and hence are undocumented.

### *Virtual Token Create and Add Failures*

```
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Unable to add VToken 4/8 to table : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Unable to start VToken 4/8 : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err NTLS [1234]: error : 0xc0000002 : Unable to initialize VToken 4/8 : RC_GENERAL_ERROR
```

These messages indicate a failure to complete an intended operation on a virtual token within NTLS.

### **Host Trust Link**

Host Trust Link or *HTL* is an optional service to tightly bind communication between a client application and the Luna appliance. HTL offers protection of appliance/client registrations for cloud solutions. HTL operates as a process within the Luna appliance (htld).

Facility Keyword	Software Process	Log File
Local5	HTLD[pid]	lunalog



## Expected Log Messages

### Normal Startup

```
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : NBSD loaded a PCI HSM at physical slot 2
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Network Bus Command Processor configured with 50 worker threads
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Listening for HTL status queries
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Listening for OTT expiry events
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : "Luna Network Bus 1.0 Command Processor" module version 2.0 loaded
```

These messages indicate normal start up of the HTL process.

### Client Connection

```
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Connection accepted from: 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Identify result from: 192.168.0.100/40847, result: Success
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Handshake result from: 192.168.0.100/40847, result: Success
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Starting connection processing
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : HTLD Client "192.168.0.100" connected and authenticated : 192.168.0.100/40847.
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : One-time token validated successfully
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Sending dynamic certificate and private key sent to client
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Reinitializing connection for: 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Handshake result from: 192.168.0.100/40847, result: Success
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Starting connection processing
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Client connection exists; resuming : 192.168.0.100/40847
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : HTLD Client "192.168.0.100" connected and authenticated : 192.168.0.100/40847.
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Initial counter information sent to client
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Client acknowledged counter data; HTL link is up
```

These messages indicate successful HTL establishment between the HTL service and a client.



### *Connection Removed*

```
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Grace period expired for client
192.168.0.100; cleaning up
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Terminated 1 NTLS connections for
user 192.168.0.100
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Command processor instance for
client 192.168.0.100 removed : 192.168.0.100/40847
```

These messages indicate that the HTL service terminated a host trust link with a client.

### *Instance Wrapped*

```
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Unique command processor instance
ID wrapped around.
```

This message indicates that the internal counter that maps HTL identifiers reached its limit and reset to 1.

### *Shutdown*

```
2012 Feb 29 12:05:01 myLuna local5 info9 HTLD[1234]: info : 0 :: Terminating.
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : "Luna Network Bus 1.0 Command
Processor" shutting down.
```

These messages indicate an orderly shutdown of the HTL service.

## Unexpected log Messages

### *Incompatible Components*

```
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0xc0000105 : Version 2.0 is not
supported by HTL command processor : RC_FUNCTION_NOT_SUPPORTED
```

This message indicates an incompatibility between the datapath and command processor components of the HTL service.

### *Client Connection Failures*

```
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0xc0000002 : Fail to return a command
response to 192.168.0.100 : 192.168.0.100/40847 : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0xc0000001 : Fail to create command
processor instance for client 192.168.0.100 : 192.168.0.100/40847 : RC_MEMORY_ALLOCATION
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0xc0000002 : Invalid client
registration observer.
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0xc0000002 : Invalid client
registration observer operation: 9.
```

These messages indicate a failure of the HTL service to complete the host trust link for a client.

---

<sup>9</sup> On Luna SA 5.2.2 and Luna SA 5.3 releases, the severity is “critical” but this message is only informational.



## *Client Connection in Progress*

```
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Client connection already in progress : 192.168.0.100/40847
```

This message indicates that the HTL service detected a connection request in an unexpected state.

## *Invalid Client Credentials*

```
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : Client credentials cannot be verified : 192.168.0.100/40847
```

This message indicates that the HTL service did not receive valid client credentials.

