



**VOSS**



# VOSS Automate Platform Guide

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# 1. Overview

## 1.1. High-level Functions

The VOSS Automate platform is an Infrastructure As A Service layer (IAAS) built on top of Ubuntu Linux.

This platform layer supports the following high-level functions:

- Installation, upgrades
- Application and process manipulation
- Clustering of multiple nodes with High Availability (HA) and Disaster Recovery (DR) capabilities
- Backup creation and restore
- Scheduling of tasks
- Security implementation
- System diagnostics

Both the platform and application are designed as a loose collection of processes which can be deployed in a wide range of topologies. Individual nodes can be clustered and provisioned together to provide High Availability and Disaster Recovery.

### 1.1.1. Database Specification

- **Database Type:** MongoDB
- **Database Name:** VOSS
- **System Storage Type:** xfs (depends on OS)
- **System Storage Version:** v5 Filesystem (Ubuntu 20.04)
- **Storage Protocol:** WiredTiger
- **TNS:** N/A
- **Storage IP/URL:** host IP. e.g. 192.168.100.3 \*\*
- **Storage Port:** 27020

## 2. The Command Line Interface

### 2.1. Overview

Maintenance is carried out from a platform user login application command line, either by SSH or from the VM console command line. The password is configured during installation and can be changed using **system password**. On initial login, the system displays a banner indicating the general system health.

A local home directory is available to the user and must be managed by the user with standard Unix commands:

- **ls**
- **cp**
- **mv**
- **rm**
- **less**
- **grep**

The user is not permitted to view directories or run commands outside the home directory.

During system maintenance, a specially configured rbash shell enables a set of commands to be executed.

The exact list of commands users can run is determined by the user's specific privileges and the specific setup of the machine. Different installed applications can add their own additional commands. The list of commands are displayed on login and can be redisplayed by typing the **help** command.

### 2.2. CLI Commands

Enter **help** (or **health**) to display the following screen::

```
platform@development:~$ help
```

```
host: AS01, role: webproxy,application,database, LOAD: 3.85
date: 2014-08-28 11:24:22 +00:00, up: 6 days, 3:03
network: 172.29.42.100, ntp: 196.26.5.10
HEALTH: NOT MONITORED
database: 20Gb
application: up
```

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|                                |                                  |
|--------------------------------|----------------------------------|
| mail - local mail management   | keys - ssh/sftp credentials      |
| network - network management   | backup - manage backups          |
| voss - voss management tools   | log - manage system logs         |
| database - database management | notify - notifications control   |
| schedule - scheduling commands | diag - system diagnostic tools   |
| system - system administration | snmp - snmp configuration        |
| user - manage users            | cluster - cluster management     |
| drives - manage disk drives    | web - web server management      |
| app - manage applications      | template - template pack creator |

**Note:** From release 21.1 onwards, **cluster** commands should be used in standalone (“cluster-of-one”) deployments.

On web proxy nodes, the only cluster command you can run is **cluster prenode**. Database commands are also not available on web proxy nodes.

Notices and critical warnings are shown in colors upon login.

```

Last login: Tue Jun  1 05:02:23 UTC 2021 from 172.29.41.2 on pts/1

host: VOSS-UN-1, role: webproxy,application, load: 0.59, USERS: 2
date: 2021-06-01 05:26:20 +00:00, up: 4 days, 19:57
network: 192.168.100.3, ntp: 172.29.1.15
SWAP USED: 103 MB
MEMORY FREE: 417MB
DATABASE TRANSACTION SIZE: 83.61GB
DATABASE TRANSACTION COUNT: 1267721
WARNING: TRANSACTION DATABASE MAINTENANCE NOT SCHEDULED - SETUP SCHEDULE FOR REGULAR MAINTENANCE

mail - local mail management      keys - ssh/sftp credentials
network - network management      backup - manage backups
voss - voss management tools      log - manage system logs
notify - notifications control     schedule - scheduling commands
selfservice - selfservice management  diag - system diagnostic tools
system - system administration      snmp - snmp configuration
user - manage users                cluster - cluster management
drives - manage disk drives         web - web server management
app - manage applications           security - security update tools

platform@VOSS-UN-1:~$

```

This includes system license errors and warnings, for example:

**WARNING: CURRENT LICENSE FOR <platform ID> IS SET TO EXPIRE ON <date>**

For more details, refer to [Login Report](#).

Entering any valid command name displays the usage parameters of that command. The **system** command help display is shown below::

```

platform@development:~$ system
USAGE:
-----

```

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|                            |   |
|----------------------------|---|
| system date                | - Display the system date and time              |
| system download <url>      | - Download a specific URL to media directory    |
| system history             | - Display a history of all executed UI commands |
| system keyboard <kbd-type> | - Change the keyboard type (e.g. dvorak, us)    |
| system mount               | - Mount all removable media                     |
| system password            | - Change the platform password                  |
| system provision           | - Provision all the applications                |
| system reboot              | - Reboot the system                             |
| system root                | - Support administration via one-time-password  |
| system shutdown            | - Halt the system                               |
| system unmount             | - Unmount all removable media                   |

When commands are run on a cluster, a number of options are available to specify the nodes on which the commands can be run. In other words, there is a *<where>* clause: **cluster run <where>**. The clause can take:

- *role* - the role of the node: application, database, webproxy
- *all* - the entire cluster
- *notme* - all nodes except the one the command is run on

For example, **cluster run notme system shutdown** would issue the command to shut down all nodes except the one the command is run on.

**Note:** In a cluster, reboot and shutdown of the entire cluster should be done on each node and not with the **cluster run all** command - see: [Remote Execution in Clusters](#).

Tab completion is available from the CLI for commands, parameters and partial filenames, for example:

```
$ log <Tab>
audit      collect    follow    list      merge     purge     send      sendnewer ↵
↵view

$ log audit <Tab>
locallog   remotelog ssl       status

$ log view process/nginx <Tab>
$ log view process/nginx.proxy.log
```

See also [Using the screen command](#).

## 2.3. Cluster Commands

**Note:** From release 21.1 onwards, a standalone topology is considered a single node cluster (cluster-of-one). This means that commands such as **cluster provision**, **cluster list**, **cluster status** and **cluster maintenance-mode** should be run on a standalone topology.

The following Command Line Interface console display shows the available commands for clustering.

|   |   |
|---|---|
| cluster add <ip>  | - add a new node to join the existing cluster   |
| cluster check <verbose>   | - Display pre-upgrade readiness.<br>For each node, test <b>if</b> ports are available, the time taken to connect, drive space percentage <b>and</b> lastly checks <b>if</b> NTP <b>is</b> running |
| cluster del <ip>  | - remove a node <b>from the</b> existing cluster  |
| cluster job kill <pid>  | - Kill a detached job <pid>   |
| cluster job list  | - List detached jobs <b>in</b> the cluster  |
| cluster job reconnect <pid>   | - Reconnect to a detached job <pid>   |
| cluster list  | - display the <b>list</b> of nodes associated <b>with</b> the cluster   |
| cluster maintenance-mode<br><start stop status>                             | - Display the status, start <b>or</b> stop maintenance mode across the cluster  |
| cluster prepnode  | - Prepares the system so that it can be joined to a   |
| ↪ cluster   |   |
| cluster primary   | - Check <b>if</b> the system <b>is</b> considered the primary by  |
| ↪ patch   | <b>or</b> delta install scripts   |
| cluster primary role<br><application database>                              | - Check <b>if</b> the system <b>is</b> considered the <b>'primary'</b> <b>in</b> the given role   |
| cluster provision<br>[datacentre <location>]<br>[role <role>]               | - perform cluster-wide provisioning   |
| cluster run <where> <command>   | - run the command on a particular host.<br><where> can either be a name prefix, ip, role, <b>or</b>   |
| ↪ 'all'   |   |
| cluster status  | - display the status of the cluster   |
| cluster upgrade <iso/url><br>[datacentre <location>]<br>[backup <location>] | - upgrade <b>all</b> applications <b>from</b> <b>iso</b> image <iso-name>.<br><iso-name> can be a URL <b>for</b> upgrading <b>from a</b> remote server.   |
| cluster where <application>   | - determine on which nodes the application <b>is</b> installed  |

## 2.4. Using the screen command

The **screen** command is available to execute long-running commands (for example, when upgrading) in the background.

The following commands require the running of **screen**:

- **cluster provision**
- **cluster upgrade**
- **app template**
- **voss export type <args>**
- **voss export group <args>**
- **voss subscriber\_data\_export**

A message is displayed to indicate that **screen** should be run first:

This is a potentially long-running command and should be executed in a screen session  
Run `screen` and then execute the command again

The use of **screen** is *not affected* by the use of the `--force` parameter with any of these commands.

The commands then run in a screen session that can be reconnected. The standard screen command parameters are available, in particular:

- **screen** - start a new session
- **screen -ls** - show sessions already available
- **screen -r [screen PID]** - reconnect to a disconnected session

The version of **screen** used in VOSS Automate also supports the creation of a log file. If long-running commands will be run, the log file captures screen console output up to the session timeout. A message shows:

```
timed out waiting for input: auto-logout
```

To create a screen log file:

1. Run **screen** and wait for screen to open.
2. Press **<Ctrl>-a** then **:** (colon). This will enter screen command mode at the bottom of the console.
3. Create your screen logfile in the `media/` directory:
  - a. In screen command mode, type **logfile media/<screen-logfilename>.log**
  - b. Press **<Enter>**
  - c. Press **<Ctrl>-a** and then **H** to start writing to the log file
  - d. Run your commands.

If the **screen** session times out, you can obtain console output from the log file, for example:

```
$ sftp platform@<host>:media/<screen-logfilename>.log
```

## 2.5. System Specific Commands

### 2.5.1. VOSS Management Tools

The CLI (Command Line Interface) menu provides access to a number of commands specifically related to VOSS Automate.

In addition to the description of the commands available from the CLI **voss - voss management tools** menu, further details are provided for a selection of the commands. Note that some of the commands are used by developers only.

**Important:** On a Modular Architecture deployment, voss system specific commands can only be run on application nodes and for Unified and Single Node architectures, *not* on database or web proxy type nodes.

The commands have been arranged into functional categories:

- Install commands: commands typically used during the install process.
- Database commands: commands that directly manage the database.
- Performance commands: commands to manage the system performance.

- System specific commands: general commands not specifically related to the categories above.

### 2.5.2. Install Commands

**Important:** On a Modular Architecture deployment, `voss` system specific commands can only be run on application nodes and for Unified and Single Node architectures, *not* on database or web proxy type nodes.

- **voss cleardown** - the command reinitialises the VOSS Automate database. It is usually run on a fresh installation and care should be taken with its use, as it deletes all system data.

Note that this step may take some time. You can follow the process by running **log follow upgrade\_db.log** or **log follow voss-deviceapi/app.log**.

- **voss get\_extra\_functions\_version <[-h] [-c] [-d] [-m] [-q]>** - Display details of the currently installed extra functions file (`extra_functions.py`). Details can be the checksum (md5), created date and modified date - with or without titles. The command **voss get\_extra\_functions\_version -h** displays information on these parameters.
- **voss migrate\_summary\_attributes <model\_type>** - Migrates the summary attribute schema for instances of the specified model.

### 2.5.3. Database Commands

**Important:** On a Modular Architecture deployment, `voss` system specific commands can only be run on application nodes and for Unified and Single Node architectures, *not* on database or web proxy type nodes.

- **voss cleardown** - the command re-initializes the VOSS Automate database. It is usually run on a fresh installation and care should be taken with its use, as it deletes all system data.

Note that this step may take some time. You can follow the process by running **log follow upgrade\_db.log** or **log follow voss-deviceapi/app.log**.

- **voss db\_collection\_stats [ all | <collection,collection,...> ]** - Display detailed statistics of all the VOSS Automate databases, or of only a list of collections. Mongo database collections are similar to tables in relational databases.

Refer to the example snippets below.

```
$ voss db_collection_stats
```

```
+-----+-----+-----+-----+-----+-----+
| Collection          | Cnt | % Size | DB Size | AvgObj Size | Idx | Idx Size |
+-----+-----+-----+-----+-----+-----+
| VOSS.DATA_ACCESS.. | 8   | 0.0%  | 92.88K  | 11.61K      | 2   | 15.97K   |
| VOSS.DATA_APIVER.. | 1   | 0.0%  | 496.00b | 496.00b     | 2   | 15.97K   |
| VOSS.DATA_APPLIC.. | 1   | 0.0%  | 1.98K   | 1.98K       | 2   | 15.97K   |
+-----+-----+-----+-----+-----+-----+
...

```

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```
| VOSS.WORKER_QUEUE | 9508 | 9.4% | 117.76M | 12.68K | 9 | 4.34M |
+-----+-----+-----+-----+-----+
Total Documents: 144624
Total Data Size: 1.22G
Total Index Size: 73.31M
```

```
$ voss db_collection_stats DATA_RULEMODELHIERARCHYTYPE,SCHEMA
```

```
+-----+-----+-----+-----+-----+
| Collection          | Cnt | % Size | DB Size | AvOb Size | Idx | Idx Size |
+-----+-----+-----+-----+-----+
| VOSS.DATA_RULEMO.. | 318 | 100.0% | 97.61K | 314.00b   | 2  | 96.00K   |
+-----+-----+-----+-----+-----+
| VOSS.SCHEMA         | 12  | 95.2%  | 1.89M  | 160.92K   | 2  | 72.00K   |
+-----+-----+-----+-----+-----+
Total Documents: 330
Total Data Size: 1.98M
Total Index Size: 168.00K
```

- **voss db\_index\_stats** - Display detailed statistics of the VOSS Automate database indices, including the five largest.

Refer to the example below.

```
$ voss db_index_stats
```

#### Index Overview

```
+-----+-----+-----+-----+
| Collection          | Index                                | % Size | Index Size |
+-----+-----+-----+-----+
| VOSS.DATA_USER      | _id_                                | 0.1%   | 44.00K   |
| VOSS.DATA_USER      | username_1__hierarchy_1            | 0.1%   | 52.00K   |
| VOSS.RESOURCE        | _id_                                | 0.6%   | 460.00K  |
| VOSS.RESOURCE        | _search._i.v_1                      | 10.8%  | 7.83M   |
| VOSS.RESOURCE        | lock_1                              | 0.3%   | 196.00K  |
```

...

```
| VOSS.WORKER_QUEUE    | parent_transaction_id_1_..          | 0.0%   | 12.00K   |
+-----+-----+-----+-----+
```

#### Top 5 Largest Indexes

```
+-----+-----+-----+-----+
| Collection          | Index                                | % Size | Index Size |
+-----+-----+-----+-----+
| VOSS.RESOURCE        | meta.model_type_1__search._i..     | 16.5%  | 11.97M   |
| VOSS.TRANSACTION_LOG | _id_                                | 10.8%  | 7.85M   |
| VOSS.RESOURCE        | _search._i.v_1                      | 10.8%  | 7.83M   |
| VOSS.TRANSACTION_LOG | _id.t_id_1_time_1                  | 8.6%   | 6.26M   |
```

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|                  |                               |         |         |
|------------------|-------------------------------|---------|---------|
| VOSS.TRANSACTION | submitted_time-1_parent_1_a.. | 6.3%    | 4.59M   |
| +-----+          | +-----+                       | +-----+ | +-----+ |

Total Documents: 743332  
 Total Data Size: 2.86G  
 Total Index Size: 72.56M

- **voss db\_collection\_cap\_check TRANSACTION\_LOG** - Returns the TRANSACTION\_LOG database collection cap size in GB.
- **voss db\_collection\_cap TRANSACTION\_LOG <10-50GB>** - Updates the TRANSACTION\_LOG database collection to a cap size in GB provided as parameter.

#### Important:

1. The resize operation will impact the usage on the disk size allocated for the database (typically, 250GB is reserved upon installation). Consider a larger initial disk size allocation if a larger cap size is set.
2. When resizing a collection, the existing collection is dropped and a new collection is created. Transactions in the existing collection can therefore not be re-run.  
 Therefore, if you resize the transaction log, all existing entries will be flushed and are unrecoverable.
3. The resize operation must be carried out during a maintenance window, since the voss-deviceapi service is restarted during this process.

– cap size in GB parameter values: from 10GB up to 50GB

This command to change the cap size is to enable larger providers to do this for operational reasons, for example for diagnostics and a longer transaction replay window.

### 2.5.4. Database Commands for Transaction Management

**Important:** On a Modular Architecture deployment, voss system specific commands can only be run on application nodes and for Unified and Single Node architectures, *not* on database or web proxy type nodes.

Commands are available to count, delete and export transactions from the database. All the commands take a <days> parameter that indicates transactions tasks are for transactions *older than* this number of days, counting from the current time.

For transaction **archive** and **delete** commands, the user is prompted on the command line to proceed or not.

If the transaction commands fail or are aborted:

- For *all* commands, a notification message is sent.
- For transaction **archive** and **delete** commands, the number of successful transaction deletes are applied.
- For transaction **export** commands, no export file is created.

If transactions are exported, the exported archive file will be in the `media/txn_archive/` directory. Available partition space is checked before any transaction export carried out and reported on. Estimated export sizes are based on average transaction sizes. If this directory contains files older than 30 days, an error notification is sent, with a message to remove these files.

The exported file is of the format `transaction_archive-YYYYMMDD_HHMMSS.gz`, where the UTC date stamp is the *current time*, for example:

```
media/txn_archive/transaction_archive-20190130_110122.gz
```

The exported `.gz` archive file contains a text file with lines of JSON formatted strings of the transactions.

- For suggestions on transaction archiving best practices, also refer to [Transaction Archiving](#).
- For more details on scheduling the transaction archiving to happen automatically, see [Enable Database Scheduling](#).
- **voss transaction count <days>** - Count the number of transaction entries in the database that are older than the number of days specified. When running the commands interactively, this command is typically used before deleting or exporting.

Example:

```
$ voss transaction count 11
167,582
```

- **voss transaction delete <days> [limit <number>]** - Delete transaction entries from the database that are older than the number of days specified, optionally limiting the number of *oldest* transactions to delete.

The optional **[limit <number>]** parameter limits the number of transactions deleted and is typically used when a large number of transactions are older than the specified number of days (using **voss transaction count <days>**), which would impact the time to delete transactions. The parameter can then be used to manage the delete transaction time.

The user is prompted to continue or not.

Example:

```
$ voss transaction delete 11
You are about to delete transactions from the system. Do you wish to continue?y
Available space:    27,219,492 KB
Estimated space:    25,737 KB
Deleting 167,582 transactions [#####] 100%
```

- **voss transaction export <days>** - Create an archive file of the transaction entries in the database that are older than the number of days specified. No entries are deleted from the database. The export file has the format indicated above.

Example:

```
$ voss transaction export 11
Available space:    27,219,492 KB
Estimated space:    25,737 KB
Exporting 167,582 transactions [#####] 100%
```

- **voss transaction archive <days>** - First create an archive file of and then delete transaction entries in the database that are older than the number of days specified. This command therefore combines two



commands: **voss transaction export <days>** and **voss transaction delete <days>**. The export file has the format indicated above.

The user is prompted to continue or not.

Example:

```
$ voss transaction archive 11
You are about to delete transactions from the system. Do you wish to continue?y
Available space:      27,219,492 KB
Estimated space:      25,737 KB
Exporting 167,582 transactions [#####] 100
↪%
    Used space:        24,767 KB
Archive saved to media/txn_archive/transaction_archive-20190130_110122.gz
Deleting 167,582 transactions [#####] 100
↪%
```

### 2.5.5. Performance Commands

**Important:** On a Modular Architecture deployment, voss system specific commands can only be run on application nodes and for Unified and Single Node architectures, *not* on database or web proxy type nodes.

- **voss throttle-rates** - A command with parameters to set, show and disable the API request rate for an interface or for any user. The command may be used to manage API request overload.
  - Throttle rates apply to each unified node in a cluster.
  - Use **voss throttle-rates help** to see command parameters and options.
  - Please contact support before changing any settings for throttle rates. Great care should be taken when adjusting throttle rates, as a change can have a significant impact on system performance and behavior

By default, the following interface throttle rates apply:

- administration: disabled
- selfservice: 300 req/min
- per user: 20 req/sec

If the throttle rates are exceeded, the API returns the HTTP status code and message:

Error 429: Too Many Requests

- To set throttling:

**voss throttle-rates type <administration|selfservice|user> requests <number of requests> unit <time unit>**

- \* The requests parameter is defined as an integer which is the number of requests per unit.
- \* The time unit can be second (sec, s) or minute (min, m).
- \* Command output will show the interface and configuration change and prompt for a service restart.

Examples:

```

$ voss throttle-rates type administration requests 10 unit min
Administration:
  Current Configuration: Disabled
  New Configuration: 10/min
Self Service:
  Current Configuration: Disabled
User:
  Current Configuration: Disabled

An application restart is required for this change to take effect, e.g.:
$ cluster run application app start voss-deviceapi:voss-wsgi

$ voss throttle-rates type selfservice requests 20 unit sec
Administration:
  Current Configuration: 10/min
  Current Rates: 0/min
Self Service:
  Current Configuration: Disabled
  New Configuration: 20/sec
User:
  Current Configuration: Disabled

An application restart is required for this change to take effect, e.g.:
$ cluster run application app start voss-deviceapi:voss-wsgi

$ voss throttle-rates type user requests 30 unit min
Administration:
  Current Configuration: 10/min
  Current Rates: 0/min
Self Service:
  Current Configuration: 20/sec
  Current Rates: 0/sec
User:
  Current Configuration: Disabled
  New Configuration: 30/min

An application restart is required for this change to take effect, e.g.:
$ cluster run application app start voss-deviceapi:voss-wsgi

```

Note:

- \* If the command is used *without* parameters, the user will be prompted to enter them. Press **Ctrl-C** to exit this interactive mode.
  - \* The user throttle rate can be limited by an interface throttle rate.
- To show current throttling continuously:
- voss throttle-rates list-refresh**
- The current request values are updated until the command is canceled with **Ctrl-C**.
- For example:

```
$ voss throttle-rates list-refresh
Administration:
  Current Configuration: 10/min
  Current Rates: 0/min
Self Service:
  Current Configuration: 20/sec
  Current Rates: 0/sec
User:
  Current Configuration: 30/min
Refreshing Ctrl-C to exit..
```

- To show current throttling and exit:

#### **voss throttle-rates list**

The current request values are updated and shown. The command then exits.

For example, to list when enabled:

```
$ voss throttle-rates list
Administration:
  Current Configuration: 10/min
  Current Rates: 0/min
Self Service:
  Current Configuration: 20/sec
  Current Rates: 0/sec
User:
  Current Configuration: 30/min
```

For example, to list when throttling is disabled:

```
$ voss throttle-rates list
Administration:
  Current Configuration: Disabled
Self Service:
  Current Configuration: Disabled
User:
  Current Configuration: Disabled
```

- To disable throttling:

#### **voss throttle-rates disable**

For example:

```
$ voss throttle-rates disable
Administration:
  Current Configuration: 10/min
  Current Rates: 0/min
  New Configuration: Disabled
Self Service:
  Current Configuration: 20/sec
  Current Rates: 0/sec
  New Configuration: Disabled
```

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```
User:
  Current Configuration: 30/min
  New Configuration: Disabled
```

```
An application restart is required for this change to take effect, e.g.:
$ cluster run application app start voss-deviceapi:voss-wsgi
```

Throttle rates are disabled by default. To restore any rates that were disabled, the throttle rates need to be set again.

- **voss session-limits** - A command with parameters to set, show and disable the number of sessions - based on interface and customer. In other words, for each interface: Administration or Self-service, a Global and a Per Customer Hierarchy session limit can be set. The number of concurrent login sessions per user is determined by the user's Credential Policy. Highest level (above provider administrators) administrator logins do not affect and are not affected by session limits.

**Note:** For administrators configured with multiple user roles, i.e. users that have a user type "Admin + End User":

- Each SSO login will consume a session counter from the global/customer administration session limits.
- Each non-SSO admin login will consume a session counter from the global/customer administration session limits.
- Even if a SSO/non-SSO login admin switches to the Self-service interface, the session counter will remain consumed on the global/customer administration session limits.

Use **voss session-limits help** to see command parameters and options. Please contact support before changing any settings for session limits.

The command line output of the command to adjust the limits show the current and new values and prompt to restart the `voss-deviceapi:voss-wsgi` service before the limit is changed. For clusters, the session limit is set per cluster, requiring a cluster wide service restart.

By default, the following limits apply:

- global administration: 200
- global selfservice: 20000
- per customer administration : 10
- per customer selfservice : 1000

The global session limit would always be set to a larger value than a customer hierarchy limit.

A session is active until it expires or the user logs out. If the session limits are exceeded, the API returns the HTTP status code and message:

Error 503: "Login is currently disabled due to a temporary overload. Please try again later."

- To set session limits:

```
voss session-limits type <customer|global> interface <administration|selfservice> limit <number>
```

- \* If the command is used *without* parameters, the user will be prompted to enter them. Press **Ctrl-C** to exit this interactive mode.
- \* The type is the hierarchy to which the limit applies: global or customer
- \* The interface is the user interface to which the limit applies: Administration or Self-service.
- \* The limit number is an integer value for the number of sessions.

Examples:

```
$ voss session-limits type customer interface administration limit 100
Administration:
  Global:
    Current Limit: 200
    Current Sessions: 1
  Per Customer Hierarchy:
    Current Limit: 10
    New Limit: 100
Self Service:
  Global:
    Current Limit: 20000
    Current Sessions: 0
  Per Customer Hierarchy:
    Current Limit: 1000

An application restart is required for this change to take effect, e.g.:
$ cluster run application app start voss-deviceapi:voss-wsgi
```

- To list session limits:

#### **voss session-limits <list|list-refresh>**

The current session values are shown. if the list-refresh option is used, the values are updated every second until the command is canceled with **Ctrl-C**.

Examples for two customers “GenCorp” and “VS-Corp”:

```
$ voss session-limits list-refresh
Administration:
  Global:
    Current Limit: 200
    Current Sessions: 2
  Per Customer Hierarchy:
    Current Limit: 10
    GenCorp Current Sessions: 0
    VS-Corp Current Sessions: 1
Self Service:
  Global:
    Current Limit: 20000
    Current Sessions: 0
  Per Customer Hierarchy:
    Current Limit: 1000
    GenCorp Current Sessions: 0
    VS-Corp Current Sessions: 0
```

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```
Refreshing, Ctrl-C to exit...
```

- To disable session limits:

#### **voss session-limits disable**

- \* This setting *removes all* session limit settings.
- \* Recall that for the command to take effect, *all* nodes in the cluster need the service to be restarted.
- \* To restore any settings that were disabled, they need to be set again.

Example:

```
$ voss session-limits disable
Administration:
  Global:
    Current Limit: 200
    Current Sessions: 1
    New Limit: Disabled
  Per Customer Hierarchy:
    Current Limit: 10
    New Limit: Disabled
Self Service:
  Global:
    Current Limit: 20000
    Current Sessions: 0
    New Limit: Disabled
  Per Customer Hierarchy:
    Current Limit: 1000
    New Limit: Disabled
```

An application restart is required for this change to take effect, e.g.:

```
$ cluster run application app start voss-deviceapi:voss-wsgi
```

- **voss workers** - By default, 30 is the maximum number of parent transactions per unified node from the queue that will be processed at once. Use the command **voss workers <number>** to modify this value.

This command restarts the voss-queue services.

- **voss queues <number>** - Set the number of queue processes

Increasing the number of queues that can run in parallel. This command restarts the voss-queue services.

**voss queues** - Get the number of queue processes

---

**Important:** It is strongly advised that VOSS Support is consulted before making changes to the number of queue processes.

---

For details, see the Configurable Number of Queue Processes topic in the Best Practices Guide.

Transactions resulting from a number of system components are by default carried out with a low priority that is currently limited to 50% of the maximum allowed parent transactions to be processed at once (the default is 30 per unified node). The system components are:

- Bulk loaders
- Data Sync (CUCM, Unity, LDAP)

Since these transactions may place too much load on the system during business hours when users are using the system for other activities, commands are available to change the percentage of the maximum allowed number of transactions these low priority tasks can use at peak and off-peak times.

- Percentage options are: 20%, 50% and 80%
- Defaults are as follows:
  - Off-peak percentage is 50% of the maximum number of parent transactions per unified node from the queue that will be processed at once. This means if no off-peak percentage is set manually, this value will be the default.
  - Off-peak start and end times on weekdays (Mon - Fri) are 00:00 - 23:59
  - Off-peak start and end times on weekends (Sat - Sun) are 00:00 - 23:59

In other words, the default is 50% for all hours of the week.

The command that is available to change peak and off-peak times and percentages, is **voss worker low\_priority\_schedule** and takes a number of parameters.

Without parameters, the command shows the current times and percentages, for example:

```
$ voss worker low_priority_schedule

Off-peak Time:
Weekday:
    Start Time: 00:00
    End Time: 23:59
Weekend:
    Start Time: 00:00
    End Time: 23:59
Off-peak Percentage: 50
Peak Percentage: 50
```

The following list shows command parameters to set times and percentages for the low priority schedule. Note that if an end time is set to a value that falls into another schedule, the start time of the other schedule will apply.

- **voss worker low\_priority\_schedule off\_peak\_time weekday HH:MM HH:MM**
  - Set the weekday schedule off-peak start and end time. The command prompts for a queue service restart.

The command supports nodes in different time zones. When times are set on a node in a cluster, the equivalent schedule times are set on nodes in other time zones.
- **voss worker low\_priority\_schedule off\_peak\_time weekend HH:MM HH:MM**
  - Set the weekend schedule off-peak start and end time. The command prompts for a queue service restart.

The command supports nodes in different time zones: when times are set on a node in a cluster, the equivalent schedule times are set on nodes in other time zones.

- **voss worker low\_priority\_schedule peak\_percentage [20|50|80]**
  - Set the percentage of maximum allowed workers for low priority tasks to either 20%, 50%, or 80% during the peak period - the period outside any defined off-peak period. The command prompts for a queue service restart.
- **voss worker low\_priority\_schedule off\_peak\_percentage [20|50|80]**
  - Set the percentage of maximum allowed workers for low priority tasks to either 20%, 50%, or 80% at the defined off-peak period. The command prompts for a queue service restart.

For example, the sequence of commands:

```
voss worker low_priority_schedule off_peak_time weekday 23:00 04:00
voss worker low_priority_schedule off_peak_time weekend 13:00 10:00
voss worker low_priority_schedule off_peak_percentage 80
voss worker low_priority_schedule peak_percentage 20
```

will result in a low priority schedules that uses a higher percentage (80%) of the maximum workers on weekdays between 23:00 and 04:00 and on weekends between 13:00 and 10:00, and only 20% during the rest of the time - the peak time.

## 2.5.6. System Specific Commands

**Important:** The voss system specific commands can *not* be run on:

- web proxy nodes

The voss system specific commands can *only* be run on:

- application nodes on a Modular Architecture deployment,
- unified nodes on Unified and Single Node architectures

- **voss finalize\_transaction <id>[,<id> ...]** - If a transaction status incorrectly shows as processing *after a service restart* - for example where a service has stopped - use this command to mark it as finalized.

Example:

```
platform@VOSS:~$ voss finalize_transaction 50276
This will mark the given transaction(s) as failed. Do you wish to continue? y
Transaction state changed to failed for [50276].
```

More than one transaction can be marked to be finalized - enter these as a comma-separated list of transaction sequence IDs.

If a transaction in a 'Processing' state has child transactions in a 'Processing' state, the tool will attempt to finalize these as well. The output will indicate any transaction IDs that could not be finalized and that require further user action.

**Important:**

- The **voss finalize\_transaction** command should never be run for transactions that are still processing. It should *only* be used for transactions that are still in a 'Processing' state after a service restart or other event influencing the voss-deviceapi queue and wsgi processes.



- The **voss finalize\_transaction** command does *not* cancel or stop a running or queued transaction, but only sets the **Status** flag to 'Failed'.

- **voss get\_extra\_functions\_version <[-h] [-c] [-d] [-m] [-q]>** - Display details of the currently installed extra functions file (extra\_functions.py). Details can be the checksum (md5), created date and modified date - with or without titles. The command **voss get\_extra\_functions\_version -h** displays information on these parameters.
- **voss migrate\_summary\_attributes <model\_type>** - Migrates the summary attribute schema for instances of the specified model.

For example:

```
voss migrate_summary_attributes data/InternalNumberInventory
```

- **voss reset\_device\_concurrency [all | device <device\_name> | --show\_locks]** - Call Manager can handle eight concurrent connections. VOSS Automate monitors the number of connections it continuously makes and removes or adds to the number as connections are made and closed. For debugging purposes, this "tracking number" can be reset.

If the concurrency remains at the maximum for more than 10 minutes, it is automatically reset to zero and a log error message Resetting stale Device Concurrency.. (containing details) is displayed. The parameters are as follows:

- **all** - this is the default parameter if no parameter is provided. Concurrent connections on *all* devices are reset.
- **device <device\_name>** - reset the concurrent connections on a specific device with <device\_name>, for example **voss reset\_device\_concurrency device 192.168.100.15**
- **--show\_locks** - For all devices, show device type, device name , concurrent connections and max current concurrent connections. For example:

```
$ voss reset_device_concurrency --show_locks

INFO:__main__: [CUCM - 192.168.100.15:8443] [0/8]
INFO:__main__: [CUC - 192.168.100.12:8443] [0/8]
```

- **voss clear\_device\_pending\_changes <device\_name | all>** - Since Unified CM version 10.0, a Change Notification Feature is available that stores changes to device objects in a cache. The VOSS Automate application service called voss-deviceapi::voss-cnf\_collector collects these changes from *all* the Unified CM devices as they are added, manages and stores the changes in a data collection.

This collection can then be used to update the system by means of a Data Sync option on the GUI. An additional tool on the GUI displays the status and manages the collection on a specified device and also allows for the polling interval between collections to be configured. Each device keeps the last time that a collection process ran on it, so that a new collection will only be run on it once its interval has expired.

The **voss clear\_device\_pending\_changes** command clears all pending changes by the Change Notification Collector for a particular device or for all devices.

To clear the collection of pending changes from a single device, the command and output is for example:

```
$ voss reset_device_pending_changes 10.120.10.190
This will clear all pending changes.
Do you wish to continue? yes
```

The status of changes collected from a device can be checked from the GUI.

- **voss set\_debug <level[0/1]>** - By default, the level is “level0”, so no debug information is present in the logs.

Setting the value to “level1” is not supported and will for example result in performance degradation.

- **voss unlock\_sysadmin\_account** - Unlocks and forces a password reset on the system administrator account. The system administrator is prompted to enter a new password and is then prompted to verify the new password.
- **voss update\_device\_schemas <schema models>** - Regenerate device model schemas in the database and in the device schemas fixtures file. No data is lost, so this can be done on a production system, although the system should not be used while this is happening. Parameters can be passed through (indicated as “<schema models>”). The available parameters are shown by using the “-help” parameter. Used by developers.
- **voss post-upgrade-migrations** - Schedule a transaction to execute long running data migrations after an upgrade.

Data migrations that are not critical to system operation can have significant execution time at scale. These need to be performed after the primary upgrade, allowing the migration to proceed whilst the system is in use - thereby limiting upgrade windows.

- This command is a mandatory step after an upgrade.
- The command only needs to be run on a single node of a cluster.
- The command will display progress information of the migration transaction until the transaction concludes, or until the user exits the command using Ctrl-c.
- Transaction progress can also be followed on the Transaction GUI.
- If the transaction is cancelled on the GUI or interrupted by a system or queue restart, the command can be run again to re-queue a migration transaction, which will resume the migration process.
- Console examples are shown below:

```
$ voss post-upgrade-migrations
Queueing post upgrade migrations, please wait...
Post upgrade migrations transaction queued, ID 6.
Transaction progress(ctrl-c to exit, transaction will continue to execute):
-Post upgrade migrations:  0%|          | 0/1 [00:00<?]
--Migrating objects in TRANSACTION colle...: 27%|##### | 53814/200000
↩ [00:30<01:21]
^C
Aborting progress monitoring, transaction ID 6 is continuing execution, exiting..
↩.
```

Subsequent re-execution with the same previously queued transaction still executing - progress display is resumed and displayed until the transaction concludes:

```
$ voss post-upgrade-migrations
Existing post upgrade migrations transaction found, not requeuing.
```

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```
Transaction progress(ctrl-c to exit, transaction will continue to execute):
-Post upgrade migrations: 100%|#####| 1/1 [01:40<00:00]
--Migrating objects in TRANSACTION colle...: 100%|#####| 200000/200000
↳[01:40<00:00]

Post upgrade migrations complete, exiting...
```

### 2.5.7. Transaction Archiving

The following are considerations when determining the frequency of the transaction archiving schedule to set up on the system. If a schedule is not set up for transaction archiving, system Alerts will be raised as well as a warning on the platform CLI login:

TRANSACTION DATABASE MAINTENANCE NOT SCHEDULED

- Run **voss transaction count <days>** on your system to inspect the number of transactions during a given period to determine your usage metrics.

Refer to the *Database Commands for Transaction Management* topic in the Platform Guide for details on transaction archive command use and scheduling:

- **voss transaction delete <days>**
- **voss transaction export <days>**
- **voss transaction archive <days>**

- Business policies - company policies may drive your choices: the immediate access to transaction logs for a period of time, security policy on data/audit retention, and so on.

---

**Note:** The transaction archive process does mean the logs are not lost, just that they are not immediately accessible in the administrator graphical interface for searching.

---

- You can also set up system monitoring thresholds so that you receive alerts via the GUI and SNMP if the threshold is exceeded - which might indicate you need to review the archive schedule to increase how frequently is runs.

See the *SNMP* and *VOSS Automate System Monitoring Traps* topics in the Platform Guide.

### 2.5.8. Product Licensing

As part of the VOSS Automate 21.4 release, license enforcement will be enabled on all Automate deployments, including production and lab environments. This will result in the requirement for license keys to be obtained and installed on all platforms (within 7 days from the date of upgrade) to ensure no service disruptions are experienced.

---

**Note:**

- For an overview of licensing and functionality available in the GUI, refer to the Product License Management topic in the Core Feature Guide.

- When a license has expired, GUI login is not available. Log in on the platform CLI and update a license as indicated below.
- Customers can use an upgraded or installed platform for a grace period of 7 days in order to license the system.

### The Licensing Service

A license service is installed during installation/upgrade from release 21.4 onwards.

Run `app status` to verify the presence and status of the `license-service` application, for example:

```
platform@VOSS:~$ app status
selfservice v21.4.0 (2022-12-03 15:16)
  |-node                running
snmp v21.4.0 (2022-12-03 15:23)
  |-daemon              running (completed)
  |-traps                running (completed)
license-service v21.4.0 (2022-12-03 15:11)
  |-license-service     running
cluster v21.4.0 (2022-12-03 15:21)
template_runner v21.4.0 (2022-12-03 15:23)
[...]
```

#### Note:

- An hourly schedule is run for VOSS Automate to process license service information.
- The `license-service` cannot be stopped by running a command from the command line.

The CLI login screen also shows license information from 120 days before expiry.

The message levels are according to remaining number of days on the license, as follows:

- INFO: 90 < remaining days <= 120
- WARNING: 0 < remaining days <= 90
- ERROR: 0 >= remaining days

Refer to the Product License Management topic in the Core Feature Guide for GUI Alerts intervals.

Otherwise, no information is displayed on login. The `license list` command can however be used to inspect the license status. See: [Login Report](#).

#### Note:

- License commands and status messages are only available on:
  - unified nodes in a Unified Node Topology
  - application nodes in a Modular Cluster Topology

### Loading a License on the CLI

1. Obtain the license token from VOSS.
2. Log in on the platform CLI.
3. If required, the token can be copied to a file and uploaded to the `/media` directory.

Otherwise, have the token available in the copy buffer.

- a. If copied to a file, use the command below to add the token file - using the `file` parameter:

```
license add file media/<token_file>
```

- b. If copied to the copy buffer, use the command below to paste the token - using the `token` parameter:

```
license add token [<token string>]
```

4. For VOSS Automate to process any changed licensing status or updated license token, use the command:

```
voss check-license
```

5. To view the currently loaded license token information, use the command:

```
license list
```

### Check License Details

At any stage, the details of license tokens can be viewed.

- Use the `license list` command, for example:

```
platform@VOSS:~$ license list
6009914029c384002787ef2e:
  Audience: Automate
  Expired: false
  Expiry: 2022-11-07T10:20:09Z
  Platform Description: N/A
  Token ID: d2ba2d70-fc84-47af-a57e-5cb9c39878d8
```

### Refresh License

A command is available to verify a VOSS Automate license status, for example, after updating the license token.

The command: `voss check-license` uses the running `license-service` application information to refresh the license information of the VOSS Automate deployment.

For example, if the command is run from the CLI:

```
platform@VOSS:~$ voss check-license
Current license status "Licensed" remains unchanged.
Status was set on 2022-11-01T13:46:07
```

then the time of that command will update the **License Last Checked** time stamp on the **Manage License** GUI form (accessible by the sysadmin user) to that time. In this example, the system was already licensed and this check reflects this license status as “unchanged”.

## Renewing a License

When a license has expired, contact VOSS to renew the license. Provide the platform ID (UUID) which is shown when running `license list`.

## 2.6. System Metrics

### 2.6.1. Report Transaction Commands

**Important:** On a Modular Architecture deployment, voss system specific commands can only be run on application nodes and for Unified and Single Node architectures, *not* on database or web proxy type nodes.

VOSS Automate provides a set of utilities available to provide transaction metrics. The commands are typically used to inspect and monitor transaction performance, for example in the case where transaction performance issues are encountered.

**Note:** For clusters, the number of workers are set to be the total default for 4 unified nodes (4\*30 =120).

## Profile

A command is available that aggregates the transactions performed during the given date-time range by grouping them by model type and sorting them by duration.

A **Pct** column is also available to indicate the percentage of the interval time used by the transaction.

The command and parameters are:

- **voss report transaction profile [OPTIONS] START\_TIME END\_TIME**
- **START\_TIME** - The date-time value from which to start the sample collection.
- **END\_TIME** - The date-time value from which to start the sample collection. Valid formats: '%Y-%m-%d\_%H:%M:%S', '%Y-%m-%d\_%H:%M', '%Y-%m-%d'

Example:

```
platform@VOSS:~$ voss report transaction profile 2019-05-06_16:39 2019-05-06_23:00
      Entity Operation      Calls  RespTime    QTime    SvcTime
↳      Pct
```

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|         |                    |         |       |         |      |         |   |
|---------|--------------------|---------|-------|---------|------|---------|---|
| → 99.95 | tool/DataImport    | execute | 11.00 | 3128.24 | 1.11 | 3127.13 | ↵ |
| → 0.03  | data/User          | update  | 2.00  | 0.86    | 0.09 | 0.77    | ↵ |
| → 0.01  | data/Schedule      | update  | 1.00  | 0.28    | 0.18 | 0.10    | ↵ |
| → 0.01  | data/PasswordReset | create  | 2.00  | 0.17    | 0.10 | 0.08    | ↵ |
| → 0.00  | data/Schedule      | Execute | 1.00  | 0.15    | 0.00 | 0.14    | ↵ |

## Throughput

Given a number of output rows to display and duration in seconds between samples, a command is available to display the information about transaction throughput during the selected sample periods.

Throughput is the projected count per minute based on the sample interval and transaction count.

The command and parameters are:

- **voss report transaction throughput [OPTIONS] START\_TIME INTERVALS DURATION**
- **START\_TIME** - The date-time value from which to start the sample collection. Valid formats: '%Y-%m-%d\_%H:%M:%S', '%Y-%m-%d\_%H:%M', '%Y-%m-%d'
- **INTERVALS** - Specifies the number of samples to display.
- **DURATION** - The duration of the samples in seconds, for example every 30 seconds or every 60 seconds.

The command output shows parent and child transaction data in columns:

- **Count**: Transaction count
- **Utilisation**: ratio of total workers (120) used:  $(\text{Throughput} * \text{RespTime}) / 120 * 100$   
Example of parent transactions:  
formula:  $(\text{Throughput} * \text{RespTime}) / 120 * 100$   
calculation:  $(2.00 * 4.86 / 120) * 100 = 9.71$
- **Qtime**: ratio: (total queue time for transactions at time stamp / transaction count at the time stamp). Else, zero if no transactions.
- **SvcTime**: ratio: (total service time for transactions at time stamp / transaction count at the time stamp). Else, zero if no transactions.
- **RespTime**: calculated as total transaction time (**Qtime** + **SvcTime**). Else, zero if no transactions.
- **Throughput**: ratio: (transaction count at the time stamp / minutes (end\_time - start\_time)). Else, zero if no transactions.

Example of child transactions where DURATION is 30 seconds (0.5 minutes):

21 child transactions / 0.5 minutes = 42.00

- **Workers**: calculated as  $(\text{Throughput} * \text{RespTime})$

Example command output:

```
platform@VOSS:~$ voss report transaction throughput 2019-05-06_16:39 2 30
                                     Parent Transactions
↳
Child Transactions
TS          Count  Utilisation  Workers  Qtime  SvcTime
↳RespTime Throughput Count    Qtime    SvcTime  RespTime Throughput

2019-05-06_16:39:00      0      0.00      0.00      0.00      0.00      0.
↳00      0.00      21      0.07      0.86      0.93      42.00
2019-05-06_16:39:30      0      0.00      0.00      0.00      0.00      0.
↳00      0.00      80      0.07      0.14      0.22      160.00
```

```
platform@VOSS:~$ voss report transaction throughput 2019-05-06_16:42 2 30
                                     Parent Transactions
↳
Child Transactions
TS          Count  Utilisation  Workers  Qtime  SvcTime
↳RespTime Throughput Count    Qtime    SvcTime  RespTime Throughput

2019-05-06_16:42:00      1      9.71      8.10      0.07      4.79      4.
↳86      2.00      98      0.07      0.05      0.13      196.00
2019-05-06_16:42:30      2      3421.50    2851.25    0.12      855.26    855.
↳37      4.00      34      0.07      0.21      0.28      68.00
```

## Worker-Usage

A command is available to show the active and queued transactions at particular intervals from a given start time and then to provide a *utilisation* value for the transaction, relative to a worker value.

The command and parameters are:

- **voss report transaction worker-usage [OPTIONS] START\_TIME INTERVALS DURATION**
- **START\_TIME** - The date-time value from which to start the sample collection. Valid formats: '%Y-%m-%d\_%H:%M:%S', '%Y-%m-%d\_%H:%M', '%Y-%m-%d'
- **INTERVALS** - Number of report entries to list.
- **DURATION** - Number of seconds between each report entry.