## *One-Time Token Expiry Handler*

```
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0 : Exception in OTT expiry handler: <exception string>
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0 : Error accepting connection in OTT expiry handler: <error string>
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0 : Cannot get OTT expiry: client config file invalid
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0 : OTT expiry timer fired for client 192.168.0.100; removing OTT
```

These messages indicate a problem with the one-time token that is integral to the HTL service.

## *HTL Status*

```
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0 : Exception in HTL status query handler: <exception string>
```

This message indicates a failure to get the status of the HTL service.

## *Memory Errors*

```
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0xc0000001 : Failed to allocate connection request response buffer [size = 100] : 192.168.0.100/40847 : RC_MEMORY_ALLOCATION
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0xc0000001 : Failed to allocate auth response buffer [size = 100] : 192.168.0.100/40847 : RC_MEMORY_ALLOCATION
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0xc0000001 : Failed to allocate key exchange response buffer [size = 100] : 192.168.0.100/40847 : RC_MEMORY_ALLOCATION
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0xc0000001 : Failed to allocate counter init response buffer [size = 100] : 192.168.0.100/40847 : RC_MEMORY_ALLOCATION
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0xc0000001 : Failed to allocate sync beacon response buffer [size = 100] : 192.168.0.100/40847 : RC_MEMORY_ALLOCATION
```

These messages indicate a failure to allocate memory within the HTL service.

## *Client Setup Errors*

```
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0xc0000002 : Fail to initialize token interface : RC_GENERAL_ERROR
```



## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0xc0000002 : Fail to initialize client
registration database : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0xc0000002 : Fail to populate client
registration database : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0xc0000002 : Fail to reset client
registration entry's flags : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0xc0000002 : Fail to create token
manager object : RC_GENERAL_ERROR
2012 Feb 29 12:05:01 myLuna local5 err HTLD[1234]: error : 0xc0000002 : Fail to Initialize VToken
Manager : RC_GENERAL_ERROR
```

These messages indicate that the HTL service failed to set up the host trust link with an intended client.

### *Connection Errors*

```
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0xc0000002: Backup OTT matched in grace
period
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0xc0000002: One-time token validated
successfully
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0xc0000002: Unable to validate one-time
token
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0xc0000002: Unable to derive shared
secret for dynamic certificate exchange
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0xc0000002: Unable to create dynamic
certificate and private key
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0xc0000002: Unable to register dynamic
certificate
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0xc0000002: Sending dynamic certificate
and private key sent to client
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0xc0000002: Initial counter information
sent to client
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0xc0000002: Received counter is not
aligned with increment steps
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0xc0000002: Counter is outside
allowable drift range
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0xc0000002: Client acknowledged counter
data; HTL link is up
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0xc0000002: HTL message timer expired.
Terminating HTL link.
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0xc0000002: Client disconnected.
Entering grace period.
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0xc0000002: Client disconnected.
Cleaning up.
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0xc0000002: Server closed HTL
connection. Entering grace period.
2012 Feb 29 12:05:01 myLuna local5 info HTLD[1234]: info : 0xc0000002: Server closed HTL
connection. Cleaning up.
```



These messages indicate a failure in the HTL service's ability to establish and maintain a connection with a client.

### Random Number Generator

```
2012 Feb 29 12:05:01 myLuna local5 crit HTLD[1234]: critical : 0 : Unable to find HSM for RNG
```

This message indicates that the HTL service was unable to connect to the internal HSM for the service's source of random number data.

### Network Bus Service

Network Bus Service – *NBS* – is unreleased and undocumented at this time.

### Remote Backup Service

Remote backup service – *RBS* – is a client-side component of the Luna product line. A future version of *Luna Monitoring* will describe log messages generated by RBS.

### Luna Administrative Shell: State and Status

The Luna administrator shell – aka *lunash* (Luna SA) and *lush* (Luna IS) – is a secure shell for administering the Luna appliance.

Facility Keyword	Software Process	Log File
syslog or user	lush	messages

### Expected Log Messages

The following log messages are normal and expected entries in the log files from various lush commands.

#### Uptime

```
2012 Feb 29 12:05:01 myLuna syslog info lush: uptime before poweroff: 12:05:01 up 4 min, 1 user, load average: 0.08, 0.05, 0.01
```

```
2012 Feb 29 12:05:01 myLuna syslog info lush: uptime before reboot: 12:05:01 up 8 min, 1 user, load average: 0.09, 0.04, 0.01
```

These messages record how long the system had been up before an administrator restarted the Luna appliance via `sysconf appliance poweroff` or `sysconf appliance reboot`.

#### Log Cleanup

```
2012 Feb 29 12:05:01 myLuna syslog info lush: Running the 'syslog cleanup' command, creating tarlogs then deleting all log files except hsm.log ...
```

```
2012 Feb 29 12:05:01 myLuna user notice lush: Running the 'syslog cleanup' command; created "logs_cleanup_20120229_0234.tgz" in the scp directory.
```





## Luna Monitoring Syslog

```
2012 Feb 29 12:05:01 myLuna user notice lush: The tar file containing logs is now available via
scp as filename "logs_cleanup_20120229_0234.tgz".
2012 Feb 29 12:05:01 myLuna syslog info lush: Executed the 'syslog cleanup' command. Deleted all
the log files except hsm.log.
2012 Feb 29 12:05:01 myLuna user notice lush: Executed the 'syslog cleanup' command. Created
"logs_cleanup_20120229_0234.tgz" in the scp directory.
2012 Feb 29 12:05:01 myLuna user notice lush: The tar file containing logs is now available via
scp as filename "logs_cleanup_20120229_0234.tgz".
```

These messages record that an administrator initiated a log compression and archival operation via `syslog cleanup`. The first three messages log initiation of the action and the last three messages log completion in the new messages file.

### *Change SSH Port*

```
2012 Feb 29 12:05:01 myLuna user notice Lush: Changing the SSHD listen port number from 22 to 23.
This message records that an administrator changed the SSH listening port via sysconf ssh port.
```

### *Disabled Watchdog Timer*

```
2012 Feb 29 12:05:01 myLuna user info wdt_heartbeat10: Disabled the WDT heartbeat program.
This message records that an administrator disabled the hardware watchdog timer via sysconf
appliance watchdog disable.
```

### **Unexpected Log Messages**

Under normal circumstances, you should not see any of these log messages. If you do so, please contact SafeNet technical support to report the message and seek guidance on what to do next.

### *Failed to Create Log Archive*

```
2012 Feb 29 12:05:01 myLuna syslog info lush: Failed to create logs_cleanup_20120229_0234.tgz: -1.
This message indicates that the syslog cleanup command failed to create the backup file: the tar
utility returned an error, the last number in the log message.
```

### *Invalid Signature Mechanism*

```
2012 Feb 29 12:05:01 myLuna user notice lush: ERROR - The current client certificate specifies
md5WithRSAEncryption as the signature mechanism. This certificate is no longer useable and must be
replaced in order to register the client. Please regenerate the client certificate.
```

This message indicates that the signature of the client certificate found while executing the `client register` command uses an insecure mechanism.

---

<sup>10</sup> Note that lush executes a utility to disable the watchdog timer. This utility creates the log entry under its process name.



## Luna Shell: Command Logging

Command logging records administrator actions in a log file.

<i>Facility Keyword</i>	<i>Software Process</i>	<i>Log File</i>
local5	lunash [pid]	lunalog

## Expected Log Messages

The following log messages are normal and expected entries in the log files for all lush commands.

```
2012 Feb 29 12:05:01 myLuna local5 info lunash [1234]: info : 0 : Command: hsm show : admin : Console
```

```
2012 Feb 29 12:05:01 myLuna local5 info lunash [1234]: info : 0 : Command: my file list : monitor : 192.168.0.100/40847
```

Every administrative command executed within the secure Luna shell results in a log message to lunalog. This message records the command return code (e.g., 0), the command (e.g., hsm show and my file list), the user account (e.g., admin and monitor) and the connection of the secure shell (e.g., Console and 192.168.0.100/40847 – the IP address and outgoing port number on client system).