The command output shows parent and child transaction data in columns:

- **Utilisation**: ratio: (active parents / total workers (=120)) \* 100
- **Zombie**: number of transactions that have not been updated (changed from Queued to Active) for 60 minutes

Example output

```
platform@VOSS:~$ voss report transaction worker-usage 2019-05-06_16:39 50 30
REPORT:
Timestamp          Utilisation  QueuedParents  ActiveParents  QueuedChildren
↳ActiveChildren  Zombies
2019-05-06_16:39:00      0.83          0              1              0
↳1              0
2019-05-06_16:39:30      0.83          0              1              0
↳1              0
```

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|                     |      |   |   |   |  |
|---------------------|------|---|---|---|--|
| 2019-05-06_16:40:00 | 0.83 | 0 | 1 | 0 |  |
| ↪ 0                 | 0    |   |   |   |  |
| 2019-05-06_16:40:30 | 0.83 | 0 | 1 | 0 |  |
| ↪ 0                 | 0    |   |   |   |  |
| 2019-05-06_16:41:00 | 0.83 | 0 | 1 | 0 |  |
| ↪ 1                 | 0    |   |   |   |  |
| 2019-05-06_16:41:30 | 0.83 | 0 | 1 | 1 |  |
| ↪ 0                 | 0    |   |   |   |  |
| 2019-05-06_16:42:00 | 0.83 | 0 | 1 | 0 |  |
| ↪ 0                 | 0    |   |   |   |  |
| 2019-05-06_16:42:30 | 0.00 | 0 | 0 | 0 |  |
| ↪ 0                 | 0    |   |   |   |  |
| 2019-05-06_16:43:00 | 0.83 | 0 | 1 | 0 |  |
| ↪ 1                 | 0    |   |   |   |  |
| 2019-05-06_16:43:30 | 0.83 | 0 | 1 | 0 |  |
| ↪ 0                 | 0    |   |   |   |  |
| 2019-05-06_16:44:00 | 0.83 | 0 | 1 | 0 |  |
| ↪ 0                 | 0    |   |   |   |  |

Current-Usage

A command is available to show a table of transactions grouped by:

- Processing and Queued transactions
- Parent and child transactions
- Node name on which the transaction is running

Queued transactions will be shown with a node name of default because it is not known on which node they will be executed.

- Transaction priority (High, Medium, Low)

The report is useful to verify that all unified nodes are correctly processing transactions.

The command is:

- **voss report transaction current-usage**

Example output from a single node:

```
platform@VOSS:~$ voss report transaction current-usage

REPORT:
parent          | Processing transactions | Queued transactions |
↪ |
                  | Priority                | Priority            |
↪ |
                  | Node | High | Medium | Low | High | Medium |
↪ Low |
          node1-voss-queue |      1      0      0 |      0      0
↪ 0 |

child          | Processing transactions | Queued transactions |
```

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|       |                  |          |        |     |      |          |  |  |   |
|-------|------------------|----------|--------|-----|------|----------|--|--|---|
| ↩     |                  | Priority |        |     |      | Priority |  |  | ↪ |
| ↩     |                  |          |        |     |      |          |  |  |   |
| ↩ Low | Node             | High     | Medium | Low | High | Medium   |  |  | ↪ |
| ↩ 0   | node1-voss-queue | 0        | 0      | 0   | 0    | 0        |  |  | ↪ |

## 2.6.2. Report API Commands

**Important:** On a Modular Architecture deployment, voss system specific commands can only be run on application nodes and for Unified and Single Node architectures, *not* on database or web proxy type nodes.

VOSS Automate provides a set of utilities available to provide API request metrics. The commands are typically used to inspect and monitor API request performance over a defined period.

### Profile

A command is available that aggregates the API requests performed during a given date-time range by grouping them by model type and sorting them by duration.

The command and parameters are:

- **voss report api profile [OPTIONS] START\_TIME END\_TIME**
- **START\_TIME** - The date-time value from which to start the sample collection.
- **END\_TIME** - The date-time value from which to start the sample collection. Valid formats: '%Y-%m-%d\_%H:%M:%S', '%Y-%m-%d\_%H:%M', '%Y-%m-%d'
- Options:
  - **--path** TEXT API log file path (default is nginx/access.log)
  - **--limit** INTEGER Limits the number of profile lines to display. If limited, the last row is listed as Other

The command output shows Request\_URI count data in columns.

Column headers:

- **90th-PCTL**: 90th percentile time value of the count
- **CV**: Coefficient of variation of the count

Example:

```
platform@VOSS:~$ voss report api profile --limit 6 2019-05-06_15:49 2019-05-06_16:00
```

| Count | TotalTime | AverageTime         | Percentage | 90th-PCTL | CV     |
|-------|-----------|---------------------|------------|-----------|--------|
|       | Method    | Request-URI         |            |           |        |
| 435   | 199.97    | 0.46                | 72.11%     | 0.69      | 34.66% |
|       | PUT       | /api/data/DataModel |            |           |        |
| 69    | 64.92     | 0.94                | 23.41%     | 1.32      | 29.76% |
|       | LIST      | /api/data/DataModel |            |           |        |

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|    |       |                     |       |      |        |   |
|----|-------|---------------------|-------|------|--------|---|
| 44 | 10.94 | 0.25                | 3.95% | 0.33 | 38.26% | ↵ |
| ↵  | LIST  | /api/data/Migration |       |      |        |   |
| 1  | 0.12  | 0.12                | 0.04% | 0.00 | 0.00%  | ↵ |
| ↵  | LIST  | /api/data/Cuccx     |       |      |        |   |
| 1  | 0.09  | 0.09                | 0.03% | 0.00 | 0.00%  | ↵ |
| ↵  | LIST  | /api/data/Smtip     |       |      |        |   |
| 1  | 0.07  | 0.07                | 0.02% | 0.00 | 0.00%  | ↵ |
| ↵  | LIST  | /api/data/Package   |       |      |        |   |
| 26 | 1.19  | 0.00                | 0.43% | 0.00 | 0.00%  | ↵ |
| ↵  | Other |                     |       |      |        |   |

## Throughput

A command is available to show the number of API calls at particular intervals from a given start time and then to provide a *throughput* value for the transaction, in other words number of requests per time interval.

The command and parameters are:

- **voss report api throughput [OPTIONS] START\_TIME INTERVALS DURATION**
- **START\_TIME** - The date-time value from which to start the API call collection. Valid formats: '%Y-%m-%d\_%H:%M:%S', '%Y-%m-%d\_%H:%M', '%Y-%m-%d'
- **INTERVALS** - Number of report entries to list.
- **DURATION** - Number of seconds between each report entry.
- Options:
  - --path TEXT API log file path (default is nginx/access.log)

The command output shows API request count data and throughput in columns.

Column headers:

- **Throughput**: ratio: (Count / minutes (end\_time - start\_time))
- **SvcTime, RespTime**: time per request over timestamp period
- **Qtime**: defaults to 0 - not used
- Example **Throughput** of API requests:

DURATION is 30 seconds (0.5 minutes)

1 API request / 0.5 minutes = 2.00

```
platform@VOSS:~$ voss report api throughput 2019-05-06_15:49 10 30
Timestamp          Count      Qtime      SvcTime      RespTime      Throughput
2019-05-06_15:49:00    1        0.00        1.47        1.47          2.00
2019-05-06_15:49:30   27        0.00        0.56        0.56         54.00
2019-05-06_15:50:00   28        0.00        0.49        0.49         56.00
2019-05-06_15:50:30   32        0.00        0.42        0.42         64.00
2019-05-06_15:51:00   25        0.00        0.49        0.49         50.00
2019-05-06_15:51:30   21        0.00        0.59        0.59         42.00
2019-05-06_15:52:00   20        0.00        0.59        0.59         40.00
2019-05-06_15:52:30   28        0.00        0.51        0.51         56.00
```

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|                     |    |      |      |      |       |
|---------------------|----|------|------|------|-------|
| 2019-05-06_15:53:00 | 29 | 0.00 | 0.44 | 0.44 | 58.00 |
| 2019-05-06_15:53:30 | 21 | 0.00 | 0.63 | 0.63 | 42.00 |

## 2.7. Data Export Commands

### 2.7.1. Introduction

The Subscriber Data Extract is a capability to provide an adhoc or scheduled basic data feed via the generation of a set of files.

The content of the files is settings around Subscribers and other key services in order to support billing/expense management operations and is not intended as a general data feed.

Additional fields or files may be added to the collection over time via the roadmap, so any planned file consumption should take that into account to minimize impact.

#### Data Export Overview

The **voss export** command is used to carry out a bulk data export from the VOSS Automate system database. The exported data can for example be imported into a warehouse.

**Important:** Since a data export can take time, the **voss export** command can only be run in a screen session. First run **screen** and then **voss export** and its parameters.

Type **voss export help** for details.

The data extract schedule can be managed with the **schedule** command. For details on the use of the command, see: [Scheduling](#). Since bulk data exports can typically take more than an hour on a scale system, it is recommended to schedule this task instead of running it manually from the console.

The export file format is JSON as per RFC 7159. For details on the filename, format and contents of the export files, refer to the Data Export Types topic in the Appendices.

The **voss export** command takes a type or group parameter to indicate the type of data to export.

The following are values of the group parameter:

- subscriber
- license

For example:

#### **voss export group subscriber**

```
platform@VOSS:~$ voss export group subscriber
Starting subscriber group export consisting of analogue_line_mgcp,
analogue_line_sccp, call_pickup_group, contact_center_enterprise,
contact_center_express, customer, extension_mobility, fmc,
hunt_group, line, phones, site, subscriber, webex_teams, please wait...
Starting analogue_line_mgcp export, please wait...
```

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```
Completed analogue_line_mgcp export,
created 2019-09-30_0859_analogue_line_mgcp.json.gz.
[...]
```

### 2.7.2. Subscriber Data Export Command

**Note:** The command **voss subscriber\_data\_export** is equivalent to **voss export group subscriber**.

#### Important:

- To optimise performance:
  - On a unified node topology, run and schedule the data export command from the *secondary* database server if possible.
  - On a modular topology, run and schedule the data export command from any *application* server.
- Since a data export can take time, the **voss subscriber\_data\_export** and **voss export** commands can only be run in a screen session. First run **screen** and then **voss export** and its parameters. See also: [Using the screen command](#).
- Since the data export command runs database queries, it is recommended that the data exports be scheduled. Refer to the topic on scheduling for details and syntax.

for example:

```
schedule add subscriber_export voss export group subscriber
```

```
schedule time subscriber_export weekly 1
```

Best practices for scheduling to consider, are:

- Individual report exports should be scheduled in a serial manner so that they do not overlap and result in a high database load.
- For resilience:
  - \* Stagger the schedule based on how long it is expected to run - in accordance with the number of subscribers in the database.
  - \* For better failover support, schedules can be created on all active Unified Nodes. This requires a more complex schedule staggering and collection management.
  - \* For simplified schedule staggering and the export collection management, schedules can be created and staggered on a single Unified Node. This option but requires a manual re-schedule in the case of node failover.

More than one parameter can be specified for the command by prefixing them with the `type` parameter. For example:

```
voss export type line site.
```

The `type` parameter values by subscriber group are listed below, as well as a reference to the content details:

- `analogue_line_mgcp` ([Analogue line MGCP Data Export](#))

- `analogue_line_sccp` (*Analogue Line SCCP Data Export*)
- `call_pickup_group` (*Call Pickup Group Data Export*)
- `contact_center_enterprise` (*Contact Center Enterprise Data Export*)
- `contact_center_express` (*Contact Center Express Data Export*)
- `customer` (*Customer Data Export*)
- `extension_mobility` (*Extension Mobility Data Export*)
- `fmc` (*FMC Data Export*)
- `hunt_group` (*Hunt Group Data Export*)
- `hybrid` (*Hybrid Data Export*)
- `line` (*Line Data Export*)
- `ms_o365` (*MS Office 365 Data Export*)
- `ms_teams` (*MS Teams Data Export*)
- `ms_exchange` (*MS Exchange Data Export*)
- `pexip_conference` (*Pexip Data Export*)
- `phones` (*Phones Data Export*)
- `site` (*Site Data Export*)
- `subscriber` (*Subscriber Data Export*)
- `voss_phone_servers` (*VOSS Phone Servers Data Export*)
- `webex_teams` (*Webex Teams Data Export*)

The export file directory and file format of the subscriber group is:

- directory: `media/data_export/<YYYY-MM-DD>`
- file naming format: `<YYYY-MM-DD_HHMM>_<type>.json.gz`

For subscriber group files:

- A retention policy of 30 days is in place. After each successful extraction of the data, any extract files 31 days old or older will be removed.
- If an export contains no data, a JSON file will contain an empty JSON list: `[]`.

Example:

`media/data_export/2018-10-11/2018-10-11_1236_analogue_line_sccp.json.gz`

Command examples:

- Single type

```
$ voss export type line
Starting line export, please wait...
Completed line export, created 2018-10-11_1236_line.json.gz.
```

- Multiple types

```
$ voss export type line site
Starting line export, please wait...
Completed line export, created 2024-05-07_0705_line.json.gz.
Starting site export, please wait...
Completed site export, created 2024-05-07_0706_site.json.gz.
```

- Group

All types in a group are exported.

```
$ voss export group subscriber
Starting subscriber group export consisting of analogue_line_mgcp, analogue_line_sccp, [...].
Starting analogue_line_mgcp export, please wait...
Completed analogue_line_mgcp export, created 2018-10-11_1236_analogue_line_mgcp.json.gz.
Starting analogue_line_sccp export, please wait...
Completed analogue_line_sccp export, created 2018-10-11_1236_analogue_line_sccp.json.gz.
[...]
Completed subscriber group export.
```

The export files can then be copied to a remote system. For example, from the VOSS Automate system, list out the data export files:

```
$ ls media/data_export/2018-10-11
2018-10-11_1236_analogue_line_sccp.json.gz
```

The exported files can be copied to a remote system using SCP or SFTP on port 22. For example:

```
remote_system:~$ scp <platform_user>@<voss_system>:media/data_export/2018-10-11/2018-10-11_1236_analogue_line_sccp.json.gz .
```

**Note:** Contact your VOSS Account team for details regarding the reports obtained from the following commands:

- voss export type nbi-subscriber (internal)

## 3. Cluster Deployment Commands and Steps

### 3.1. Deployment Commands

Architecturally, VOSS Automate offers two main deployment topologies:

- Unified Node Cluster Topology
- Modular Cluster Deployment

For details:

see the VOSS Automate Deployment Topologies chapter in the Architecture and Hardware Specification Guide.

Also refer to:

- the Install Guide
- *Cluster Commands*

---

**Note:** From release 21.1 onwards, a standalone topology is considered a cluster-of-one. This means that commands such as **cluster list** and **cluster status** should be run on a standalone topology.

---

In a clustered topology, a number of nodes with different roles are clustered together and provisioned to form a networked system. When nodes are clustered together, High Availability and Disaster Recovery can be achieved by ensuring that there are redundant services. Nodes can be deployed in any order.

---

#### Important:

- On a Unified node topology, the commands below should be run on the primary database node.
  - On a Modular topology, the commands below should be run on the database node.
- 

Once two or more nodes have been deployed, the nodes can be grouped into a cluster by executing **cluster add <ip>**. Note that a node already in one cluster cannot be added to another cluster. Likewise, nodes can be removed from a cluster with the **cluster del <ip>** command. The nodes in the cluster can be displayed using **cluster list**.

Cluster roles cannot be changed after installation because it is dependent on installed software and other configuration at time of deployment.

The status of the cluster can be viewed using **cluster status**.

If the node topology needs to be changed, the following procedure can be followed:

- A node can be removed from the cluster with **cluster del <ip>**



- The node can be redeployed with the correct parameters
- Add the new node to the cluster with **cluster add <ip>**
- Provision the cluster with **cluster provision**. This command should only be run on one node in the cluster, usually an application server.

## 3.2. Migrate a Unified Node Cluster to a Modular Cluster

From release 21.1 onwards, a new Modular Architecture deployment is available.

**Important:** Since individual requirements and topologies differ, contact VOSS for guidance and assistance *before* migrating.

### Note:

- A topology migration from a unified node cluster topology to a modular cluster is recommended under certain circumstances to improve the system behaviour at scale and under load.
- Since the *minimum* number of nodes in a modular architecture is 8 (2 web proxy and 6 application/database), *only* a migration of a unified node deployment of 8 nodes is supported.
- The migration to a modular architecture deployment is a one-way process. A migrated system cannot be migrated back to a unified node cluster topology.
- The migration process requires a maintenance window to complete, since a VM power down is needed for the migration of some nodes.
- For details on *installing* with this topology, see the Architecture and Hardware Specification Guide and Installation Guide:
  - Multinode Modular Cluster with Application and Database Nodes
  - Multinode Modular Cluster Hardware Specification
  - Modular Architecture Multinode Installation

Commands are available to migrate unified nodes from the unified node cluster topology. Since unified nodes combine database and application roles, the commands remove one of these roles. The commands are:

- **app remove-role db**: remove the database role from a unified node, leaving the application role.
- **app remove-role app**: remove the application role from a unified node, leaving the database role.

### 3.2.1. Considerations and Prerequisites

- VOSS has been contacted and is assisting.
- The migration requires a maintenance window.
- The new topology should be decided, in other words, which nodes take the db and app roles in the database centers.

- Backups before restarting:

As part of the rollback procedure, ensure that a suitable restore point is obtained prior to the start of the activity, as per the guidelines for the infrastructure on which the VOSS Automate platform is deployed.

Database backups from the Primary Unified node cannot be used to restore the database on the new primary database node after migration.

---

**Note:** If you need to roll back from the migration using the restore points, first revert *all* the cluster nodes to the correct restore point, then power the nodes on. Do not revert the restore point and power on each node in sequence.

---

- Hardware impact:

- Conversion from unified to app node - has disk space impact (db space unused and can be removed in the VM)
- Conversion from unified to database node - unified node requirement on VM of 16GB RAM needs to be changed to 32GB RAM for database node.

- Schedules:

- system
- admin created
- application related: NBI

### 3.2.2. Steps

The example and steps below shows a migration from a unified node cluster topology with 6 unified nodes in 2 data centers to modular topology with 3 database nodes and 3 application nodes:

| Data Center 1         |                                    |                      |
|-----------------------|------------------------------------|----------------------|
| Unified Node Topology | Migration Command                  | Modular Topology     |
| UN1                   | <b>app remove-role application</b> | db node (primary db) |
| UN2                   | <b>app remove-role database</b>    | app node             |
| UN3                   | <b>app remove-role application</b> | db node              |
| UN4                   | <b>app remove-role database</b>    | app node             |
| WP1                   | N/A                                | WP1                  |

| Data Center 2 (Data Recovery site) |                                    |                  |
|------------------------------------|------------------------------------|------------------|
| Unified Node Topology              | Migration Command                  | Modular Topology |
| UN5                                | <b>app remove-role application</b> | db node          |
| UN6                                | <b>app remove-role database</b>    | app node         |
| WP2                                | N/A                                | WP2              |

Before you start, verify that the nodes on which you run the migrate commands are *unified* nodes.

1. Check the memory of the nodes that will have application roles removed (the nodes: UN1, UN3 and UN5) to identify those with memory *less* than 32GB.

You can run **diag mem** on the nodes to verify this and add Mb `used` and Mb `free`.

2. Shut down the system:
  - a. From the primary database node: **cluster run notme system shutdown**
  - b. Then **system shutdown**
3. Make a restore point as per the guidelines for the infrastructure on which the VOSS Automate platform is deployed.
4. For the VMs of unified nodes that:
  - will become db nodes and
  - have less than 32GB memory (from the nodes: UN1, UN3 and UN5),
 resize the VM memory to 32GB as follows:
  - a. Log into VMWare GUI.
  - b. Adjust the **Memory** assigned to the system to 32GB.
5. Power up the VMs.
6. Run **app remove-role database** on UN2, UN4 and UN6.
7. Run **app remove-role application** on UN1, UN3 and UN5.
8. Do not modify the web proxy nodes WP1, WP2.
9. Run **cluster provision** on UN1.
10. Run **cluster status** to ensure the cluster roles are as expected.

**Note:** When the deployment is migrated to a modular system, the **cluster provision** command will run a check to verify that all nodes have been migrated, in other words, that no “hybrid” system is present.

An error message is displayed otherwise:

Cluster provisioning **not** allowed on cluster **with** mixed unified **and** db **or** app nodes

11. Run **database config** on the first new *database* node and ensure the database nodes are in the correct state. In this example it would be UN1.
12. Verify the primary application node (UN2) with the **cluster primary role application** command run on the node. The output should be *true*, for example:

```
platform@UN2:~$ cluster primary role application
is_primary: true
```

See: [Commands to Determine the Primary Node Role in a Cluster](#).

13. For the new *application* nodes (nodes where the database role has been removed, in other words UN2, UN4 and UN6)
  - a. Check the number of queues using **voss queues** and if the number is *less than 2*, set the queues to 2 with **voss queues 2**.

---

**Note:** Applications are reconfigured and the voss-queue process is restarted.

---

- b. Remove the database drives and volumes. Use the following commands to check and carry out the tasks. See the output example: [Removing Database Drives and Volumes](#).

- `drives list`
- `drives remove_logical voss dbroot`
- `drives remove_volume voss`

---

**Important:** Ensure the nodes are application nodes: you can run **app status** and verify no mongodb service is running on them.

---

14. You can remove disks from VMs of nodes with *application* roles (UN2, UN4 and UN6).

---

**Important:** Ensure the nodes you remove VM disks are application nodes: run **app status** and verify no mongodb service is running on them.

If disks are hot-mounted, a system restart may be needed.

---

- a. Run **drive list** and confirm that LVM volume is shown as available. Make note of VG size.
- b. Log into VMWare GUI.
- c. Look at disks attached to system, and specifically ones that are the size noted above.
- d. Remove that disk from the system.
- e. On the CLI, rerun **drive list** to confirm that LVM and VG are removed.

### 3.2.3. Removing Database Drives and Volumes

Example of commands and output when removing database drives and volumes.

```
platform@UN2:~$ drives list
Used disks and mountpoints:
    sdc1 -  services:backups

Unused disks:
dm-0

Unused mountpoints:
    services:SWAPSPACE

Volume Groups
    voss - 25.0 GB free, 250.0 GB total
    Physical volumes:
        sdd1
    Logical volumes:
        dbroot/dm-0 - 225.0 GB
platform@UN2:~$
```

```
platform@UN2:~$ drives remove_logical voss dbroot
Logical volume dbroot has been removed from voss
platform@UN2:~$ drives list
Used disks and mountpoints:
    sdc1 - services:backups

Unused disks:
    none - if disks have been hot-mounted, it may be necessary to reboot the system

Unused mountpoints:
    services:SWAPSPACE

Volume Groups
    voss - 250.0 GB free, 250.0 GB total
    Physical volumes:
        sdd1
    Logical volumes:
platform@UN2:~$
```

```
platform@UN2:~$ drives remove_volume voss
Volume group voss has been removed
platform@UN2:~$ drives list
Used disks and mountpoints:
    sdc1 - services:backups

Unused disks:
    sdd

Unused mountpoints:
    services:SWAPSPACE

platform@UN2:~$
```

### 3.3. Commands to Determine the Primary Node Role in a Cluster

Commands are available to determine if a node is the primary database or application node.

From the CLI on a node, the **cluster primary** command can be run with additional parameters to determine if the node is the primary database or application node.