```
2012 Feb 29 12:05:01 myLuna local5 info lunash [1234]: info : 0 : Lush user login : admin : Console
```

```
2012 Feb 29 12:05:01 myLuna local5 info lunash [1234]: info : 0 : Lush user login : monitor : 192.168.0.100/40847
```

A slightly different formatted log message records the login action.

## Unexpected Log Messages

Under normal circumstances, you should not see any of these log messages. If you do so, please consult the user documentation to seek guidance on how to correct the problem.

## Token State and Login Errors

```
2012 Feb 29 12:05:01 myLuna local5 warn lunash [1234]: HSM Admin Login: incorrect password or PED key
```

```
2012 Feb 29 12:05:01 myLuna local5 warn lunash [1234]: HSM Admin Login: HSM Zeroized due to three consecutive bad login attempts.
```

```
2012 Feb 29 12:05:01 myLuna local5 warn lunash [1234]: Backup Token Admin Login: incorrect password or PED key
```

```
2012 Feb 29 12:05:01 myLuna local5 warn lunash [1234]: Backup Token Admin Login: HSM Zeroized due to three consecutive bad login attempts.
```

On backup and restore operations, these messages indicate failure to successfully authenticate because of either incorrect credentials or the HSM/token being in a state that disallows authentication (i.e., zeroized).



### Configuration File Error

```
2012 Feb 29 12:05:01 myLuna local5 info lunash [1234]: Config file for overriding hsm slot exists, but there is a problem reading it..
```

This message indicates that a lush utility was unable to read the slot number from a configuration file used to define a specific HSM slot identifier. This message is unexpected: contact SafeNet technical support for guidance on what to do next.

### cron & crontab

The Luna appliance relies upon the cron process to perform regular operations.

Facility Keyword	Software Process	Log File
syslog	crontab	messages

Facility Keyword	Software Process	Log File
cron	anacron[pid]	cron-yyyy-mm-dd

Facility Keyword	Software Process	Log File
auth	crond(pam_unix) [pid]	secure

### Expected Log Messages

The following log messages are normal and expected entries in the log files from cron activities.

### Updated Timestamp

```
2012 Feb 29 04:02:01 myLuna cron notice anacron[1234]: Updated timestamp for job `cron.monthly'11 to 2012-02-29
```

This message indicates that the cron process ran the scheduled monthly (or daily or weekly) cron job.

### Login and Logout

```
2012 Feb 29 12:05:01 myLuna auth info crond(pam_unix) [1234]: session opened for user root by (uid=0)
```

```
2012 Feb 29 12:05:01 myLuna auth info crond(pam_unix) [1234]: session closed for user root
```

These messages record that cron opened a session to complete any scheduled activities and closed the session when done.

---

<sup>11</sup> Or `cron.daily' or `cron.weekly'.



## Unexpected Log Messages

Under normal circumstances, you should not see any of these log messages. If you do so, please contact SafeNet technical support to report the message and seek guidance on what to do next.

### Disk Filling

#### 75% - 89%

```
2012 Feb 29 12:00:00 myLuna syslog warn crontab: DISK FULL: WARNING! First log threshold reached
75%. Please clean up the logs using the "syslog cleanup" command
```

#### 90% - 94%

```
2012 Feb 29 12:00:00 myLuna syslog alert crontab: DISK FULL: 90%. All log files except hsm.log
deleted.
```

```
2013 2012 Feb 29 12:00:00 myLuna syslog alert crontab: DISK FULL: Second log threshold reached
90%. Created logs_diskFull_20120229_1234.tgz and deleted all log files.12
```

```
2013 2012 Feb 29 12:00:00 myLuna syslog alert crontab: DISK FULL: WARNING! Second log threshold
reached 90% policy: tarlogs_cleanup.13
```

```
2013 2012 Feb 29 12:00:00 myLuna syslog alert crontab: DISK FULL: Second log threshold reached
90%. Created logs_diskFull_20120229_1234.tgz and deleted all log files.14
```

```
2013 2012 Feb 29 12:00:00 myLuna syslog alert crontab: DISK FULL: The tar file containing logs is
now available via scp as filename "logs_diskFull_20120229_1234.tgz"15
```

```
2013 2012 Feb 29 12:00:00 myLuna syslog alert crontab: DISK FULL: Second log threshold reached
$percent%. Failed to create "logs_diskFull_20120229_1234.tgz"16
```

#### 95% & >

```
2013 2012 Feb 29 12:00:00 myLuna syslog emerg crontab: DISK FULL: EMERGENCY! Third log threshold
reached 95%. Please clean up the logs using the "syslog cleanup" command
```

```
2013 2012 Feb 29 12:00:00 myLuna syslog emerg crontab: DISK FULL: EMERGENCY! Third log threshold
reached 95%. Stopping NTLS
```

```
2013 2012 Feb 29 12:00:15 myLuna syslog emerg crontab: DISK FULL: EMERGENCY! Third log threshold
reached 95%. Stopping syslog soon
```

These messages indicate that disk use is reaching thresholds that require intervention to remove files.

### Read-Only File System

```
2012 Feb 29 04:02:01 myLuna cron err anacron[1234]: Cannot exclusively create
/var/run/anacron.pid: Read-only file system
```

```
2012 Feb 29 04:02:01 myLuna cron err anacron[1234]: Cannot run in daemon mode - anacron already
running.: Resource deadlock avoided
```

```
2012 Feb 29 04:02:01 myLuna cron err anacron[1234]: Aborted
```

<sup>12</sup> Message written before syslog rotates logs.

<sup>13</sup> Message written before syslog rotates logs.

<sup>14</sup> Message written after syslog rotates logs.

<sup>15</sup> Message written before and after syslog rotates logs.

<sup>16</sup> Message written if tar command failed to create file.



These messages indicate that the file system is read-only. A possible root cause is a Linux journaling error or a failing hard drive.

### Certificate Monitoring Daemon

The certificate monitoring daemon watches for an impending expiry of the NTLS certificate and sends a trap when the lifetime of the certificate falls within a configurable threshold number of days remaining.

Facility Keyword	Software Process	Log File
local5	certmonitord[pid]	lunaloggs

### Expected Log Messages

The following log messages are normal and expected entries in the log files when NTLS certificate monitoring is enabled.

#### Daemon Started

```
2012 Feb 29 12:05:01 myLuna local5 info certmonitord[1234]: info : 0 : NTLS certificate expiry monitor started
2012 Feb 29 12:05:01 myLuna local5 info certmonitord[1234]: info : 0 : NTLS certificate expiry monitor is configured to send SNMP trap 5 day(s) before the NTLS certificate expires and on every 12 hour(s)
```

These messages indicate that the certificate monitoring daemon is running. The daemon does not run by default. Rather, an administrator must configure and start it from the Luna administrative shell. The number of days and hours in the message reflects the configuration set via Lush.

#### Daemon Stopping

```
2012 Feb 29 12:05:01 myLuna local5 info certmonitord[1234]: info : 0 : Shutting down NTLS certificate expiry monitor....
2012 Feb 29 12:05:01 myLuna local5 info certmonitord[1234]: info : 0 : NTLS certificate expiry monitor terminated
```

These messages indicate that the certificate monitoring daemon gracefully shut down as a result of a signal (SIGINT, SIGTERM, SIGABRT) outside of a normal system shutdown (e.g., Lush `ntls certificate monitor disable`).

#### Impending Certificate Expiry

```
2012 Feb 29 12:05:01 myLuna local5 info certmonitord[1234]: info : 0 : NTLS certificate will be expire on Jul 26 16:32:48 2023 GMT
2012 Feb 29 12:05:01 myLuna local5 info certmonitord[1234]: info : 0 : NTLS certificate expiry SNMP trap sent to trap host 192.168.0.115
```

These messages indicate that the NTLS certificate is set to expire and that the certificate monitoring daemon successfully sent a trap to the configured host.



### *Certificate Missing*