```
platform@VOSS-UN-1:~$ cluster primary
is_primary: true
platform@VOSS-UN-1:~$ cluster primary role application
is_primary: true
platform@VOSS-UN-1:~$ cluster primary role database
is_primary: false
platform@VOSS-UN-1:~$
```

This command should be used to establish and confirm the primary application node during patch, patch bundle or delta bundle installation.

## 4. Provisioning

### 4.1. Provisioning

The system is installed as a loosely bundled set of applications. In order for the applications to be coupled, a process called 'provision' must take place.

Standalone systems are single-node ("cluster-of-one") clusters and are provisioned automatically since there is only one node in the system. This can be performed manually afterward with **cluster provision**.

When the topology of the cluster changes, e.g. additional nodes or applications are added; or to reprovision the system to bypass a faulty node, the cluster must be reprovisioned using **cluster provision**.

Note that for multi-node clusters, the cluster provisioning needs to reconfigure and restart services across the cluster in a complex arrangement and the provisioning duration is dependent on the number of nodes - it can take a number of hours for large installations.

Provision the cluster from the primary node with **cluster provision** For backwards compatibility, this command is the same as for example **cluster provision fast**.

Use the **cluster provision serial** command if the VMware host is under load.

The provisioning step may take some time, because all applications must be cross-configured to work with one another and the database is also provisioned. If the system discovers that no primary database server exists (or multiple database servers exist), the **cluster provision** command prompts the user to select a primary server manually.

See also: *[Using the screen command](#)*.

## 5. Networking

### 5.1. Network interfaces

**Important:** From Automate release 24.1 onwards, network addresses are in CIDR (Classless Inter-Domain Routing) format, for example: 192.168.100.3/27 or e00d::fafe:23/112. The use of a netmask in the 255.255.255.0 format is no longer supported.

The command **network interfaces** will display the available network interfaces and their configuration. The hostname can be set or changed with **network name <hostname>**.

**Note:** The maximum character length for the hostname is 56.

A network interface can be configured or changed as follows:

**network <interface-name> <cidrIP> <netmask> <gateway>**

For example:

- IPv4:  
**network eth0 172.29.89.100/24 172.29.89.1**
- IPv6:  
**network ens160 a00d::eafe:3/112 a00d::eafe:25**

The gateway can be configured using:

**network <interface-name> gateway <gateway>**

The network interface with IP, netmask and gateway can be configured with:

**network <interface-name> <cidrAddress> <gateway>**

The IP address can be changed without affecting the netmask and gateway using:

**network <interface-name> ip <ip>**

or

**network <interface-name> ip <ip>/<netmask>**

For example IPv4: **network eth0 ip 172.29.89.100**.

Deleting a IPv4 interface: **network -4 del ens160** Deleting a IPv6 interface: **network -6 del ens160**

## How to change a Network Interface

The steps below apply to the network interface change on both single node and multi-node topologies.

### Note:

- During this process, the application or database primary might be migrated automatically to a new node.
  - Ensure you are working on the correct node when running the below commands by checking with the *cluster primary* command.
  - A single node system will have all commands run on it unless otherwise stated.
- 
1. If the node to be changed is a database or unified node, then record the currently assigned database weight *database weight list*.
  2. On the current application primary run: *cluster del <IP>* where IP is the IP address of the node being changed.
  3. On the node being changed, run *network list* and note the interface name that will be changed.
  4. On the node being changed, run the *network <interface> ip <newIPAddress>* command to change the IP.
  5. Reboot the node being changed.
  6. If not a single node (standalone):  
Log in as the platform user to the node with the new IP address and run *cluster prenode*.
  7. On the current application primary run *cluster add <newIPAddress>*
  8. On the current primary database or unified node (not standalone / single node), run *database weight add <NewIPAddress> <weight>* to restore the database weight previously assigned to the changed node.
  9. On the current primary application node, run *cluster provision*.
  10. On the current application primary node, ensure services are restored by running: *cluster check* and *cluster run all app status*.
  11. If any services are not running, try and restart them using: *app start <service>*.

## Network Routes

Network routes can be displayed with **network routes**.

- To add a route to a subnet (using <netmask>):
  - via a specified gateway: **network routes <network-ip>/<netmask> <gateway>**
  - via a specific gateway and interface: **network routes <network-ip>/<netmask> <gateway> dev <interface-name>**
- To a host without specifying the gateway: **network routes <host-ip> dev <interface-name>**.
- Network routes can be deleted with **network routes del <network-address>**.



## Network Static Hosts

Static hosts can be maintained in `/etc/hosts` by using the following commands:

- Add: **network static\_host add <host> <ip>**
- Delete: **network static\_host del <host>**
- List: **network static\_host list**

Example:

```
$ network static_host list
static_hosts:
  lab.solutions.com: 10.121.1.42
```

## 5.2. Switching Network Addresses from IPv4 to IPv6

From release 24.1, the VOSS Automate platform supports IPv4 as well as IPv6 network addressing. Options available are:

- IPv4 only
- IPv4 and IPv6
  - with IPv4 as primary network
  - with IPv6 as primary network
- IPv6 only

For network address options during installation, refer to the Installation Guide:

\*Create a New VM Using the Platform-Install OVA\*.

The steps below provide options for a system using IPv4 addresses to use:

- IPv4 and IPv6
  - with IPv4 as primary network
  - with IPv6 as primary network
- IPv6 only

1. Add the relevant IPv6 address to the node.

```
platform@VOSS:~$ network ens160 f10d::eafe:3/112 f10d::eafe:25
This change might require a reprovision. Do you wish to continue [y/n]? y

Reprovision NOT needed. Primary address is ipv4.

ipv6:
  gateway: f10d::eafe:25
  ip: f10d::eafe:3/112

Restart your system to reflect networking changes ipv6

platform@VOSS:~$
```

2. Reboot the node if told to do so in the output.
3. Repeat the above for steps all nodes.

**Important:**

- Stop here if you want to use both IPv4 and IPv6 with IPv4 as the primary network.
- Continue if you want to use both IPv4 and IPv6 with IPv6 as the primary network, or if you only want to use IPv6.

4. Removing IPv4 addresses: on each node, remove the IPv4 address from the cluster with: `cluster del <IPv4Address>`

```
platform@VOSS:~$ cluster del 192.168.100.3
You are about to delete a host from the cluster. Do you wish to continue? y
Cluster successfully deleted node 192.168.100.3

Please run 'cluster provision' to reprovision the services in the cluster

Please note that the remote host may still be part of the database clustering and
→ should either be shut down
or reprovisioned as a single node BEFORE this cluster is reprovisioned
platform@VOSS:~$
```

5. Reboot the node: `system reboot`
6. Run `cluster prepnode` on each node except the primary application node

```
platform@VOSS:~$ cluster prepnode
You are about to add this node to a cluster.
Do you wish to continue? y
platform@VOSS:~$
```

7. From the primary application node, add each node to the cluster using the respective IPv6 address: `cluster add <IPv6Address>`

```
platform@VOSS:~$ cluster add a00d::eafe:3
-> Re-using existing platform/seed as I am the only node
Cluster successfully invited node [a00d::eafe:3]

Please run 'cluster provision' to provision the services in the cluster
platform@VOSS:~$
```

8. On the primary application node run: `cluster provision`

```
platform@VOSS:~$ cluster provision
You are about to provision the cluster, which will require restarting services at a
→ data center.
Please ensure for a cluster, the nodes are communicating correctly with a test
→ command such as 'cluster run all network
list' or a 'cluster run all app status' before you proceed.
Do you wish to continue? y
```

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```
----- VOSS, ip=[a00d::eafe:3], role=webproxy,application,database, loc=cpt
```

**Important:**

- Stop here if you want to use both IPv4 and IPv6 with IPv6 as the primary network.
- Continue if you only want to use IPv6.

9. To remove IPv4 completely, delete the IPv4 addresses from each node: `network -4 del ens160`

```
platform@VOSS:~$ network -4 del ens160
This change will require a reprovision. Do you wish to continue [y/n]?y
Primary address is ipv6, setting ipv4

    ipv4: value not set

platform@VOSS:~$
```

10. Restart the network (you will lose the SSH connection): `network restart`

11. Post change checks include the following:

```
platform@VOSS:~$ cluster list
Cluster has 1 nodes:

    webproxy : [a00d::eafe:3]
    application : [a00d::eafe:3]
    database : [a00d::eafe:3]

platform@VOSS:~$ cluster status

Data Centre: cpt
    webproxy : VOSS[a00d::eafe:3]

    application : VOSS[a00d::eafe:3]

    database : VOSS[a00d::eafe:3]

platform@VOSS:~$ cluster check
No issues found with host checks
platform@VOSS:~$
```

## 5.3. Network services

Network security is described in detail under the *Network Security* section, including detail regarding firewall ports.

NTP servers can be configured using the following commands:

- `network ntp` will display the list of configured NTP servers
- `network ntp set <ntp-server1> [<ntp-server2> ...]` will set up one or more NTP servers.

---

**Note:** This command will overwrite any existing list of configured NTP servers.

---

- `network ntp add <ntp-server1> [<ntp-server2> ...]` will add one or more NTP servers to the existing list
- `network ntp del <ntp-server>` will delete a NTP server

DNS servers can be configured using the following commands:

---

**Note:** Any network dns add/del/set command results in a service restart. All services will be restarted.

---

- `network dns` will display the configured DNS servers
- `network dns set <dns-server1> [<dns-server2> ...]` set up one or more DNS servers

---

**Note:** This command will overwrite any existing list of configured DNS servers.

---

- `network dns add <dns-server1> [<dns-server2> ...]` will add one or more DNS servers to the existing list
- `network dns del <dns-server>` will delete a DNS server
- `network domain <domain-name>` sets the default DNS domain
- Alternate DNS search domains can be configured with `network search add <domain>` and `network search del <domain>`

## 5.4. Network URI specification

All network locations are specified as a URI, for example download locations, backup destinations, notification destinations, and so on.

The following list shows the URI syntax:

- `ftp: ftp://user[:password]@host[:port][/path]`
- `http: http(s)://user[:password]@host[:port]/path`
- `file: file://{/path}+[/filename]`
- `sftp:`
  - `sftp://user[:password]@host[:port][/path]`

– Azure: `sftp://<storage_acct_name>.<sftp_local_user>[:passwd]@<storage_acct_name>/path`

- \* `<storage_acct_name>` is set up on Azure. The name of the Storage Account.
- \* `<sftp_local_user>` is set up on Azure if you enable SFTP and add a local user within the Storage Account settings.

- `scp: scp://[user@]host[:port][:path]`
- `email: mailto:user@host`
- `snmpv2: snmp://community@host[:port]`
- `snmpv3: snmp://user:auth:password@host[:port] ... minimum auth/password`

The `[password]` in the URI is optional when authentication is set up. Refer to [SSH key management](#).

---

**Note:**

- If a password contains special characters, it should not be added to the URI, but typed in at the password prompt.
  - If necessary, the URI should be URL-encoded: reserved characters should be encoded with percent-encoding.
- 

## 5.5. Network Docker Container Range

**Important:** When troubleshooting network issues, verify that the address range is not in use.

If it is in use, modify the Private Address Space using the **network container range add <private IP>** command as described below.

RFC-1918 states that the following three blocks of the IP address space are reserved for private internets:

|             |   |                 |                     |
|-------------|---|-----------------|---------------------|
| 10.0.0.0    | – | 10.255.255.255  | (10/8 prefix)       |
| 172.16.0.0  | – | 172.31.255.255  | (172.16/12 prefix)  |
| 192.168.0.0 | – | 192.168.255.255 | (192.168/16 prefix) |

This subnet block address range can be modified to another Private Address Space if needed.

Use the command **network container range list** to see the current Private Address Space.

For example:

```
$ network container range list
range: 10.1.2.1/24
```

Use the command **network container range add <private IP>** to modify the Private Address Space.

**Important:** A valid Private Address IP is required as input.

The range /24 is appended to the IP. For example, if 192.168.0.6 is used, the Private Address range 192.168.0.0/24 is used.

In a clustered environment, you could use **cluster run all network container range add <private IP>**, but if required, the Private Address Space can be also set to be different on each node by running the **add** command on each individual node.

For example:

```
$ network container range add 192.168.2.3
You are about to restart all services. Do you wish to continue?y
Application processes stopped. (note this line changes dynamically)

Reconfiguring applications....
Application processes started. (note this line changes dynamically)
```

## 6. Application Control

### 6.1. Application Control and Status

The functioning system is comprised of applications. Each application has a name and a version number. An application may have multiple processes running within and each process has its own state.

#### 6.1.1. Application Status

The command **app status** is used to display the status of the system. When the command is executed, it requests an up-to-date status of every application and process, and hence may take a few seconds to return.

A typical app status screen from the command line interface:

```
platform@VOSS:~$ app status
cluster v24.2.0 (2024-11-25 15:34)
insights-api v24.2.0 (2024-11-25 15:35)
  |-api                      running
insights-voss-sync v24.2.0 (2024-11-25 15:38)
  |-full-sync                disabled
  |-real-time                running (completed)
  |-database                 running (healthy)
  |-delta-sync               scheduled
  |-full-transaction         scheduled
  |-multivendor              scheduled
license-service v24.2.0 (2024-11-25 15:25)
  |-license-service          running (healthy)
mongo-upgrade v0.0.0
mongodb v24.2.0 (2024-11-25 15:36)
  |-arbiter                  running
  |-database                 running
nginx v24.2.0 (2024-11-25 15:36)
  |-proxy                    running
platform v24.2.0 (2024-11-25 15:37)
security v24.2.0 (2024-11-25 15:37)
selenium v24.2.0 (2024-11-25 15:37)
  |-gui_orchestration        running
selfservice v24.2.0 (2024-11-25 15:26)
  |-node                     running
services v24.2.0 (2024-11-25 15:37)
```

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```

|-logs                running
|-scheduler           running
|-mount               running
|-wsgi                running
|-syslog              running (completed)
|-time                running (completed)
|-firewall            running (completed)
snmp v24.2.0 (2024-11-25 15:37)
  |-daemon             running (completed)
  |-traps              running (completed)
support v24.2.0 (2024-11-25 15:37)
template_runner v24.2.0 (2024-11-25 15:37)
vmware v24.2.0 (2024-11-25 15:37)
voss-deviceapi v24.2.0 (2024-11-25 15:40)
  |-voss-cnf_collector running
  |-voss-risapi_collector running
  |-voss-monitoring    running
  |-voss-queue          running
  |-voss-wsgi           running
voss-portal v24.2.0 (2024-11-25 15:30)
  |-gui                 running

```

Applications can have multiple processes running within it - each with its state displayed. The following states are defined:

- **running** indicates that the process is running correctly.
- **completed** indicates that the process ran to completion successfully.
- **suspended** indicates that the process is suspended while waiting for another process.
- **stopped** indicates that the process is not running. An error message indicates that the process stopped for an unexpected reason.
- **disabled** indicates that the application is by default disabled or is not licensed.
- **scheduled** indicates that the application is scheduled to run.

## 6.2. Starting and Stopping

The system application may be stopped with **app stop** and restarted with **app start**.

**Important:** While services can be started across a cluster, they should not be stopped using the **cluster** command.

In other words, do not run **cluster run <where> app stop <no arg>**

For details on the cluster command and the <where> clause, see: [CLI Commands](#).

By default this is a non-blocking command, which means that the console prompt will be available after running this command while processes that are a part of it are running.



It is possible to start or stop individual applications and/or processes by appending the `<application-name>[:<process-name>]`. The list of applications can be seen by using the command **app status**.

For example, to start the process `voss-queue`:

**app start voss-queue**

or

**app start voss-deviceapi:voss-queue**

It is possible to perform a blocking start by including `blocking` after start but before the `<application-name>[:<process-name>]`. For example:

**app start blocking**

**app start blocking voss-queue**

This will ensure that all background processes that are started by **app start** will be completed before the console prompt is available.

## 6.3. Installing Applications

In general, it is not necessary to install single applications on a running system. Instead, the system is upgraded using **cluster upgrade** as described in the Upgrading Applications section.

The system collects all visible application versions for display using **app list**.

A screen for the `app list` command from the command line interface:

```
platform@cscluster1:~$ app list
selfservice - selfservice install script
  latest version 1.5.0 (2015-11-23 17:28) is installed

voss-deviceapi - voss-deviceapi install script
  latest version 1.5.0 (2015-11-23 17:26) is installed

cluster - cluster management
  latest version 1.5.0 (2015-11-23 17:25) is installed

template_runner - Template Runner
  not installed
  version available: 1.5.0 (2015-11-23 17:36)

mongodb - no-sql database server
  latest version 1.5.0 (2015-11-23 17:24) is installed

support - Diagnostic tools for tech support
  latest version 1.5.0 (2015-11-23 17:27) is installed

snmp - snmp management client and server
  latest version 1.5.0 (2015-11-23 17:31) is installed

nginx - lightweight web server
```

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```

latest version 1.5.0 (2015-11-23 17:24) is installed

services - Platform core services
  latest version 1.5.0 (2015-11-23 17:26) is installed

platform - Platform install/upgrade
  latest version 1.5.0 (2015-11-23 17:26) is installed

nrs - NRS install script
  not installed
  version available: 1.2.0 (2015-11-23 17:36)

security - Latest system security updates
  latest version 1.5.0 (2015-11-23 17:34) is installed

vmware - VMware tools
  not installed
  version available: 1.5.0 (2015-11-23 17:24)

```

Each application will display a short description of the application, the version installed, and whether other versions are available.

Additional applications can be downloaded using the instructions detailed under the System Control:Download section.

### 6.3.1. Single Application Installation

An application can be installed with **app install <application-name>[version:<version>] [delete-on-success <[yes|y]||[no|n]>]**

For example,

- **app install snmp**
- **app install platform version 0.8.1 2014-01-09 00:46**

For release 19.1.2 and later; when using the **app install** command to install patch scripts that have been added to the `media/` directory, the **delete-on-success** parameter and `yes|no` value can be added to remove or keep the patch file in the directory after successful installation.

Example: **app install media/patch.script delete-on-success yes**

By default, in other words without this parameter, the user is prompted whether to delete or keep the patch script:

```
Do you want to remove patch after successful completion?
```

If the `--force` parameter is appended to the parameter, no prompt is shown.

**Note:** This script file removal using the `delete-on-success` parameter only applies to *patch installation* and not to the installation of delta bundles or other bundles.

The application will automatically start its processes on install. In isolated rare cases, it may be necessary to manually provision the system afterward with **cluster provision** so that other applications are configured to work with the new application. This is taken care of automatically during the upgrade process described below.

### 6.3.2. Multiple Application Installation

More than one application can be installed by adding them as `multi_install` parameters:

A file `media/<manifest_file>.manifest` can be created to list the applications per line or space-separated, in the install sequence.

The `delete-on-success` parameter is optional.

- If the applications are listed on the command line, the sequence of the application parameters in the command is the sequence of the installation.

**app multi\_install** [`<manifest_file.manifest>`|`<app-name_1>` `<app-name_2>` ... ] [`delete-on-success` `<[yes|y]||[no|n]>`]

---

**Note:**

- It is advisable to make a system backup prior to installation so that a backup restore can be carried out in the case of a failure. Contact VOSS support if needed.
  - If an application URI is specified as a parameter, it is downloaded.
  - If an application is already installed, it is skipped with a message.
  - If an application with more than one version is found in `media/`, the latest version is installed.
  - If an application in the list fails to install, the installation is terminated. Refer to the install logs.
  - If the `delete-on-success` parameter is yes, the manifest file and application files are removed after successful installation.
- 

- The applications and manifest file can also be bundled into a single archive with extension: `.tar.gz`, `.tar`.

The command will then be of the format:

**app multi\_install** `<archive_file>` [`delete-on-success` `<[yes|y]||[no|n]>`]

The archive is extracted to the `media/<archive_basename>` directory.

---

**Note:**

- If no manifest file is found, the installation exists with an error message
  - If a file in the manifest is not available, an error message for the entry is displayed.
  - The same considerations apply as noted with a multiple installation that lists the files on the command line.
  - If the `delete-on-success` parameter is yes, the `media/<archive_basename>` directory is removed after successful installation.
-

## 6.4. Updating Applications

The entire cluster can be upgraded from a single node with the command:

**cluster upgrade <ISO>|<URL>**

Some issues to note:

- By default, the cluster upgrade is carried in parallel on all nodes and without any backup in order to provide a fast upgrade. For backwards compatibility, this command is the same as for example **cluster upgrade <ISO> backup none fast**.
- Use the **cluster upgrade <ISO>|<URL> serial** command if the VMware host is under load.
- If a backup is required, use the **backup <location>** parameter with a location as it was added with the **backup add** command. The command parameter can for example be:

**cluster upgrade <ISO>|<URL> backup <location>**

A downloadable URL can be specified using **cluster upgrade <URL>** which will first be downloaded before upgrading. For example:

**cluster upgrade http://myserver/path/myfile.iso**

If a downloadable URL is not available, use the instructions detailed under the Download section to copy the application upgrade package to the local server. Once complete, use **cluster upgrade <ISO path>** to upgrade the application, or for example: **cluster upgrade myfile.iso**.

A single, cluster-of-one node can be upgraded using the local variant:

**cluster upgrade <ISO>|<URL>**

By default, the **upgrade** will upgrade the system using the latest ISO upgrade package in the platform user's directory.

The system will automatically reprovision itself after upgrading if necessary.

Note that the system will automatically perform a full backup before the upgrade so that the system can be rolled back if necessary. The destination for this backup can be specified using the following syntax:

**cluster upgrade <URL>|<path> backup <backup-destination>**

Valid backup destinations can be listed with **backup list**. If necessary, it is also possible to instruct the system not to perform a backup by specifying the backup destination as **None**.

See the backup restore section on how to restore a system to a former snapshot in order to revert to the snapshot prior to upgrade.

## 6.5. Summary Attribute Migration

If template updates that modify the summary attributes of existing models are installed, then the summary attributes in the data of existing instances of the models need to be migrated.

If the summary attributes are not migrated, the list view representation of these model types will not contain the correct columns or values for display.

The command to carry out this migration for a specific model is:

**voss migrate\_summary\_attributes <model\_type>**

For example:

```
voss migrate_summary_attributes data/InternalNumberInventory
```

## 6.6. Remote Execution in Clusters

When commands are run on a cluster, a number of options are available to specify the nodes on which the commands can be run.

There is a *<where>* clause: **cluster run <where>**.

The clause can take:

- *role* - the role of the node: application, database, webproxy
- *all* - all the roles, in other words, the entire cluster
- *notme* - all nodes except the one the command is run on
- *<data center name>* - all nodes in the data center
- *<nodename | IP>* - the hostname or IP address of the node.

For example:

- **cluster run database app start mongod** will restart the mongod service on all database nodes.
- **cluster run all app status** will display the app status of all nodes on the cluster.
- **cluster run notme system shutdown** would issue the command to shut down all nodes except the one the command is run on.

---

**Important:** In a cluster, reboot and shutdown of the entire cluster should be done on each node and not with the **cluster run all** command.

---

Sometimes there are long-running processes running on a server. To display such jobs, use the **cluster job list** command.

---

**Note:** The **cluster job list** command is not available on a web proxy node.

---

It is also possible to re-attach to those jobs to see the output, using **cluster job reconnect <pid>**.