```
2012 Feb 29 12:05:01 myLuna local5 warn certmonitord[1234]: warning : 0 : NTLS certificate is missing
```

This message indicates that the daemon failed to find the `server.pem` file for NTLS in the expected location on the hard drive. However, the daemon remains running in the event that an administrator creates the necessary server certificate in a subsequent operation. On a new Luna appliance from the factory, this message is normal. An administrator must create the NTLS certificate (`sysconf regenCert`).

### *New NTLS Certificate*

```
2012 Feb 29 12:05:01 myLuna local5 info certmonitord[1234]: info : 0 : New NTLS certificate detected and the expiry date of this new certificate is Jul 26 16:32:48 2033 GMT
```

This message indicates that an administrator created a new NTLS certificate that is sufficiently far into the future such that a trap is no longer necessary. The daemon will continue to monitor for the certificate expiry window.

### **Unexpected Log Messages**

Under normal circumstances, you should not see any of these log messages. If you do so, please contact SafeNet technical support to report the message and seek guidance on what to do next.

### *Failed to Detach*

```
2012 Feb 29 12:05:01 myLuna local5 err certmonitord[1234]: error : 0 : Failed to detach from console
```

This message indicates that the startup procedure for the certificate monitoring daemon failed, specifically that the daemon did not launch into a background process.

### *Running in Console Mode*

```
2012 Feb 29 12:05:01 myLuna local5 info certmonitord[1234]: info : 0 : NTLS certificate expiry monitor running in console mode
```

This message indicates that the certificate monitoring daemon is running in console mode rather than as a background process.

### *SNMP V3 Not Properly Configured*

```
2012 Feb 29 12:05:01 myLuna local5 info certmonitord[1234]: info : 0 : SNMP v3 trap is not properly configured
```

This message indicates that either the engine identifier and/or the host IP address configured and stored in the `snmp.conf` is/are invalid. Lush command(s) that create these entries include the necessary processing checks to ensure the operation(s) writes valid entries to the configuration file.



### *Failed to Allocate Memory Buffers*

```
2012 Feb 29 12:05:01 myLuna local5 err certmonitord[1234]: error : 0 : Failed to allocate memory buffers
```

This message indicates that the daemon was unable to allocate the requisite buffers for file handling and string manipulation.

### *Failed to Send Trap*

```
2012 Feb 29 12:05:01 myLuna local5 err certmonitord[1234]: error : 0 : Failed to send NTLS certificate expiry SNMP trap to trap host 192.168.0.100
```

This message indicates that the certificate monitoring daemon was unable to execute a system call with a pre-formed command to send a trap. The daemon relies upon the Linux utility `snmptrap()` to complete this action. An invalid host IP address for example, would cause the system call to fail (e.g., 192.168.0.1004).

### *certmonitord Crash and Burn*

```
2012 Feb 29 12:05:01 myLuna local5 crit certmonitord[1234]: info : 0 : certmonitord CRASH AND BURN! Stack dump saved to /var/log/certmonitord_bt_2012-02-29_12:05:01
```

```
2012 Feb 29 12:05:01 myLuna local5 crit certmonitord[1234]: info : 0 : certmonitord CRASH AND BURN and unable to dump the stack!
```

These messages indicate a programming error. The first message indicates that the certificate monitoring daemon terminated abnormally (on one of SIGSEGV, SIGILL or SIGBUS signals), generating a stack trace file `certmonitord_bt_2012-02-29_12:05:01` in the process. Forwarding this file to SafeNet product engineering may assist a developer to isolate the reason for the abnormal termination. The second message indicates an abnormal termination but with no resulting stack trace created.

## Client Logging

To this point, the logs described apply to the Luna appliance. The Luna client also generates log files. This section describes client-side logging, specifically, logs generated by the following facilities:

- cklog
- HA log.

### **cklog**

A future version of *Luna Monitoring* will identify and describe these messages.

## HA log

A future version of this document will identify and describe these messages.

---