## 6.7. List of Unused Cluster Commands

The following table shows **cluster** commands that should not be used:

| command                                     |
|---|
| cluster run all system shutdown             |
| cluster run all system reboot               |
| cluster run <any> backup create XXX         |
| cluster run <any> cluster upgrade           |
| cluster run <any> cluster run XXX           |
| cluster run <any> cluster provision         |
| cluster run all cluster add <ip>            |
| cluster run all cluster del <ip>            |
| cluster run all cluster job kill <pid>      |
| cluster run all cluster job list            |
| cluster run all cluster job reconnect <pid> |
| cluster run all cluster list                |
| cluster run all cluster status              |

Only one **cluster** command can be run on web proxy nodes. A message is shown if running the other **cluster** commands, for example running the **cluster list** and **cluster status** commands *on a web proxy node*:

```
$ cluster list
Invalid command syntax - refer to help descriptions

USAGE:
-----
cluster prenode - Prepares the system so that it can be joined to a cluster

$ cluster status
cluster status not available on webproxy nodes.
```

To exclude these **cluster** commands from running on web proxy nodes, use the <where> parameter to specify the node types, for example, with the database node type as specified below:

```
$ cluster run database cluster list
You are about to a run a command across the cluster, which could affect service
↪availability.
Do you wish to continue? y

----- VOSS-UN-1, ip=164.168.151.3, role=webproxy,application,database, loc=cpt

Cluster has 8 nodes:

    application : 164.168.151.3, 164.168.151.5, 164.168.151.4, 164.168.151.7, 164.168.
↪151.6, 164.168.151.8
```

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```

webproxy : 164.168.151.3, 164.168.151.5, 164.168.151.4, 164.168.151.7, 164.168.
↪151.6, 164.168.151.9, 164.168.151.8, 164.168.151.10
database : 164.168.151.3, 164.168.151.5, 164.168.151.4, 164.168.151.7, 164.168.
↪151.6, 164.168.151.8

----- VOSS-UN-3, ip=164.168.151.5, role=webproxy,application,database, loc=cpt
[...]
```

## 6.8. Self-service Localization Management

Translation template files for the Self-service application can be exported for translation and can be added or imported.

To export the Self-service translation template:

**selfservice get\_translation\_template**

To add or import a Self-service Translation template:

**scp <local.json file> platform@<host>:media/**

Log into system as platform user:

**selfservice import\_translation media/<local.json file>**

Translation template files need to follow the naming convention:

locale-<languagecode>.json

For example:

- locale-en-us.json
- locale-es-es.json
- locale-de-de.json

## 6.9. Web Services

**On a web proxy node only**, Self-service and admin Web services can be disabled, re-enabled and listed if required. The task should be carried out after provisioning and if the Admin Portal or Self-service GUI for example needs to be disabled for security purposes.

**Note:** It is strongly recommended *not* to allow customer end-users the same level of administrator access as the restricted groups of provider- and customer administrators. This is why Self-service web proxies as well as Administrator web proxies should be used.

Systems with Self-service only web proxies are *only* recommended where the system is customer facing, but where the customer does not administer the system themselves.

The commands should be run on the relevant web proxy node. It is not recommended that the commands be run on a standalone single-node cluster system, but only on a multi-node cluster.

In particular, the commands to disable or enable web services will automatically reconfigure and restart the nginx process, so some downtime will result. Request URLs to a disabled service will redirect the user to the active service.

**Note:** SSO for end-user Self-service is supported when using a shared VOSS web proxy for Admin and Self-service, when using the Admin URL in the SSO setup. Once authenticated in the IdP via that URL, the user is dropped into the end-user Self-service interface (if they are an end user) and access via their role. SSO is not supported when using a dedicated Self-service proxy.

- To disable admin or Self-service web services on a web proxy node, run the command on the relevant node:

**web service disable <selfservice|admin>**

When running `web service disable admin`, all admin portals are disabled.

- To enable admin or Self-service web services on a web proxy node, run the command on the relevant node:

**web service enable <selfservice|admin>**

- To list disabled web services on an Admin or Self-service web services web proxy node:

**web service list**

For example:

```
platform@cscluster1:~$ web service list
disable: admin
```

## 6.10. Insights Analytics

From release 24.1 onwards:

- Two new apps are available to:
  - Manage Insights Analytics that is used for VOSS Wingman and dashboard widgets in the VOSS Automate GUI. See the topic on *VOSS Wingman* and *Dashboards* in the Core Feature Guide.
  - Manage data sync between Automate and Insights databases.
- The Insights database is installed on each database node in the VOSS system topology.

The new installed apps (run `app status` to see these) are:

- `insights-api`: the API service allowing the communication between VOSS Automate and Insights.

**Note:** The communication is associated with a specific VOSS Automate session for authentication, so that session timeout and logout will also terminate this specific communication.



- `insights-voss-sync`: the sync app, consisting of processes:
  - `real-time` and database components, ensuring initial creation of database tables and indexes required for the sync between Automate and Insights databases and changes to the Resource collection.

---

**Note:** The `real-time` app runs and completes after the creation of database tables and indexes.

---

This is done in order to ensure the accurate representation of data in widgets on VOSS Automate GUI dashboards. Refer to the *Synced Automate Models* section below.

- `full-sync`, `full-transaction`, `multivendor`, `delta-sync`: sync processes that allow for additional control.

---

**Note:** Default schedules are added for data sync between Automate and Insights databases.

---

- \* `full-sync`: (disabled by default, but can be run manually - refer to the topic on Manual Sync below.)
- \* `full-transaction`: (default: every hour every day) syncs transaction data since previous run of this sync (the first sync defaults to the last 90 days or 10 million transactions). Only transactions that have completed will be synchronized, i.e not queued and processing transactions. A cleanup script runs daily to ensure the number of stored transactions remain under 10 million.
- \* `multivendor`: (default: every hour every day) syncs multivendor subscriber details for the multivendor overview dashboard.
- \* `delta-sync`: (default: every 30 minutes) initially carries out a full sync and thereafter, an incremental resource sync. Allows for the synchronization of specific Automate objects defined by the `data/ReporterModels` instance which maps Automate and Insights databases. See the topic *Synced Automate Models* below.

If the initial management of dashboards on the GUI is required prior to the first scheduled sync, the `full-sync`, `full-transaction`, `multivendor` and `delta-sync` sync processes can be run manually - see the topic *Manual Sync* below.

The log files corresponding to `insights-voss-sync` components can be inspected and followed, for example:

```
insights-voss-sync/real-time.log
insights-voss-sync/full-transaction.log
insights-voss-sync/full-sync.log
insights-voss-sync/delta-sync.log
insights-voss-sync/multivendor.log
insights-voss-sync/database.log
```

---

**Note:** Since these log files can grow to be large files, they are by default rotated on an hourly basis to conserve disk space.

---

For details on viewing logs, see: [Logs](#).

### 6.10.1. Sync and service management commands

#### Scheduling

While default syncs are configured (see output below), Insights sync of data can also be scheduled manually by using the **insights sync schedule time** command to specify daily and weekly schedules.

The default syncs and disabled status can be seen:

```
platform@VOSS:~$ insights sync schedule list
schedule:
  delta-sync:
    hour: every
    minute: every/30
    weekday: every
  full-sync:
    disabled: true
    hour: 1
    minute: 0
    weekday: 6
  full-transaction:
    hour: 1
    minute: 0
    weekday: 0
  multivendor:
    hour: every
    minute: 0
    weekday: every
```

Use this `schedule list` command to inspect the current state of schedules.

#### Schedule Commands

The `schedule` command takes three options: sync type name, time and weekday.

Sync type (`{sync-type}`) can be:

- `full-sync`
- `full-transaction`
- `multivendor`

The `delta-sync` type runs every 30 minutes and is only available as a manual sync using **insights sync run**. Refer to the topic on Manual Sync below.

Time and weekday are set up separately.

Note that time can also be an interval (`every`):

```
insights sync schedule time {sync-type} every <{n} hours|{n} minutes>
```

or the format: `every/{n}`:

```
insights sync schedule time {sync-type} <every/<{n} hours|every/{n} minutes>
```

With `{n}`:

- hours: 0 - 23

- minutes: 0 - 59

Setting up the schedule by a specific time:

```
insights sync schedule time {sync-type} <{hour} {minute}>
```

For example:

```
insights sync schedule time {sync-type} 02 15
```

for a 2:15AM sync on the weekday of the setup.

Setting up weekly:

```
insights sync schedule time {sync-type} weekly {weekday}
```

Examples:

- `insights sync schedule time {sync-type} weekly 5`  
to change the time setup to be a weekly Friday sync.
- `insights sync schedule time {sync-type} weekly every`  
to change the time setup to be a weekly every day.

The value convention for {weekday} is:

- 0 is Sunday
- 1 is Monday
- 2 is Tuesday
- 3 is Wednesday
- 4 is Thursday
- 5 is Friday
- 6 is Saturday
- every is every day

## Manual Sync

The scheduled syncs as well as the real-time sync will keep the widget data in sync. A sync can also be run manually at any time in order to ensure the Automate database and Insights reporter database are in sync so that dashboards reflect current data.

---

### Note:

- Since a full sync can be a long process, the manual run of this command should be carried out at a suitable time. The duration of a sync would be dependant on the amount of data in the database and for full-transaction syncs, the amount of activity against that data since the last sync, or 90 days / 10 million transactions.

A cleanup script runs daily to ensure the number of stored transactions remain under 10 million.

- If a sync is in progress, another sync of the same type will not run.
- Run this command in a terminal opened with the **screen** command.

For details, see:

Using the screen command in the Platform Guide.

Use the **insights sync run** command with options:

- **insights sync run {sync-type}**

where {sync-type} can be:

- **delta-sync**: Fetches changed data incrementally, in other words, data changed since previous fetch. Stale data is also deleted. Note that **multivendor sync** is *not* included.

This sync type is by default scheduled to run every 30 minutes. The command can also be run using the parameter **--full-refresh** to carry out a full sync of insights data.

- **full-sync**. This command:
  - Carries out the equivalent of the command and parameter **delta-sync --full-refresh**, which fetches all data from the beginning of time (Jan 1, 1970).
  - Concludes with a **multivendor sync** - refreshing multivendor database tables.

Note that no output is shown in the **screen** session while the sync is in progress.

```
$ insights sync run full-sync
Syncing can be a long process. Do you wish to continue?yes
```

- **full-transaction**: transaction data sync.

Only transactions that have completed will be synchronized, i.e not queued and processing transactions.

In addition, no system and data sync transactions are synchronized.

```
$ insights sync run full-transaction
Syncing can be a long process. Do you wish to continue?yes
```

- **multivendor**: syncs multivendor subscriber details.

If upgrading to release 24.2, no initial manual sync is required for dashboard management, since **delta-sync** runs every 30 minutes and will then carry out this first sync.

**Note:** The sync process initially takes some time.

Follow the progress of the sync by inspecting the related log files:

```
$ log follow process/insights-voss-sync.full-sync.log
$ log follow process/insights-voss-sync.delta-sync.log
$ log follow process/insights-voss-sync.full-transaction.log
$ log follow process/insights-voss-sync.multivendor.log
```

**Note:** The **delta-sync** sync process does not sync transaction data.

To sync transaction data, either:

- Run **insights sync run full-transaction** manually
- Use the Platform system scheduling feature - see: [Scheduling](#).

A scheduled insights sync can be also disabled and enabled using the command:

```
insights sync schedule <enable|disable> {sync-type}
```

### 6.10.2. Synced Automate Models

The list of Automate database models (first column) that are synced to the Insights database (third column) are listed below.

These models also serve as query sources for VOSS Wingman in the VOSS Automate GUI and by some VOSS Automate dashboard widgets. See the topic on *VOSS Wingman* and *Dashboards* in the Core Feature Guide.

If any of these models are updated, the `delta-sync` sync process will create the matching INSERT, UPDATE or DELETE database operation in the Insights database, so that any widgets on VOSS Automate GUI dashboards that reference corresponding data, remains synced.

Table 1: Insights Sync Table

| model_type                         | friendly_name                    | friendly_model_type                |
|------------------------------------|----------------------------------|------------------------------------|
| data/MonitoringCluster             | Monitoring Platform Cluster      |                                    |
| data/MonitoringQueue               | Monitoring Transaction Queue     |                                    |
| data/MonitoringSessions            | Monitoring Sessions              |                                    |
| data/MetricDatabaseCollectionStats | Monitoring Database Stats        |                                    |
| data/LicenseAuditCounts            | Automate License Counts          |                                    |
| data/BaseSiteDAT                   | Site                             | relation/HcsSiteREL                |
| data/CountLimit                    | Subscriber Count Limit           |                                    |
| data/HcsDpDNE164AssociateDAT       | E164 Number Association          |                                    |
| data/HcsDpE164InventoryDAT         | E164 Number Inventory            | data/HcsDpE164InventoryDAT         |
| data/HcsEntitlementProfileDAT      | Entitlement Profile              | data/HcsEntitlementProfileDAT      |
| data/HierarchyNode                 | Hierarchy                        |                                    |
| data/InternalNumberInventory       | Number Inventory                 | relation/NumberInventoryREL        |
| data/MicrosoftSubscriberQasStaging | Microsoft Subscriber Staging     | data/MicrosoftSubscriberQasStaging |
| data/User                          | User                             | relation/User                      |
| device/cuc/User                    | Cisco CUC User                   | relation/Voicemail                 |
| device/cuc/UserLicense             | Cisco CUC User License           |                                    |
| device/cuc/Callhandler             | Cisco CUC Call Handler           | device/cuc/Callhandler             |
| device/cucm/CallPickupGroup        | Cisco UCM Call Pickup Group      | device/cucm/CallPickupGroup        |
| device/cucm/DeviceProfile          | Cisco UCM Device Profile         | relation/SubscriberDeviceProfile   |
| device/cucm/Gateway                | Cisco UCM Gateway                |                                    |
| device/cucm/GatewaySccpEndpoints   | Cisco UCM Gateway SCCP Endpoints |                                    |

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Table 1 – continued from previous page

| model_type                                      | friendly_name                          | friendly_model_type                  |
|---|--|--------------------------------------|
| device/cucm/HcsLicense                          | Cisco UCM License                      |                                      |
| device/cucm/HuntList                            | Cisco UCM Hunt List                    |                                      |
| device/cucm/HuntPilot                           | Cisco UCM Hunt Pilot                   | relation/HuntGroupRelation           |
| device/cucm/LicensingResourceUsage              | Cisco UCM Licensing Resource Usage     |                                      |
| device/cucm/Line                                | Cisco UCM Line                         | relation/LineRelation                |
| device/cucm/LineGroup                           | Cisco UCM Line Group                   |                                      |
| device/cucm/Phone                               | Cisco UCM Phone                        | relation/SubscriberPhone             |
| device/cucm/PhoneType                           | Cisco UCM Phone Type                   |                                      |
| device/cucm/RemoteDestination                   | Cisco UCM Remote Destination           |                                      |
| device/cucm/RemoteDestinationProfile            | Cisco UCM Remote Destination Profile   | relation/SingleNumberReachREL        |
| device/cucm/User                                | Cisco UCM User                         | relation/Subscriber                  |
| device/pexip/Conference                         | Pexip Conference                       |                                      |
| device/pexip/ConferenceAlias                    | Pexip Conference Alias                 |                                      |
| device/msexchangeonline/UserMailbox             | Microsoft Exchange Online User Mailbox | device/msexchangeonline/UserMailbox  |
| device/msgraph/MsolAccountSku                   | Microsoft O365 User SKU                |                                      |
| device/msgraph/MsolUser                         | Microsoft O365 User                    | relation/MicrosoftSubscriber         |
| device/msteamsonline/CsAutoAttendant            | Microsoft Teams Auto Attendant         | device/msteamsonline/CsAutoAttendant |
| device/msteamsonline/CsCallQueue                | Microsoft Teams Call Queue             | device/msteamsonline/CsCallQueue     |
| device/msteamsonline/CsOnlineUser               | Microsoft Teams User                   | device/msteamsonline/CsOnlineUser    |
| device/msteamsonline/CsTeamsClientConfiguration | Microsoft Teams Client Configuration   |                                      |
| device/spark/Announcements                      | Webex Calling Announcements            | device/spark/Announcements           |
| device/spark/AutoAttendants                     | Webex Calling Auto Attendants          | relation/WebexAutoAttendants         |
| device/spark/CallParkExtensions                 | Webex Calling Call Park Extensions     | relation/WebexCallParkExtensions     |
| device/spark/CallParkGroup                      | Webex Calling Call Park Group          | relation/WebexCallParkGroup          |
| device/spark/CallPickup                         | Webex Calling Call Pickup              | relation/WebexCallPickup             |
| device/spark/Device                             | Webex Calling Device                   | relation/WebexDevice                 |
| device/spark/HuntGroup                          | Webex Calling Hunt Group               | relation/WebexHuntGroup              |
| device/spark/Group                              | Webex Calling Group                    | device/spark/Group                   |

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Table 1 – continued from previous page

| model_type             | friendly_name          | friendly_model_type      |
|------------------------|------------------------|--------------------------|
| device/spark/License   | Webex Calling License  | device/spark/License     |
| device/spark/Place     | Webex Calling Place    | relation/WebexTeamsPlace |
| device/spark/Number    | Webex Calling Number   | device/spark/Number      |
| device/spark/Schedules | Webex Calling Schedule | relation/WebexSchedules  |
| device/spark/Team      | Webex Calling Team     | device/spark/Team        |
| device/spark/User      | Webex Calling User     | relation/SparkUser       |
| device/uccx/Agent      | Cisco UCCX Agent       | relation/UccxAgent       |
| device/webex/User      | Cisco Webex User       | device/webex/User        |

## 7. System Control

### 7.1. System Commands Overview

This section covers commands available from the CLI that are started with the **system** command prefix. The commands are generic, operating system type commands. System commands that start with the prefix **voss**, are VOSS Automate specific system commands.

Note that the system commands that start with **system ssh\_session\_limit** are covered in the security topic on SSH session limits.

### 7.2. System restart

The system can be restarted with **system reboot** and shutdown with **system shutdown**.

---

**Note:** In a cluster, reboot and shutdown of the entire cluster should be done on each node and not with the **cluster run all** command - see: [Remote Execution in Clusters](#).

---

### 7.3. Passwords

The password for the platform user is chosen at install time, but can be changed using **system password** which will then prompt for the old password, the new password and confirmation.

Passwords be least 8 characters long and must contain:

- at least one upper case letter
- at least one lower case letter
- at least one number
- at least one symbol

User passwords must be changed at least every 60 days.

Additional users can be created with **user add <username>**.

---

**Note:** The <username> text needs to follow the rules below:

- starts with letter (a-z/A-Z)



- followed by one or more of:
  - letters (a-z/A-Z)
  - digits (0-9)
  - full-stop (.)
  - underscore ( \_ )
  - dash (-)

Refer to the System Security : Creating additional users section.

Each user can be granted access to specific commands offering role-based access control - Refer to System Security : Granting and revoking user rights.

## 7.4. System Boot Passwords

Password protection can be enabled on the VOSS Automate boot loader configuration from the CLI. Commands are available to check, enable and disable the bootloader password.

- **system boot password** - Check if a bootloader password is enabled or disabled.
- **system boot password enable** - Prompts for and sets the platform user boot loader password. Refer to the topic on Passwords for password text requirements.
- **system boot password disable** - Disable the bootloader password if it is enabled.
- **system boot password reset** - If a password has been set, reset the bootloader password and enter a new password. If the system boot password is disabled when the command is run, a message will show this.

For example:

```
$ system boot password
System boot password disabled.

$ system boot password reset
You are about to reset the boot password. Do you wish to continue? y
System boot password is disabled. Enable the system boot password first.

$ system boot password enable
You are about to enable the boot password. Do you wish to continue? y
Valid passwords must contain:
    at least one lower- and one upper-case letter,
    at least one numeric digit
    and a special character eg. !#$%&^*
Please enter platform user boot password:
Password:
Please re-enter password
Password:
System boot password enabled.

$ system boot password reset
```

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```

You are about to reset the boot password. Do you wish to continue? y
status true
Valid passwords must contain:
    at least one lower- and one upper-case letter,
    at least one numeric digit
    and a special character eg. !#$%&^*
Please enter platform user boot password:
Password:
Please re-enter password
Password:
System boot password enabled.

```

System boot passwords can also be enabled and set upon installation. Refer to the topic on Installation Details in the Installation Guide.

## 7.5. Federal Information Processing Standards (FIPS)

An administrator can check and enable the system for adherence to Federal Information Processing Standards (FIPS).

**Important:** The use of FIPS on the system requires a subscription to the *Ubuntu Pro* service package from Canonical in order to obtain the necessary cryptographic modules.

See <https://ubuntu.com/pro/>

A valid subscription to the Ubuntu UA service is required for *each individual node*. Commands also need to be run on *each node*.

Internet access will be required from your system - either directly, or via a proxy - to the necessary Ubuntu Pro service package URLs.

- All system passwords are stored using FIPS 140-2 complaint encryption algorithms, when FIPS mode is enabled or not.
- If FIPS is enabled on a system, all install scripts and templates are encrypted and decrypted using FIPS 140-2 complaint encryption algorithms.

To check the system FIPS status, use **system ua**.

```

platform@VOSS:~$ system ua status
SERVICE      AVAILABLE  DESCRIPTION
fips           yes       NIST-certified core packages
fips-updates   yes       NIST-certified core packages with priority security updates

```

This machine is not attached to a UA subscription.

See <https://ubuntu.com/advantage>

The output above shows that services are available, but are not attached to the current node.

### 7.5.1. FIPS Enablement Steps

The step by step process to enable FIPS is as follows. Carry out the commands *on each node*:

1. [Configure the proxy access](#)
2. [Attach the node to the FIPS subscription](#)
3. [Enable FIPS Service](#)
4. Reboot the node
5. Repeat the above steps for all the nodes in the cluster

### 7.5.2. Configure the proxy access

Configure the proxy access if required, if the node is not set up to allowed to access the internet directly - for FIPS package retrieval.

Display the current proxy configuration:

```
platform@VOSS:~$ system ua config show
http_proxy      None
https_proxy     None
ua_apt_http_proxy  None
ua_apt_https_proxy None
global_apt_http_proxy None
global_apt_https_proxy None
metering_timer  11000
```

Set a proxy:

```
platform@VOSS:~$ system ua config set http_proxy http://192.168.100.25:3128

http_proxy      http://192.168.100.25:3128
https_proxy     None
ua_apt_http_proxy  None
ua_apt_https_proxy None
global_apt_http_proxy None
global_apt_https_proxy None
```

Unset a proxy:

```
platform@VOSS:~$ system ua config unset http_proxy

http_proxy      None
https_proxy     None
ua_apt_http_proxy  None
ua_apt_https_proxy None
global_apt_http_proxy None
global_apt_https_proxy None
```

### 7.5.3. Attach the node to the FIPS subscription

Attach a node to the FIPS subscription with the command: **system ua attach**.

```
platform@VOSS:~$ system ua attach
You are about to attach this node to a UA account. Do you wish to continue? y
Please enter the UA account key
Key:
This machine is now attached to 'UA Infrastructure - Essential (Virtual)'
```

| SERVICE      | ENTITLED | STATUS   | DESCRIPTION   |
|--------------|----------|----------|---|
| fips         | yes      | disabled | NIST-certified core packages                                |
| fips-updates | yes      | disabled | NIST-certified core packages with priority security updates |

```
NOTICES
Operation in progress: ua attach

Enable services with: ua enable <service>

Account: My Account Name
Subscription: UA Infrastructure - Essential (Virtual)
Valid until: YYYY-MM-DD 00:00:00+00:00
Technical support level: essential

platform@VOSS:~$
```

#### Note:

- The entered value of Key: is not displayed.
- The heading now shows as ENTITLED STATUS.

To detach the UA subscription from a node, thus rendering the node disconnected from further updates, use the **system ua detach** command on the node.

```
platform@VOSS:~$ system ua detach
WARNING: Continuing with this command will render this node destroyed

Do you want to continue? y
Detach will disable the following service:
    fips
Updating package lists
A reboot is required to complete disable operation.
This machine is now detached.

You have new mail in /var/mail/platform
platform@VOSS:~$
```

**Important:** After a node has been detached from the subscription, critical services will no longer be working on that node.

This command should only be used when the node is no longer in service. Should the node be removed by accident, the fail-over recovery process must be followed to replace that node. The previous instance will have to be detached by removing it on the Ubuntu Pro customer page.

#### 7.5.4. Enable FIPS Service

After the FIPS subscription has been attached to a node, enable the selected <service> on the node: either `fips` or `fips-updates`.

**Important:** After running the `system ua enable <fips|fips-updates>` command, a node reboot is required.

- The enable process will take approximately 15 minutes for enabling `fips` per node.
- The enable process will take approximately 30 minutes for enabling `fips-updates` per node.

Only one of `fips` or `fips-updates` can be enabled. Once enabled, the selection cannot be changed.

The required security and versions of packages for FIPS are obtained and installed on the system.

The **STATUS** column shows the service status.

```
platform@VOSS:~$ system ua status
SERVICE      ENTITLED  STATUS   DESCRIPTION
fips           yes       enabled  NIST-certified core packages
fips-updates   yes       disabled NIST-certified core packages with priority security
↳ updates

NOTICES
FIPS support requires system reboot to complete configuration.

Enable services with: ua enable <service>

                Account: My Account Name
                Subscription: UA Infrastructure - Essential (Virtual)
                Valid until: YYYY-MM-DD 00:00:00+00:00
Technical support level: essential

platform@VOSS:~$
```

### 7.5.5. Upgrading from Release 19.3.x with FIPS enabled

If FIPS was enabled on your system (release 19.3.x) *prior* to upgrade, note the following:

- Obtain and run `EKB-11024-19.3.4_patch.script`.
  1. On the Customer Portal, go to **Downloads > VOSS Automate > 19.3.4 > Patches > EKB-11024-19.3.4\_patch**.
  2. Download `EKB-11024-19.3.4_patch.script` and follow installation instructions in `MOP-EKB-11024-19.3.4_patch.pdf`.
- After system upgrade, any existing FIPS setup is removed and FIPS needs to be re-enabled. No **system fips** commands are available - FIPS commands are replaced with **system ua** commands.
- After system upgrade and before re-enabling FIPS, the **voss upgrade\_db** command cannot be used. A message shows:

This system was FIPS enabled previously. To proceed, please enable the Ubuntu Pro program first before proceeding **with** the rest of the upgrade  
To do this, run '`system ua attach`' and '`system ua enable <fips|fips-upgrade>`'

- Prior to FIPS re-enablement on an upgraded system, obtain the `UA account` key values for the nodes. These will be used when running **system ua attach**.  
System logs do not show entered key values - these are displayed as `XXXXXXX`.
- During upgrade from release 19.3.x, after the **cluster upgrade**, **cluster check**, and **security update** (if needed) steps, run the [FIPS Enablement Steps](#). Also refer to the Upgrade Guide for general upgrade steps.

## 7.6. File Management

Each user has a unique home directory in which local files can be stored. It is the user's responsibility to manage the disk space used by these files.

The command **diag disk** displays the disk usage. Files in the user's directory are displayed using the standard **ls** command, and deleted with **rm**.

New applications or upgrade packages are uploaded to the platform user using **scp** or **sftp**, for example **scp <filename> platform@192.168.0.1:** on the remote Unix file server. Refer to Network URI Specification for usage. If **sftp** or **ftp** is used, the following FTP servers are supported:

- OpenSSH for Unix or Linux based systems
- Titan SFTP and Cygwin (which is OpenSSH based) for Windows based systems.

A **sftp** or **scp** of files to VOSS Automate must be done in the `media` directory (`/opt/platform/admin/home/media`), which is a writable directory.

Alternatively a downloadable URL can be downloaded directly on the VOSS Automate system using **system download <URL>** and the downloaded file is placed in the platform user's directory, For example: **system download http://myserver/path/myfile.iso**

Individual applications are installed using **app install <filename>.script**. For details, see [Installing Applications](#). A list of available applications and versions is displayed using the command **app list**.

ISO packages include all the individual packages required for upgrading. Upgrade the system using **cluster upgrade <filename>.iso**. Alternatively, the ISO package file system can be mounted with the system **mount** command, and the individual applications are visible under the media directory, and visible via the **app list** command.

On a running system, the **app list** command shows versions and details of applications and patches installed or not installed on the node where the command is run, as for example in this output snippet on a web proxy node:

```
...

mongodb - NoSQL database server
  not installed
  version available: 11.5.2 (2017-09-14 16:16)

nginx - Nginx web server
  latest version 21.1.0 (2021-07-11 16:01) is installed
  other version available: 11.5.2 (2017-09-14 16:15)

services - Platform core services
  latest version 21.1.0 (2021-07-11 16:07) is installed
  other version available: 11.5.2 (2017-09-14 16:15)

selfservice - selfservice install script
  not installed
  version available: 11.5.2 (2017-09-14 16:16)

voss-deviceapi - voss-deviceapi install script
  not installed
  version available: 11.5.2 (2017-09-14 16:16)

...
```

To remove an empty mount directory `media/<iso_file_basename>` on nodes that may have remained after for example an upgrade, run:

**cluster run all app cleanup**

This command will also remove any application `.script` files in `media/` that have already been back up.

## 7.7. Drive control

In order to reduce the risk of *disk full* errors, the platform divides the file system over several disks keeping areas liable to grow outside the main root filesystem. The areas with the highest growth such as logs and database storage are kept on their own private file systems.

---

**Note:** The database mount point is stored in a logical volume.

---

These disk mounts can be migrated onto new, larger disks and some other locations can optionally be moved onto their own disks. This is managed through the **drives** command.

The current mounted filesystems and mount points can be displayed using **drives list mounted** and **drives list mountpoints** respectively.

A screen showing drives list mounted and drives list mountpoints:

```
platform@development:~$ drives list mountpoints
Used disks and mountpoints:
    sdc1 - services:backups
    dm-0 - mongodb:dbroot

Unused disks:
sde

Unused mountpoints:
    services:SWAPSPACE

Volume Groups
    voss - 25.0 GB free, 250.0 GB total
    Physical volumes:
        sdd1
    Logical volumes:
        dbroot/dm-0 - 225.0 GB

platform@development:~$ drives list mounted
Used disks and mountpoints:
    sdc1 - services:backups
    dm-0 - mongodb:dbroot
platform@development:~$
```

The mount points are as follows:

- mongodb:dbroot is the volume used for database storage
- services:backups is used for default backup storage
- services:appdata is the main system volume used for application data in the users account
- services:SWAPSPACE is the swap volume used by the system

**Note:** While the system is carrying out a backup, additional *Unused disks*, for example dm-1, dm-2, may show when the **drives list** command is run. These disks are used for snapshots and will not display once the backup is completed.

In order to add or extend an existing disk volume, follow the following steps:

- Under VMware, add an additional disk volume to the VM
- **drives list** displays any unused available volumes
- A free mount point can be linked to a new disk using **drives add <disk> <mountpoint>**.

**Note:** The **drive add** command on a Generic NBI node (for Billing Data Extract) is not in use.



- An existing used mountpoint (i.e. currently linked to a disk volume) can be linked to a new disk volume of greater size using **drives reassign <disk> <mountpoint> <new disk size in GB>**.

The *<new disk size in GB>* specification means the volume need not be the size of the entire disk. However, a specified size must *not* be more than 90% of the disk size (or more than *<disk size less 10GB>* if the disk size is 100GB or smaller).

Existing data on the current disk will be copied to the new disk volume, and once successful, the new disk volume will be linked.

For example, the following steps can be followed to add a 250GB hard disk to the system:

1. Log into the VMware console and select Server.
2. Right-click and select Edit settings.
3. Click **Add...** and select Hard Disk.
4. Step through the rest of the wizard and edit parameters - in this case 250GB, thick provisioned.
5. Once done, log into system as the platform user.
6. Carry out a disk listing with the command **drives list**.
7. Reassign the disks with the command:
  - For the *database mount point (mongodb:dbroot)*, a Volume Group must be reassigned:
    - a. **drives create\_volume <volume\_name> <new disk name>**.
    - b. Carry out a disk listing to check the Volume Group with the command **drives list**.
    - c. **drives reassign <volume\_name> mongodb:dbroot <size in GB>**. The *<size in GB>* specification means the volume need not be the size of the entire disk. However, a specified size must *not* be more than 90% of the disk size (or more than *<disk size less 10GB>* if the disk size is 100GB or smaller).
    - d. Old volumes can be removed with:
      - **drives remove\_logical <volume\_name> <logical\_volume\_name>**
      - **drives remove\_volume <volume\_name>**
  - For *other mount points*, a disk must be reassigned: **drives reassign <disk> <mountpoint>**
8. Start the application with **app start**.
9. Verify the new reassignment with the command **drives list**.

---

**Note:** Volume Groups for database mount points reserve a 10% or 10GB space - whichever is the largest - which is used for and then released during database backups.

---

SAN alignment is implemented using the offset value in **drives offset**. This value can be changed if necessary; however the default should be sufficient for most SAN hardware.

For swap partitions, use **drives checkswap** to check their alignment. Use **drives alignswap** to fix a misaligned swap partition.

## 7.8. Transaction Prioritization

There are three buckets for transactions in the VOSS Automate system Priority Queue, namely high, medium and low priority:

1. High Priority:

- Self-service transactions: carried out by end users on the Self-service interface

2. Medium Priority:

- MACD operations on the VOSS Automate Admin Portal by Administrator users
- API-based provisioning (HIL)
- Any other transaction not in the Low Priority bucket

3. Low Priority:

- Data Sync (LDAP, any device import transaction)
- Bulk load transactions
- Data import (import of data in JSON format)

From the Command Line Interface (CLI), a command is available to modify the default number of queue workers:

- Use **voss workers** to show the current number of queue workers. The default is 30.
- Use **voss workers <number>** set the number of queue workers.

An adjustment of the number of queue workers will impact on the number of parallel transactions that will run, which is a factor of this value as well the queue priority bucket to which the transaction belongs.

For example, Data Sync transactions may execute asynchronous workflows which are executed in parallel, or a Bulk Load transaction may have the Parallel flag set to True.

## 7.9. Banner

An administrator can manage a custom banner on the system from the CLI to display before login. The banner needs to be configured on a per node basis, in other words on each node in a cluster.

Banners are maintained on system update.

Banner text:

- Must be ASCII text in a UTF-8 file
- Can be up to 1600 characters. This includes spaces, tabs and other non-printing characters.
- Displays before login (SSH, SFTP, SCP)

An error message will display if the banner text is longer than the required length.

The following is an example:

```
$ ssh username@host
```

```
#####
```

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```
# WARNING: Unauthorized access to this system is forbidden and will be #
# prosecuted by law. By accessing this system, you agree that your    #
# actions may be monitored if unauthorized usage is suspected.         #
#####
username@host's password:
```

The banner can be created in a file, uploaded to the system and then enabled.

1. Create the banner in a file, for example banner.
2. Upload the banner file, for example:

```
scp banner username@host:media/
```

3. When logged in on the system, remove any previous banner and add the uploaded banner:

```
system banner remove
system banner add media/banner
```

4. The banner will then be shown as in the example above.
  - To show the current banner, use: **system banner read** If no banner is available, a message will show.
  - To remove the current banner, use: **system banner remove**

## 7.10. Maintenance Mode

CLI commands are available to also place the VOSS Automate system in a *maintenance mode* during system upgrade, to suspend any scheduled transactions. Scheduled transactions that are in progress, will be allowed to complete.

See also: [Cluster Commands](#).

### 7.10.1. Maintenance Mode Commands

- Put node or cluster into maintenance mode
  - For all nodes in a cluster: **cluster maintenance-mode start**

Running this command prompts for confirmation and then shows:

```
System is now in maintenance mode
```

When the node or cluster is in maintenance mode:

- Upon login on the CLI or when obtaining a health report, e.g. **diag health**, the message is then shown:

```
SYSTEM IN MAINTENANCE MODE
```

- No scheduled Platform tasks will be started while in maintenance mode.

- No scheduled Automate transactions will be started while in maintenance mode.
- Check the status of the maintenance mode
  - For all nodes in a cluster: **cluster maintenance-mode status**

The command returns a message, for example

```
System is in maintenance mode
```

- Take node or cluster out of maintenance mode
  - For all nodes in a cluster: **cluster maintenance-mode stop**

Running the command requests confirmation and then shows:

```
System is now out of maintenance mode
```

- Scheduled tasks will resume once the system is out of maintenance mode.

## 7.11. Checksum

An administrator can generate the SHA256 checksum of a file such as an .iso image by using the **system checksum <path-to-file>** command.

The checksum of the file can then be compared to the one originally provided with the file, to verify its integrity.

## 7.12. Terminal Reset

The VOSS Automate platform provides a command to reset the terminal, in other words return the terminal session to sanity in for example the case where no characters show up on the terminal or where “gibberish” characters such as ^? and ^H are displayed.

The command is available from the **system** menu off the main CLI menu.

Run:

```
system tty sane
```

## 8. Diagnostics

### 8.1. Login Report

On login, the system displays a report indicating the status of the system before displaying the CLI user prompt. This report shows the following:

```
Last login: Mon Oct 31 13:45:17 UTC 2022 from 172.29.99.43 on pts/2

host: VOSS, role: webproxy,application,database, load: 0.58, USERS: 3
date: 2022-10-31 13:53:46 +00:00, up: 4:24
network: 192.168.160.3, ntp: 172.29.68.56
database: 3.5GB
WARNING: TRANSACTION DATABASE MAINTENANCE NOT SCHEDULED - SETUP SCHEDULE FOR REGULAR
↪MAINTENANCE
WARNING: CURRENT LICENSE FOR 6049914029c384002787ef2e (Automate) IS SET TO EXPIRE ON
↪2022-11-07

mail - local mail management      keys - ssh/sftp credentials
network - network management      backup - manage backups
voss - voss management tools      log - manage system logs
database - database management    notify - notifications control
schedule - scheduling commands    selfservice - selfservice management
diag - system diagnostic tools     system - system administration
snmp - snmp configuration         user - manage users
cluster - cluster management       drives - manage disk drives
web - web server management       app - manage applications
license - license management       security - security update tools
```

The report explanation is shown below:

| Name   | Description   |
|--|---|
| host   | hostname  |
| role   | The role of the node: any of webproxy, application, database.   |
| Last login   | Last console login and IP address source. This is only shown if there has been a previous login.  |
| load   | The load average of the system.   |
| USERS  | The number of CLI users currently logged in. This is only shown if more than one user is logged in.   |
| up   | The system uptime.  |
| services   | The status of the system services.  |
| SECURITY   | Whether security updates are available - shown if updates are available. Refer to the Security Patches section. Security updates are installed using <b>security update</b> . |
| HEALTH   | A Health notification, for example a scheduled mail message, is set up or not.  |
| database   | Current database size.  |
| DATABASE TRANSACTION SIZE  | If the size of the TRANSACTION database collection exceeds 20GB, the current size is reported.  |
| DATABASE TRANSACTION COUNT   | If the number of entries in the TRANSACTION database collection exceeds 500,000, the current number is reported.  |
| CURRENT LICENSE FOR <platform ID> (<product>)                          | INFO, WARNING and ERROR notifications on license status, raised according to number of days before expiry - see below.  |
| TRANSACTION DATABASE MAINTENANCE NOT SCHEDULED                         | A schedule with either the command <code>voss transaction archive</code> or <code>voss transaction delete</code> is not set up.   |
| Failed logins  | If the user failed to log in prior to a successful login, the count, date and origin of the attempts are shown. A successful login resets this login count.                   |
| Please note: some checks took too long to complete and were terminated | If the health checks do not complete within 100 seconds, these are terminated with a message.   |

- disk, CPU and memory warnings are shown if applicable
- warnings are displayed in upper-case to draw attention
- DATABASE TRANSACTION warnings are shown for the following thresholds:
  - Transaction collection exceeds 500,000 documents
  - Transaction collection exceeds 20GB
- <INFO|WARNING|ERROR>: CURRENT LICENSE FOR <platform ID> (<product>) <IS SET TO EXPIRE|EXPIRED> ON <date>

Note: The <platform ID> value is shown as platform ID on the Grace period license. After licensing, it is changed to the *platform description* as in the obtained license.

The message levels are according to remaining number of days on the license, as follows:

- INFO: 90 < remaining days <= 120

- WARNING:  $0 < \text{remaining days} \leq 90$
- ERROR:  $0 \geq \text{remaining days}$

**Note:**

- No messages are displayed while licenses have more than 120 days remaining.
- License status messages are only displayed on
  - \* unified nodes in a Unified Node Topology
  - \* application nodes in a Modular Cluster Topology

For details on license management, refer to:

- [Product Licensing](#)
- The topic on Product License management in the Core Feature Guide.

A list of diagnostic tools is available in the topic on Diagnostic Tools.

- For schedule setups if the HEALTH: NOT MONITORED message is shown, see [Enable Health Monitoring](#).
- For schedule setups if the TRANSACTION DATABASE MAINTENANCE NOT SCHEDULED message shows, see [Enable Database Scheduling](#).
- See diag health at [Diagnostic Troubleshooting](#).

## 8.2. Cluster Check

On a cluster, the **cluster check [verbose]** command is available to check:

- network: test and validate connectivity from each node to every other node, for each port required, as well as the time taken to connect to each node.
  - Checks for access to port 27020 on database hosts is not required from web proxy nodes.
  - Checks for access to port 443 is only required from web proxy nodes to unified nodes.
- database: carry out a check of database configuration
  - info: displays database weights and whether the node state is primary, secondary or arbiter
  - error:
    - \* if there is no connection to the database IP on a port
    - \* if the current database weight does not match the configured weight
    - \* if a node is marked as an arbiter but is not in the list of arbiters
  - warn: if the primary database node does not have the highest weight
- disk: carry out a drive space percentage check
- ntp: at NTP is functioning
- packages: Check status of packages installed by the system package manager. If an error occurs for a package, a message next to the package name shows: package in an undesired state.
- security: Check for security updates. Error status:
  - info: zero or one security update missed

- error: more than one security update missed
- `cluster status`: also check the cluster status and
  - info: show status as OK
  - error: display a message to run **cluster status** for details
  - warn: It is advisable that these be resolved prior to upgrading where possible. Some warnings may be resolved by upgrading.

---

**Note:** If *only* node versions mismatch or some nodes are missing components, a warning status is displayed. This status will allow for an upgrade of a node during failover recovery.

This caters for scenarios during repair/recovery of nodes. The **cluster check** will warn about version mismatches and not prevent upgrade commands. The cluster check cannot distinguish between whether a recovery process is ongoing or a general fault exists. When no node recovery process is ongoing, then the warning should be treated as an error and resolved before upgrade commences.

---

This command should also be run *before* carrying out a system upgrade.

---

**Note:** Without the verbose parameter, the **cluster check** command will *only show warnings and errors*. Otherwise it would only show the message No issues found with host checks.

Use the verbose parameter to see detailed output.

---

Example output (abbreviated):

```
$ cluster check
warn
  192.168.322.3:
    drives
      /: 47 % utilised
  192.168.322.5:
    drives
      /: 47 % utilised
  192.168.322.6:
    drives
      /: 47 % utilised

error
  192.168.322.3
    network
      => 192.168.322.4:27020: Failed
  192.168.322.4: Failed to connect to host
  192.168.322.5
    network
      => 192.168.322.4:27020: Failed
  192.168.322.6
    database
      arbiter: not configured
      weight: mismatched

[...]
```

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```
cluster
  status
    Error, please run `cluster status` for more information
```

Using the verbose parameter to see detailed output Any warnings and errors are then shown at the end of the verbose output.

Abbreviated example, info only; no issues:

```
$ cluster check verbose
info
  192.168.100.3
    database
      arbiter: ok
      state: ok
      weight: ok
    disk
      /: 28%
      /opt/platform: 27%
      /opt/platform/apps/mongodb/dbroot: 1%
      /tmp: 1%
      /var/log: 3%
    network
      => 192.168.100.4:8443: 0.223ms
      => 192.168.100.4:27020: 0.205ms
      => 192.168.100.5:8443: 0.246ms
      => 192.168.100.5:27020: 0.405ms
      => 192.168.100.6:8443: 0.169ms
      => 192.168.100.6:27020: 0.218ms
      => 192.168.100.7:8443: 0.225ms
      => 192.168.100.8:8443: 0.208ms
    ntp
      172.29.88.56: 18.313ms
    packages
      package database: ok
    security
      updates: 0 missed
  192.168.100.4
    database
      arbiter: ok
      state: ok
      weight: ok
    disk
      /: 28%
      /opt/platform: 27%
      /opt/platform/apps/mongodb/dbroot: 1%
      /tmp: 1%
      /var/log: 2%
    avx
      enabled
    network
```

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```
[...]
cluster
  status
    OK
```

## 8.3. Enable Health Monitoring

**Note:** If this configuration is carried out, it should be set on each node.

Typically, each node will be configured with its own sender email address to identify the source node (for example `unified_node_1@customer.domain`).

Additionally,

- nodes can be configured with different emailrelay servers, for example, according to data center
- nodes can be configured with different SNMP servers and error levels

The steps below are to enable health monitoring if the system status displays `HEALTH: NOT MONITORED` upon login or when typing **help**.

1. Add an email relay address for outgoing email: add the SMTP IP address and optionally an allowed port (default port is 25):

**notify emailrelay <smtp ip address>[:port]**

For example:

```
platform@host:~$ notify emailrelay 192.29.42.30
emailrelay: 192.29.42.30
```

The email relay can be verified with:

**notify emailrelay**

To disable or remove an external email relay or set the email relay back to default, use the following command:

**notify emailrelay 127.0.0.1**

The default from address is `platform@<hostname>`.

A from outgoing address for the email relay can also be configured:

**notify emailfrom <from: email address>**

For example:

```
notify emailfrom person@valid.domain
```

Use the command **notify emailfrom** to list the currently configured from outgoing address.

2. Add a schedule instance for health reporting, for example with a schedule name `reports`:

**schedule add reports log send output mailto:user@server.com diag health**

For example:

```
$ schedule add reports log send output mailto:user@server.com diag health
```

Automatically setting time to midnight and enabling

```
reports:
active: true
command: log send output mailto:user@server.com diag health --force
hour: 0
min: 0
```

Typing **help** at the command line will now *not* show the HEALTH: NOT MONITORED message.

The schedule instance can be modified, for example weekly on Sunday:

**schedule time reports weekly 0**

## 8.4. Enable Database Scheduling

If the following message is shown upon login or when typing **health login**, the steps below should be carried out:

- TRANSACTION DATABASE MAINTENANCE NOT SCHEDULED

For general information on scheduling, see: [Scheduling](#).

For considerations and guidance on frequency of the schedule to set up for your system. see the System Maintenance section of the Best Practices Guide.

---

**Important:** Schedules must be set up on *all* unified nodes. This ensures that they still run in the event of a failover and DR scenario.

---

- For *transaction* database maintenance:

With for example a schedule name dbtxn:

**schedule add dbtxn voss transaction archive 7**

or

**schedule add dbtxn voss transaction delete 7**

Note that transaction archiving also deletes transactions. For further details, see [Database Commands for Transaction Management](#)

Typing **health login** at the command line will now *not* show the TRANSACTION DATABASE MAINTENANCE NOT SCHEDULED message.

The schedule instance can be modified, for example weekly on Sunday:

**schedule time dbtxn weekly 0**

## 8.5. Command History

A history of CLI commands issued can be displayed using **system history**. This command is the same as **log view platform/ui.log**, for example:

```
platform@development:~$ system history
Aug 15 10:55:44 node00 ui[6348]: app install support_install.script
Aug 15 10:56:26 node00 ui[11345]: diag
Aug 15 10:56:27 node00 ui[11351]: app install security_install.script
Aug 15 10:59:57 node00 ui[11609]: security
Aug 15 11:00:23 node00 ui[11704]: notify list
Aug 15 11:00:28 node00 ui[11892]: backup list
Aug 15 11:01:23 node00 ui[12483]: ssl
Aug 15 11:03:12 node00 ui[13562]: drives add sdd mongodb:dbroot
Aug 15 11:07:21 node00 ui[16568]: voss
Aug 15 11:09:34 node00 ui[20740]: snmp
/var/log/platform/ui.log
```

Press **q** to exit the file.

## 8.6. Logs

The system maintains a comprehensive list of logs under `/var/log`:

- The `platform/` directory has logs pertaining the general platform or to specific log types.
  - `apps.log` contains application and process control logging
  - `audit.log` a log type available if enabled with **log audit locallog on** - contains audit log information
  - `database.log` contains database logs spawned by VOSS Automate transactions
  - `dockerd.log` contains logs spawned by the Docker container management daemon
  - `backup.log` contains all logging pertaining to backups - available after the first backup
  - `cluster.log` contains all control level management of the cluster
  - `cluster_check.log` contains output of **cluster check** command. Run **cluster check** to have the latest cluster check information logged to `cluster_check.log` - see: [Cluster Check](#).
  - `config.log` contains information relating to the platform-level configuration
  - `event.log` a log type available if enabled with **log event locallog on** - contains event log information
  - `execute.log` contains low-level information about command execution
  - `notifications.log` contains information relating to SNMP notifications
  - `reports.log` contains information relating to system reports. Refer to the Scheduling section on how reports can be created.
  - `security.log` contains information relating to user security
  - `security_install_GUI.log` contains information relating to user graphical interface security

- security\_update.log contains information relating to security updates
- ui.log contains higher-level information relating to UI commands being executed.
- wsgi.log contains information relating to API-level commands via the WSGI server
- The provision/ directory contains logs relating to provisioning. Every module provision is logged to component log files.
- The health/ directory contains health logs. These are stored automatically every half hour, or whenever health is run, and are of the format health/summary\_report-<date>-<time>.
- The process/ directory contains process logs instrumental in debugging particular processes. All of the output from each process is logged to an individual file process/<application>.<process>.log
- The install/ directory contains logs detailing the install process.
- The mongodb/ directory contains logs relating to the Database function.
- The nginx/ directory contains logs relating to the WebProxy function.
- The voss-deviceapi/ directory contains logs relating to the Application function. For example, voss-deviceapi/cnf\_collector.log is the Change Notification Collector log.
- The billing-data-extract/ directory contains service logs relating to the Billing Data Extract module, if installed. For example, callback.log, extractor.log, notifier.log, scheduler.log.
- The nbi-api/ directory contains logs relating to the Billing Data Extract module API, if installed.
- The voss-portal/ directory contains nginx logs relating to the portal interface.
- The insights-voss-sync/ directory contains real time and transaction logs relating to the sync of data for insights
- The insights-api/ directory contains logs for the insights API.

**log list [<search\_string>]** is used to display a list of logs, optionally matching search\_string. For example:

```
platform@clusternode:~$ log list alternatives.log
selfservice/alternatives.log
voss-deviceapi/alternatives.log
nginx/alternatives.log
mongodb/alternatives.log
alternatives.log
```

The main log rotation scripts will rotate log files only when files exceed 100M or if the disk containing /var/log/ is over 80% full. This is checked once per hour. The system will attempt to keep 5 historic zipped files of each log. If the disk containing /var/log is over 90% full, files will be purged to ensure that the system continues to function.

- 100M size logs:
  - mongodb/\*.log
  - nginx/\*.log
  - selfservice/\*.log
  - voss-deviceapi/\*.log
  - insights-voss-sync/\*.log
- 10M size logs, with 7-day log rotation:
  - logs in /var/log/process/\*.log and /var/log/platform/\*.log

- 35-day log rotation:
  - /var/log/syslog
- 1-hour log rotation:
  - insights-voss-sync/\*.log

All rotated log files and log files exceeding 1GB can be purged manually with **log purge**.

## 8.7. Viewing Logs

Once a file name is known, the particular log can be viewed with **log view <logfile>**. For example: **log view process/mongodb.router.log**.

When the log file is viewed, it can be searched for a particular regular expression using the forward slash /, as when using the **less** command.

A log file can also be watched or followed with **log follow <logfile>**. The Unix command equivalent is: **tail -f**, so quit with **Ctrl-C**.

Log entries in the voss-deviceapi/ directory have key-value pairs. The keys are as follows:

- hostname - the hostname of the server
- level - debug level
- message - the actual log message
- name - module where log occurred
- parent process id - Linux process parent id
- process id - Linux process id
- request uuid - identifier to group all logs generated in a request.
- user - user that generated the log
- user hierarchy - user that generated the log's hierarchy.
- txn\_id - in logs that generate transactions (e.g. not in request.log) - the transaction uuid
- txn\_seq\_id - in logs that generate transactions (e.g. not in request.log) - transaction ID as seen in the Admin Portal
- toplevel\_txn\_seq\_id - in logs that generate transactions (e.g. not in request.log) - toplevel transaction ID

Note that the system will attempt to auto-complete the prefix if it uniquely identifies a file, for example:

**log view process/nginx**

## 8.8. Sending and Collecting Logs

### • log send

Single or multiple log files can be sent to a destination using **log send <destination> <logfile>** and **log send <destination> <prefix>** respectively.

The <destination> must match either:

- sftp

or

- mailto

as in the URI specification detailed under [Network URI specification](#).

An example of an email URI is `mailto:user@server.com`.

All email communication requires **notify <smtp ip address>[:port]** to be configured with the IP address of your mail relay and optionally an allowed port (default port is 25).

The default from address is `platform@<hostname>`. A from outgoing address for the email relay can also be configured with **notify emailfrom <from: email address>** - see: [Enable Health Monitoring](#).

When using **log send** to a sftp destination, no port should be specified.

For example:

```
$ log send sftp://usr:pass@172.21.21.122/ install/voss-deviceapi_install.script-
↪20150819.log
```

### • log send output

The output of a VOSS Automate CLI command can be sent to a destination using

**log send output <destination> <CLI command>**

The <destination> must match either:

- file

or

- mailto

as in the URI specification detailed under [Network URI specification](#).

For example:

```
$ log send output sftp://usr:pass@172.21.21.122/ app status
File transfer successful - 172.21.21.122:None/VOSS_1558945096-combined_logs.tar.gz
```

The transferred file (archive file format example: `var/log/users/platform/<command>.<yyyymmdd>`) then contains the output of the CLI command.

Note that *only VOSS-4UC CLI commands* will generate a file with command output. For example, while the command was **ls media** can be run from the VOSS Automate CLI prompt, it is not a VOSS Automate command and the contents of the transferred `lsmedia.<yyyymmdd>` file will be `command not found: ls`.

- **log sendnewer**

Log files newer than a certain date can be sent using **log sendnewer <yyyy-mm-dd> <URI>**. If the remote URI destination requires a password, it will prompt for the password.

A passwordless **scp** session can be enabled by generating keys locally with **keys create** and then sending the local keyset to the remote destination with **keys send user@<hostname>**.

- **log collect**

Use **log collect** to collect logs into an archive file. Both system and transaction logs can be collected. Mandatory and optional parameters are available to refine the log collection.

The syntax is:

**log collect start <start-time> [include <logs|db|all>] [end <end-time>] [limit]**

---

**Note:**

- Run **cluster check** before **log collect** to have the latest cluster check information logged to `cluster_check.log`.
- If the command is run from a web proxy node, only the system logs can be collected.
- The start and end parameters do not affect date range of system logs - they only apply to the date range of transaction collection logs.

- 
- The start parameter is mandatory.

- The end parameter is optional.

If omitted, the transaction collection logs are collected up to the current time.

- The <start\_time> and <end\_time> date value format can be:

- \* `+%Y-%m-%d_%H:%M:%S`, for example `2016-01-10_00:00:00`

- \* `+%Y-%m-%d`, for example `2016-01-10`

- For a <start\_time>, if the value is entered as `+%Y-%m-%d`, then the value used will be the start of that day, in other words: `+%Y-%m-%d_00:00:00`.

- For an <end\_time>, if the value is entered as `+%Y-%m-%d`, then the value used will be the end of that day, in other words: `+%Y-%m-%d_23:59:59`.

- \* Year-Month-Day format without leading zeroes, for example: `2016-1-10`

- The include parameter is optional. If *not* used, both transaction collection and system logs are collected.

If used, valid options are:

- \* `logs`: collect database server, system, application and install log files:

- `db_server_status.log` - database server status: the output of `mongo db.serverStatus()`

- `disk_usage.log` - disk usage: output of command `df -h`

- `top.log` - current CPU consumption per process: output of command `top -b -n 1 -o +%CPU`

- `sar<DD>` - today's system activity by the system activity reporter `sar`: output of `sa2 -A`



- `db_collection_stats.log` - database collection stats: output of CLI command **voss db\_collection\_stats all**
- `db_index_stats.log` - database index stats: output of CLI command **voss db\_index\_stats**
- from the `/var/log` directory:

Log files with the following file wild cards are collected:

```
/var/log/syslog*
/var/log/dmesg*
/var/log/psmem*
```

Log files in the following directories are collected:

```
/var/log/nginx
/var/log/sysstat
/var/log/platform
/var/log/process
/var/log/voss-deviceapi
/var/log/provision
/var/log/install
/var/log/mongodb
/var/log/voss-portal
/var/log/billing-data-extract (if available)
/var/log/nbi-api (if available)
/var/log/m2uc-nx (if available)
```

You can inspect the list of collected files with the **log list** command and a search parameter, for example **log list install** to see all the install log files, including those for patches, for example:

```
platform@VOSS:~$ log list install
install/voss-deviceapi_install.script-20210709.log
install/disable-platform-password-expiry_patch.script-20210709.log
install/selenium_install.script-20210709.log
install/support_install.script-20210709.log
install/mongodb_install.script-20210709.log
install/nginx_install.script-20210709.log
install/snmp_install.script-20210709.log
...
```

This option *excludes* the transaction collection. The start and end parameters do not affect this collection.

- \* **db**: collect transaction collection logs and exclude the system logs. By default, this includes:
  - transaction activity log records (`TRANSACTION.json.gz`)
  - the detailed content of transactions as seen on the GUI in the Log transaction list (`TRANSACTION_LOG.json.gz`).
  - worker transaction queue activity log records (`WORKER_QUEUE.json.gz`)

This option can only be added when the command is run on a unified or database node.

- \* **all**: *both* transaction collection (**db**) and system logs (**logs**) are collected

- The `limit` option *only* affects the transaction collection logs. It specifies that the detailed transaction collection logs (`TRANSACTION_LOG.json.gz`) are *not* included.

This parameter is usually used if the logs are required for a task such as performance analysis, but not for debugging. Typically, all collection logs are needed for debugging.

---

#### Important:

- The `log collect` command with default parameters should not be run in parallel on all nodes.
- Transaction database data should not be collected from secondary nodes. So the commands issued on a primary would be different from that on secondaries, e.g.:

Primary

```
log collect start 2020-04-10 end 2020-04-14
```

Secondaries

```
log collect start 2020-04-10 include logs end 2020-04-14
```

---

An example of the console input and output of the command is shown below:

```
$ log collect start 2019-08-27 include db limit
2019-08-27T08:16:02.140+0000      connected to: localhost:27020
2019-08-27T08:16:02.148+0000      exported 3 records
Output saved to media/logs.VOSS.2019-08-27_08-16-01.tar.gz
```

The log file archive is of the format: `logs.<hostname>.<timestamp>.tar.gz`, where `<timestamp>` is the time that the collection was requested, in the format: `%Y-%m-%d_%H-%M-%S`. This file is created in the `media/` directory.

The log file archive can then for example be fetched with `scp`, for example:

```
scp platform@VOSS:media/logs.VOSS.2019-08-27_08-16-01.tar.gz
```

## 8.9. Log Types

The VOSS Automate system can log records of certain types, that can be logged locally or remotely. The log types contain events or transactions that originate from the:

- User interface
- API
- Command Line Interface (CLI)
- System activity (for example database connections)

The minimum specifications of the remote system for audit and event logs are:

- 2 VCPU's
- 80 GB HDD
- 2GB RAM

Log types:

## 1. Audit

---

**Important:** The available types of audit logs are determined by the audit log rule set that is active - see: [Audit Log Rule Sets](#)

---

The details below show details on the contents of types of audit logs.

---

- On the Admin Portal and Self-service GUI and API:
  - login and logout attempts (successful and unsuccessful) and session login time, logout time and expire events using any of the authentication methods:
    - \* SSO
    - \* LDAP
    - \* VOSS Automate

Expired sessions will only be logged at 5 minute intervals.

- User account creations, modifications, disabling, and termination events. This means all create, update, delete operations on the data/User data model.

User modifications include user move operations from one hierarchy to another.

In particular, operations on the list of VOSS Automate models or attributes below, for: add, modify and delete.

- \* data/Role
- \* data/AccessProfile
- \* data/User.role
- \* data/CredentialPolicy

Note that these operations on any created models that refer to these core models are not logged.

- On the Command Line Interface (CLI):
  - login and logout attempts (successful and unsuccessful) and session login time, logout time and expire events; and also including:
    - \* root shell login and logout using the nrs script
    - \* ssh
    - \* scp
    - \* sftp
  - All root shell CLI commands are logged.
  - All CLI commands are logged. The audit log will show “CLI” or “Cluster” depending on how command was run.

For the creation of schedules (using **schedule**), these are logged, but the scheduled commands are not logged when they execute.

This includes for example user account creations, modifications, disabling, and termination events commands from the CLI:

- \* **user add**
- \* **user del**

- \* **user grant**
- \* **user revoke**
- \* **user list**
- \* **voss unlock\_sysadmin\_account**
- \* See: [Audit Log Format and Details](#)

## 2. Event

- All transactions, sub-transactions as well as their details as seen when viewing the Transaction Log in the GUI.

Note that the detailed logs are not recorded. In other words, the rows of entries under the Logs table of a transaction as seen in the GUI under Administration Tools > Transaction are not shown in the event log, since the primary purpose of the log is auditing: “who did what”.

- See [Event Log Format and Details](#)

## 3. Stream

- Refers to the method of distribution of selected log files to a syslog server.
- See: [Log Streaming](#)

# 8.10. Audit Log Rule Sets

Audit log rule sets are available to manage the level of detail in audit logs. Types of logs can be added to or removed from rule sets by means of **log audit ruleset** command line parameters.

The following table shows rule sets and their default state:

Table 1: Rule Sets

| Option | Name                | Enabled |
|--------|---------------------|---------|
| 1      | Default Rules       | true    |
| 2      | CLI Commands        | true    |
| 3      | Users and Groups    | false   |
| 4      | Network Events      | false   |
| 5      | Security            | false   |
| 6      | Software Management | false   |
| 7      | Root Commands       | false   |
| 8      | File Access         | false   |

For details on the logs associated with the rules, see:

- [Types of command and change logs in audit rules](#)
- the audit log description under [Log Types](#)

This means that by default, the audit log only shows logs associated with the default audit rules (1) and any VOSS Automate platform CLI commands (2).

The following parameters are available for the command **log audit ruleset**:

- **log audit ruleset list**

Show the current ruleset, in other words the enabled and disabled rules.

For example, consider the following (non-default option 7 has been enabled):

```
$ log audit ruleset list
```

|                | Option | Name                |
|----------------|--------|---------------------|
|                | -----  | ----                |
| Rules Enabled  |        |                     |
|                | 1      | Default Rules       |
|                | 2      | CLI Commands        |
|                | 7      | Root Commands       |
| Rules Disabled |        |                     |
|                | 3      | Users and Groups    |
|                | 4      | Network Events      |
|                | 5      | Security            |
|                | 6      | Software Management |
|                | 8      | File Access         |

- **log audit ruleset disable 1,2**

Disable rules 1 and 2 from the rule set.

---

**Note:** The parameter syntax is a comma separated list of option numbers *without* spaces.

---

For example:

```
$ log audit ruleset disable 1,2
```

```
$ log audit ruleset list
```

|                | Option | Name                |
|----------------|--------|---------------------|
|                | -----  | ----                |
| Rules Enabled  |        |                     |
|                | 7      | Root Commands       |
| Rules Disabled |        |                     |
|                | 1      | Default Rules       |
|                | 2      | CLI Commands        |
|                | 3      | Users and Groups    |
|                | 4      | Network Events      |
|                | 5      | Security            |
|                | 6      | Software Management |
|                | 8      | File Access         |

- **log audit ruleset enable 2**

Enable rule 2 from the rule set.

For example:

```
$ log audit ruleset enable 2

$ log audit ruleset list
```

|                | Option | Name                |
|----------------|--------|---------------------|
|                | -----  | ----                |
| Rules Enabled  |        |                     |
|                | 2      | CLI Commands        |
|                | 7      | Root Commands       |
| Rules Disabled |        |                     |
|                | 1      | Default Rules       |
|                | 3      | Users and Groups    |
|                | 4      | Network Events      |
|                | 5      | Security            |
|                | 6      | Software Management |
|                | 8      | File Access         |

- **log audit ruleset enable all**

Enable all the rules.

For example:

```
$ log audit ruleset enable all

$ log audit ruleset list
```

|                | Option | Name                |
|----------------|--------|---------------------|
|                | -----  | ----                |
| Rules Enabled  |        |                     |
|                | 1      | Default Rules       |
|                | 2      | CLI Commands        |
|                | 3      | Users and Groups    |
|                | 4      | Network Events      |
|                | 5      | Security            |
|                | 6      | Software Management |
|                | 8      | File Access         |
|                | 7      | Root Commands       |
| Rules Disabled |        |                     |

- **log audit ruleset default**

Reset the rules to the default set.

For example:

```
$ log audit ruleset default

$ log audit ruleset list

      Option      Name
      -----      -
Rules Enabled

          1      Default Rules
          2      CLI Commands

Rules Disabled

          3      Users and Groups
          4      Network Events
          5      Security
          6      Software Management
          8      File Access
          7      Root Commands
```

### 8.10.1. Types of command and change logs in audit rules

| Option # | Name                | Purpose  |
|----------|---------------------|--|
| 1        | Default Rules       | Audit mgt tool, kernel , mount, swap, stunnel, cron events   |
| 2        | CLI Commands        | All Voss CLI commands logged in a clear text format  |
| 3        | Users and Groups    | User, group, sudo, password, login/logout events   |
| 4        | Network Events      | Hostname, pam, ssh, systemd, access failures, power state, session initiation, access control, etc |
| 5        | Security            | Suspicious activity, reconnaissance, code injection, and privilege abuse                           |
| 6        | Software Management | Package management (dpkg, apt, aptitude)   |
| 7        | Root Commands       | Commands executed as root (high volume)  |
| 8        | File Access         | File access failures and deletion  |

## 8.11. Log Type Commands

The **log** command takes a log type parameter, as can be seen from the command syntax [audit|event|stream]:

```
$ log
USAGE:
-----
log [audit|event] locallog on|off           - Enable or disable audit/event logging
log [audit|event|stream] remotelog         - Get the config for remote system
↪ logging
log [audit|event|stream] remotelog <IP:port>|off - Configure a remote system for sending
↪ logs
log [audit|event|stream|ssl] status         - Get the status for audit/event/stream/
↪ ssl logging
```

For an overview of the log types and formats, see:

- [Log Types](#)
- [Audit Log Format and Details](#)
- [Event Log Format and Details](#)
- [Log Streaming](#)

---

**Note:** Audit log details are determined by the audit log ruleset - see: [Audit Log Rule Sets](#).

---

To enable or disable local audit and event logging, use the command and its respective option:

- **log audit locallog on|off**
- **log event locallog on|off**

---

**Important:** In a clustered environment, logging should be enabled or disabled on all application nodes in order to generate or stop logs completely, since a single transaction queue is utilized in the cluster and transactions can run on all application nodes. For commands on a cluster, see the **cluster run** command: [Remote Execution in Clusters](#).

---

If local logs are enabled, local log files of the type are available:

- Audit log files can be viewed as with all logs: **log view platform/audit.log**
- Event logs: **log view platform/event.log**

To enable remote logs of a type requires a remote system IP address and port as input parameters. The location and format of the logged data on the remote system would depend on the syslog application being used and the configuration of that application.

For remote system requirements, see: [Log Types](#).

---

**Note:**

- When audit or event logging is enabled or disabled locally or remotely, the syslog service restarts.
- When stream logging is enabled or disabled, the syslog service restarts.



Remote log type disable CLI output example:

```
$ log audit remotelog off
You are about to restart syslog. Do you wish to continue? yes
You have new mail in /var/mail/<username>
```

The log type status for *both* local and remote logging can be checked with: **log audit status** or **log event status**, for example:

```
$ log audit status
audit:
  ip: 112.19.42.249:10514
  locallog: true
```

To check *only the remote* logging status of a log type: **log audit remotelog** or **log event remotelog**, for example:

```
$ log audit remotelog
  ip: 112.19.42.249:10514
```

---

**Note:**

- The internal rsyslog statistics are checked every 60 seconds to detect failed actions. If a failure is detected, the failure notification is retransmitted every 10 minutes.
- If the remote syslog server stops receiving logs, an email message or SNMP trap is generated, with the email message:

```
Subject: Log processing failure
```

```
Message: System unable to send <event type> messages to <IP>
```

In the case of an SNMP trap:

```
mteHotTrigger: Log processing failure
```

```
mteHotContextName: System unable to send <event type> messages to <IP>
```

- If the remote syslog server stops receiving logs, the local disk space of the queue of logs can grow to a maximum of 1GB before logs are not queued and log messages are discarded.

See [Warnings and Notifications](#) to set up the notification.

---

## 8.12. Audit Log Format and Details

The following is the format of an audit log entry. Line breaks have been added here for readability.

```
%b %d %Y %H:%M:%S.%f %Z|
UserID : %s
ClientAddress : %s
Severity : %s
EventType : %s
ResourceAccessed: %s
EventStatus : %s
CompulsoryEvent : No
AuditCategory : %s
ComponentID : VOSS Automate
AuditDetails : %s
App ID: %s
```

The first entry is the string format of the timestamp, while the %s is a variable for a value.

An example of the timestamp would be:

```
Oct 23 2015 10:54:28.615377 UTC
```

- Audit logs include logs for auditd and audispd which include system events. If system events are not required, they must be filtered by the client.
- All remote syslog streaming from VOSS Automate is via TCP. UDP is not supported.

The tables below show key and example descriptions in the audit log.

| UserID                    | Username                          |
|---------------------------|-----------------------------------|
| johnB                     | Username on CLI or database       |
| johnB prov1.cust1         | GUI username and hierarchy        |
| ProviderUser@Provider.com | User email address from GUI login |
| hidden                    | Invalid username                  |

| ClientAddress            | IP address / pseudo terminal                          |
|--------------------------|---|
| 102.29.232.50:/dev/pts/1 | From IP: 102.29.232.50 and pseudo terminal /dev/pts/1 |
| 127.0.0.1                | Internal API user                                     |
| 102.29.232.50            | IP of GUI or API. Also Bulk Load, JSON import.        |

| Severity | 0-2. Higher is more severe  |
|----------|---|
| 0        | Basic log activity on the CLI. All log activity on the GUI or API.  |
| 1        | All Rootshell activity  |
| 2        | CLI: AuditCategory : Privileged, AuditDetails : user list and App ID: CLI - user may not run <b>user list</b> command |

| EventType       | Type of event                              |
|-----------------|--|
| UserLogging     | Login, logout, expiry activity             |
| FileDetection   | File checksum activity                     |
| <AuditCategory> | GUI or API event type is the AuditCategory |

| ResourceAccessed     | Resource accessed   |
|----------------------|---------------------|
| CLI                  | CLI transaction     |
| DB                   | Database logging    |
| Application REST API | GUI or API resource |

| EventStatus | Status of the event                          |
|-------------|--|
| Success     | Successful transaction                       |
| Failed      | Failed transaction                           |
| Unknown     | Note: Mongo successful login has this status |

| CompulsoryEvent | Not in use          |
|-----------------|---------------------|
| No              | Currently always No |

| AuditCategory          | Activity category   |
|------------------------|---|
| AdministrativeEvent    | non-privileged CLI command  |
| Privileged             | CLI transactions as root user, and commands by any user from the list below.  |
| SecurityEvent          | Login or logout to CLI, database,   |
| PrivilegedDataModelAdd | e.g. GUI or API system user, including the type and operation. Type can also be Mod and Del. Details in AuditDetails.   |
| DataModelAdd           | e.g. GUI or API ordinary user, including the type and operation. Type can also be Mod and Del. Details in AuditDetails. |
| UserRoleChange         | Transactions on the GUI, API flagged as privileged, including the type and operation. Details in AuditDetails.          |
| UserLogin              | Login on the GUI, API.  |
| UserLogout             | Logout on the GUI, API.   |
| MultipleSourceLogin    | Simultaneous login on GUI, API. Multiple sources in AuditDetails.   |

The CLI commands that are flagged as Privileged, are:

- **user** (and any parameters, such as **user del**)
- **voss unlock\_sysadmin\_account**
- **voss cleardown**
- **system password**
- **system reboot**
- **system shutdown**

The GUI and API commands flagged as privileged, are:

- carried out by a system user
- operations on the models:
  - data/AccessProfile
  - data/CredentialPolicy
  - data/HierarchyDefault
  - data/Role
  - data/User
  - data/Settings
  - data/Application
  - data/UnityConnection
  - data/CallManager
  - data/AuthorizedAdminHierarchy

Audit Category for GUI and API transaction on a data model can be: *[Privileged]DataModel(Add/Delete/Update)*

| ComponentID   | Identifier                        |
|---------------|-----------------------------------|
| VOSS Automate | The value is always VOSS Automate |

| App ID            | Application  |
|-------------------|--|
| VOSS Automate     | The application GUI and API interface              |
| CLI               | CLI command  |
| VOSS Automate CLI | Rootshell login                                    |
| VOSS Automate SSH | SSH login  |
| VOSS Automate DB  | Database, for example Mongo connect, login, logout |

| Audit Details  | Details of transaction  |
|--|---|
| Login  | CLI or database login   |
| Login from 172.29.232.88                                       | GUI or API login also shows IP address  |
| Logout   | CLI or database logout  |
| Login Invalid User   | CLI or database login   |
| Login Invalid Password   | CLI or database login   |
| User account locked - {} / {}                                  | CLI or database login. Account locked after failed_login_attempts / allowed_attempts  |
| User account expired   | CLI or database login. Account expired  |
| RootShell login  | Root shell login  |
| RootShell logout   | Root shell logout   |
| File checksum initialized                                      | File checksum process initialized. The EventType is FileDetection.  |
| <CLI command>  | The CLI command that is run   |
| Resource type data/User named User Name: Joe                   | Example of a create transaction on the data/User model.   |
| User Joe role updated to admin                                 | Example of a role update on a user.   |
| Login failed with Unknown from 172.29.232.88                   |   |
| [Basic NonInteractive SSO LDAP] Authentication on Log [in out] | Login or log out by a user using the indicated credentials (Basic, NonInteractive, SSO, LDAP). The log entry includes Client Address for source of the login. |
| Session Expired  | Session timeout   |
| Permission Error   | Access control error: the user has no permission for an operation on a resource type from a hierarchy.  |
| Invalid Request  | If the request URL is not found (HTTP response is 400, 404)   |
| Password retry limit reached. Locking account with username .. | When an account is locked due to failed password attempts   |
| Unlocking account with username ..                             | When an account is unlocked   |
| Locking account with username ..                               | When an account is locked   |

### 8.12.1. Example Syslog Messages

The following are example audit log entries.

**Note:** Line breaks have been added for readability.

```

API,Login,2019-10-29T21:11:20+00:00 VOSS audit: Oct 29 2019 21:11:20.042962 UTC|
UserID : CS-PAdmin
ClientAddress : 172.29.90.25
Severity : 0
EventType : UserLogin
ResourceAccessed : Application REST API
EventStatus : Success
CompulsoryEvent : No
AuditCategory : UserLogin
ComponentID : VOSS Automate
AuditDetails : Login with Mongo from 172.29.90.25 using interface None
App ID: VOSS Automate

API,Logout,2019-10-29T21:11:11+00:00 VOSS audit: Oct 29 2019 21:11:11.449544 UTC|
UserID : CS-PAdmin
ClientAddress : 172.29.90.25
Severity : 0
EventType : AuthLogout
ResourceAccessed : Application REST API
EventStatus : Success
CompulsoryEvent : No
AuditCategory : AuthLogout
ComponentID : VOSS Automate
AuditDetails : Logged out from 172.29.90.25
App ID: VOSS Automate

API,Access Control Bypass,2019-10-29T21:14:36+00:00 VOSS audit: Oct 29 2019 21:14:36.
↪016777 UTC|
UserID : CS-PAdmin sys.hcs.CS-P
ClientAddress : 172.29.90.25
Severity : 0
EventType : PermissionError
ResourceAccessed : Application REST API
EventStatus : Failed
CompulsoryEvent : No
AuditCategory : PermissionError
ComponentID : VOSS Automate
AuditDetails : Read operation on model type data/Countries
App ID: VOSS Automate

API,Data Model Add,2019-10-29T21:31:33+00:00 VOSS audit: Oct 29 2019 21:31:33.872904 UTC|
UserID : CS-PAdmin sys.hcs.CS-P
ClientAddress : 172.31.252.1
Severity : 0
EventType : DataModelAdd
ResourceAccessed : Application REST API
EventStatus : Success
CompulsoryEvent : No
AuditCategory : DataModelAdd
ComponentID : VOSS Automate
    AuditDetails : Resource type data/Role named
Name: Test

```

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```

App ID: VOSS Automate

CLI,User Add,
"2019-10-29T21:45:42+00:00
VOSS audispd:
  node=VOSS
  type=ADD_GROUP
msg=audit(1572385542.608:242353):
  pid=421859
  uid=0
  auid=1401
  ses=4
  msg='op=adding group acct=""testuser"" exe=""/usr/sbin/useradd"" hostname=? addr=?
↪terminal=pts/0 res=success'

2019-10-29T21:45:42+00:00
VOSS audispd:
  node=VOSS
  type=USER_CHAUTHTOK
msg=audit(1572385542.736:242401):
  pid=421872
  uid=0
  auid=1401
  ses=4
  msg='op=PAM:chauthtok acct=""testuser"" exe=""/usr/sbin/chpasswd"" hostname=? addr=?
↪terminal=? res=success'

2019-10-29T21:45:42+00:00
VOSS audispd:
  node=VOSS
  type=PATH
msg=audit(1572385542.764:242413):
  item=0
  name=""/opt/platform/users/testuser""
  inode=1654786
  dev=08:12
  mode=040700
  ouid=0
  ogid=0
  rdev=00:00
  nametype=NORMAL

2019-10-29T21:45:42+00:00
VOSS audispd:
  node=VOSS
  type=PATH
msg=audit(1572385542.768:242417):
  item=0
  name=""/opt/platform/users/testuser/media""
  inode=1654788
  dev=08:12

```

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```

mode=040500
oid=0
ogid=0
rdev=00:00
nametype=NORMAL

2021-05-26T15:27:33.715215+00:00 VOSS audit: May 26 2021 15:27:33.714993 UTC|
UserID : system
ClientAddress : 172.29.90.57
Severity : 0
EventType : SecurityEvent
ResourceAccessed : Application REST API
EventStatus : Failed
CompulsoryEvent : No
AuditCategory : SecurityEvent
ComponentID : VOSS Automate
AuditDetails : Password retry limit reached. Locking account with username john_smith.
App ID: VOSS Automate

...

```

## 8.13. Event Log Format and Details

Event log streaming sends all transaction data via syslog. It should be noted that the data is simply raw transaction data with no hierarchical grouping of parent and associated child transactions. If required, the remote syslog server must recreate a transaction tree hierarchy as part of log processing.

The following describes the format of an event log entry. The event log file contains single lines of data in JSON format, with meta data and data elements.

- Meta data has event\_ - attributes, and describes the type of event log.

For example, for "event\_type": "transaction.finalise": when a transaction is finalized in the system:

```

{
  "event_level": "INFO",
  "event_type": "transaction.finalise",
  "event_source": "voss-un1",
  "event_id": "abc08383-5adb-48cb-8181-ef6adc546791",
  "event_timestamp": "2017-12-04T12:18:07.025595Z",
  "event_client_ip_address": "172.29.90.35",
  "event_message": "Transaction 1267 finalised.",
  "event_data": {
    [...]
  }
}

```

- event\_id: Unique ID associated with the log entry.
- event\_message: Message specified during log entry creation.
- event\_level: Log level with which log entry was created.

- event\_timestamp: Datetime string of timestamp when the log entry was created.
- event\_type: Unique type associated with event described by log entry.
- event\_source: Hostname of host from which log was created.
- event\_data: Additional data associated with log entry, containing a transaction object.
- event\_client\_ip\_address: IP address from where the transaction originated. This value can then be searched for and matched in access.log in order to record/audit the source IP address from where access to the platform has been made when transactions are carried out.
- Data is recorded in the "event\_data" element of the event type, with each event type determining its own event\_data JSON structure.

For example, for "event\_type": "transaction.finalise", the event\_data is "transaction", the start of the structure is for example:

```
[...]
"event_data": {
  "transaction": {
    "status": "Success",
    "username": "sysadmin",
    "rolled_back": false,
    "resource": {
      "hierarchy": "1c0nfmo2c0deab90da595101",
      [...]
    }
  }
}
```

- transaction: Transaction specific data.
  - \* action: Transaction's action field, which is displayed by the Admin Portal in its Action field.
  - \* completed\_time: Datetime string of the transaction's completed\_time field, which is displayed by the Admin Portal in its Completed Time field.
  - \* detail: Transaction's detail field, which is displayed by the Admin Portal in its Detail field.
  - \* duration: Transaction's duration field (in seconds), which is displayed by the Admin Portal in its Duration field.
  - \* hierarchy: Transaction's execution\_hierarchy field.
  - \* message: Transaction's exception\_message field (if any), which is displayed by the Admin Portal in its Message field.
  - \* operation: Transaction's operation field.
  - \* parent\_pkid: Transaction's parent field (if present, can be used to identify a parent transaction pkid value and any sub-transactions).
  - \* pkid: Transaction's \_id field (this value will be the parent\_pkid of sub-transactions if there are any).
  - \* priority: Transaction's config['priority'] field, which is displayed by the Admin Portal in its Priority field.
  - \* processor\_host\_name: Transaction's processor\_host\_name field, which is displayed by the Admin Portal in its Processor Host Name field.
  - \* resource: resource object associated with transaction
    - hierarchy: Transaction's resource hierarchy field.

- `model_type`: Transaction's resource `model_type` field, which is displayed by the Admin Portal in its Model Type field.
- `pkid`: Transaction's resource `pkid` field.
- \* `rolled_back`: Transaction's `rollback` field, which is displayed by the Admin Portal in its Rolled Back field.
- \* `started_time`: Datetime string of the transaction's `started_time` field, which is displayed by the Admin Portal in its Started Time field.
- \* `status`: Transaction's `status` field, which is displayed by the Admin Portal in its Status field.
- \* `submitted_time`: Datetime string of the transaction's `submitted_time` field, which is displayed by the Admin Portal in its Submitted Time field.
- \* `submitter_host_name`: Transaction's `submitter_host_name` field, which is displayed by the Admin Portal in its Submitter Host Name field.
- \* `txn_seq_id`: Transaction's `txn_seq_id` field, which is displayed by the Admin Portal in its Transaction ID field.
- \* `username`: Transaction's `username` field, which is displayed by the Admin Portal in its Username field.

A full example of a `transaction.finalise` type event log entry is shown below (formatted multiline):

```
{
  "event_level": "INFO",
  "event_type": "transaction.finalise",
  "event_source": "voss-un1",
  "event_id": "abc08383-5adb-48cb-8181-ef6adc546791",
  "event_timestamp": "2017-12-04T12:18:07.025595Z",
  "event_client_ip_address": "172.29.90.35",
  "event_message": "Transaction 1267 finalised.",
  "event_data": {
    "transaction": {
      "status": "Success",
      "username": "sysadmin",
      "rolled_back": false,
      "resource": {
        "hierarchy": "1c0nfmo2c0deab90da595101",
        "model_type": "data\\Country",
        "pkid": "5a203da004222e1c67f93c83"
      }
    },
    "processor_host_name": "voss-un1",
    "pkid": "233cd3b1-8acc-4702-bd64-90653c02cd81",
    "hierarchy": "1c0nfmo2c0deab90da595101",
    "started_time": "2017-12-04T12:18:04.946000Z",
    "detail": "Australia",
    "completed_time": "2017-12-04T12:18:07.022000Z",
    "priority": "Normal",
    "duration": 2.076404,
    "submitted_time": "2017-12-04T12:18:04.461000Z",
    "submitter_host_name": "voss-un2",
    "txn_seq_id": "1267",
    "parent_pkid": null,
  }
}
```

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```

    "action": "Update Countries",
    "message": null,
    "operation": "update"
  }
}
}

```

## 8.14. Log Streaming

VOSS Automate platform CLI commands are available to enable and manage the streaming of a configurable list of log files to a remote syslog server that can then for example generate alarms based on log messages. The VOSS Assurance product can for example be configured to be the remote server that monitors the system.

The following parameters are available:

- Remote IP
- Remote port
- Protocol
- Files to stream

The **log stream** command parameters can therefore be used to:

- set up and remove remote log streaming on a server
- add and remove files to stream to a server

---

**Note:** The **log stream** commands that make changes will restart the syslog service.

---

Refer to the command examples for parameter usage and CLI output.

### Command Examples

- **log stream remotelog**

```
platform@VOSS:~$ log stream remotelog
ip: Unset
```

- **log stream remotelog <IP:port>|off**

```
platform@VOSS:~$ log stream remotelog 192.168.100.25:514
You are about to restart syslog. Do you wish to continue? y
System updated to use 192.168.100.25 as remote syslog server
You have new mail in /var/mail/platform
```

- **log stream status**

```
platform@VOSS:~$ log stream status
stream:
  ip: 192.168.100.25
  port: 514
  protocol: udp
```

- **log stream remotelog status**

```
platform@VOSS:~$ log stream remotelog status
ip: 192.168.100.25:514
```

- **log stream enable <filename>[,<filename>...]**

```
platform@VOSS:~$ log stream enable syslog,auth.log
You are about to restart syslog. Do you wish to continue? y
syslog already in list of files to send to remote
Updating list of files to stream to remote
You have new mail in /var/mail/platform

platform@VOSS:~$ log stream status
stream:
  filenames:
    syslog
    auth.log
  ip: 192.168.100.25
  port: 514
  protocol: udp

platform@VOSS:~$ log stream enable dmesg,dpkg.log
You are about to restart syslog. Do you wish to continue? y
Updating list of files to stream to remote
platform@VOSS:~$ log stream status
stream:
  filenames:
    syslog
    auth.log
    dmesg
    dpkg.log
  ip: 192.168.100.25
  port: 514
  protocol: udp
```

If a file is already in the list, a message shows: “already in list of files to send to remote”.

**Note:** If the platform/event.log and platform/audit.log files are to be streamed, ensure that local logging has been enabled for these, using the log event locallog on and log audit locallog on commands. See: [Log Type Commands](#).

- **log stream disable <filename>**

```
platform@VOSS:~$ log stream disable syslog
You are about to restart syslog. Do you wish to continue? y
syslog not currently in list of files to send to remote
You have mail in /var/mail/platform
```

- **log stream protocol <tcp|udp>**: udp is default if not specified.

See also:

- [Log Types](#)
- [Log Type Commands](#)

## 8.15. Remote Log Type Encryption

The VOSS Automate system can encrypt remote log types: audit, event or stream.

The steps and commands to follow for remote log type encryption are set out below:

1. Edit SSL details on the system. (The user is prompted for C,ST,O,OU,FQDN):

**log cert details edit**

Inspect the edited SSL details:

**log cert details**

2. Generate a Certificate Signing Request (CSR) file and submit it to the certificate authority (CA).

**log cert gen\_csr**

The CSR file can also be printed out:

**log cert print\_csr**

3. Receive the signed certificate. Then upload it to the system (using for example **scp**) and add your signed certificate with:

**log cert add <filename>**

For example:

```
$ log cert add media/cert.pem
```

Add the CA certificate to the system with:

**log cert addca <filename>**

For example:

```
$ log cert addca media/ca-chain.cert.pem
```

Inspecting the SSL details at this stage, using **log cert details**, shows the SSL details for:

- Issuer data
- Key data
- User set details

4. Enable remote logging of the log type. This will restart the syslog server.

**log [audit|event|stream] remotelog <IP:port>**

5. Enable SSL on log type logging. This will restart the syslog server.

**log ssl enable**

SSL logging of log type can be disabled by the command **log ssl disable**. This will restart the syslog server.

To see SSL logging details and if it is enabled or not, run **log ssl status**.

For example, the output below shows enabled: false:

```
user@host:~$ log ssl status
ssl:
  C: ZA
  CN: VOSS.visionoss.int
  L: Cape Town
  O: Voss-Solutions
  OU: Platform
  ST: WP
  email: user@host.com
  enabled: false
```

## 8.16. The Mail Command

The system monitors a number of events – these are described in more detail in the topic on Warnings and Notifications. The events can be signalled externally using email and snmp. However, a local copy of all events is maintained in the platform user's mailbox.

| Command                                 | Description                                     |
|---|---|
| <b>mail list</b>                        | Display a list of events stored in the mailbox. |
| <b>mail read all</b>                    | Read all mail.                                  |
| <b>mail read &lt;number&gt;</b>         | Read a specific mail message.                   |
| <b>mail del &lt;number&gt;</b>          | Delete a specific mail message.                 |
| <b>mail del &lt;from&gt; &lt;to&gt;</b> | Delete a range of mail messages.                |
| <b>mail del all</b>                     | Delete all mail messages.                       |

Mail events may accumulate over time. The system will purge old events automatically if the mailbox becomes too full (more than 500 messages).

## 8.17. Diagnostic Tools

There is an extensive list of diagnostic tools available under the **diag** menu.

For example output of **diag** commands, see: [diag Command Examples](#).

```
platform@VOSS:~$ diag
USAGE:
-----
diag config [<config-item>] - Display configuration, optionally.
    ↳ specifying the configuration prefix, diag
    config /platform/network/name
diag config app <app-config> [<config-item>] - Display application configuration,
    ↳ optionally specifying the configuration
    prefix, eg diag config app snmp /community
diag date <epoch timestamp> - Convert epoch timestamp to datetime
diag disk - Display diagnostics for disk usage
diag epoch <yyyy-mm-dd hh:mm> - Convert datetime to epoch timestamp
diag filehash - Display the file system hash integrity.
    ↳ check
diag filehash init - Initialise the file system hash integrity.
    ↳ check
diag free - Display diagnostics relating to free.
    ↳ memory
diag health - Display a health report
diag health report - Save a health report as a logfile
diag iostat - IO subsystem statistics
diag largefiles - Find the largest files on your system no.
    ↳ more than the top 10 items are display
diag mem - Display memory diagnostics
diag monitor - Display the system resource analysis
diag monitor list - Display the long-term average and maximum.
    ↳ system resource usage
diag nicstat - Network interface statistics
diag ntp - Display ntp status
diag ping <host> - Ping a remote host to test network.
    ↳ reachability
diag proc - Display a list of system processes
diag resolve <host> - Resolve a hostname to IP address
diag stats - Display the container statistics
diag tasks - Display constant task listing
diag test_connection <host> <port> - Test if system can open a connection to a.
    ↳ remote port
diag top - Process resource statistics
diag traceroute <host> - Discover the network path to <host>
diag vmstat - Virtual memory subsystem statistics
```



## Command Descriptions

Some of the commands are provided with details below:

| Command   | Description  |
|---|--|
| <b>diag ping &lt;host&gt;</b>                         | Test network reachability to a network host.   |
| <b>diag resolve &lt;hostname&gt;</b>                  | Test DNS resolution of a hostname.   |
| <b>diag test_connection &lt;host&gt; &lt;port&gt;</b> | Given a host IP and port number, return a message: “Successfully connected to <host>:<port>” or “Failed to connect to <host>:<port>”.  |
| <b>diag free</b>                                      | Display the memory usage.  |
| <b>diag disk</b>                                      | Display the disk usage. Logical volumes for the database have the format /dev/mapper/voss-dbroot.  |
| <b>diag largefiles</b>                                | Display up to 10 largest files on the system over 1GB in size, else no files are shown.  |
| <b>diag mem</b>                                       | Display a more detailed memory usage by process.   |
| <b>diag ntp</b>                                       | Display details of ntp server, including peers and host addresses. Equivalent to the <code>ntp -pn</code> command.   |
| <b>diag health</b>                                    | Display a comprehensive health summary. This includes status on the following: CPU, Memory, Disk, Security Update, Application, Cluster, Cluster Failover and Health email scheduling. Logical volumes used by the database have the format: /dev/mapper/voss-dbroot.  |
| <b>diag top</b>                                       | Display a single Unix top summary.   |
| <b>diag unittests</b>                                 | Utility for developers only. Note that services will be restarted by this utility.   |
| <b>diag filehash</b>                                  | Although a checksum of system and configuration files is carried out regularly, a manual check for changes since the previous check can be carried out. If any files have changed, these will be listed in the command output. Run <b>diag filehash init</b> before running the command manually to initialise the filehashing database. Note that this process may take some time. If any files have changed, these will be listed in the command output. |

For **diag health**, see also [Diagnostic Troubleshooting](#).

## 8.18. Diagnostic Troubleshooting

The health displayed on login will normally include sufficient information to determine that the system is either working, or experiencing a fault. More detailed health reports can be displayed with **diag health**.

**Important:** Since the **diag health** command output is paged on the console, you can scroll up or down to see all the output.

Type `q` at the `:` prompt to quit the console pager and output (*not Ctrl-C*).

```
platform@atlantic:~$ diag health

Health summary report for date:
    Mon Aug 16 12:56:51 UTC 2021
CPU Status:      12:56:51 up 12:13, 1 user, load average: 1.75, 1.72, 1.75
Platform version:
    platform v21.1.0 (2021-08-15 13:37) Network Status:      System name:  VOSS
    Device:  ens160 Ip:  Netmask:  Gateway: 192.168.100.1
Memory Status:
    total used free shared buff/cache available
Mem: 8152816 5820696 392336 164500 1939784 1872452
Swap: 2096124 112640 1983484
Disk Status:
Filesystem Size Used Avail Use% Mounted on
/dev/sda1 18G 4.7G 13G 28% /
/dev/sdb1 9.9G 154M 9.2G 2% /var/log
/dev/sdb2 40G 8.4G 30G 23% /opt/platform
/dev/sdc1 49G 53M 47G 1% /backups
/dev/mapper/voss-dbroot 225G 5.1G 220G 3% /opt/platform/apps/mongodb/dbroot
Security Update Status:
    There are 0 security updates available for the base system.
Application Status:
    selfservice v21.1.0 (2021-08-15 13:36)
        |-node running
    voss-deviceapi v21.1.0 (2021-08-15 13:36)
        |-voss-cnf_collector running
        |-voss-queue running
        |-voss-wsgi running
        |-voss-risapi_collector running
        |-voss-monitoring running
    cluster v21.1.0 (2021-08-15 13:36)
    template_runner v21.1.0 (2021-08-15 13:43)
    mongodb v21.1.0 (2021-08-15 13:36)
        |-arbiter running
        |-database running
    support v21.1.0 (2021-08-15 13:43)
    selenium v21.1.0 (2021-08-15 13:42)
...

```

A rich set of SNMP and SMTP traps are described in the Notifications section which can be used to automate fault discovery.

Determine if all processes are running using **app status**. If a process is not running, investigate its log file with:

**log view process/<application>.<process>**

For example, checking processes:

```
platform@development:~$ app status
development v0.8.0 (2013-08-12 12:41)
```

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```

voss-deviceapi v0.6.0 (2013-11-19 07:37)
|-voss-celerycam          running
|-voss-queue_high_priority running
...
core_services v0.8.0 (2013-08-27 10:46)
|-wsgi                    running
|-logsizeimon             running
|-firewall                running
|-mountall                running
|-syslog                  running (completed)
|-timesync                 stopped (failed with error 1)
nginx v0.8.0 (2013-08-27 10:53)
|-nginx                    running
security v0.8.0 (2013-08-27 11:02)

```

Followed by a log investigation for a stopped process:

```

platform@development:~$ log view process/core_services.timesync
2013-08-15 10:55:20.234932 is stopping from basic_stop
2013-08-15 10:55:20:   core_services:timesync killed
    successfully
2013-08-15 10:55:20: Apps.StatusGenerator core_services:timesync
    returned 1 after 1 loops
App core_services:timesync is not running with status stopped
...

+ /usr/sbin/ntpdate 172.29.1.15
2014-02-04 09:27:31: Apps.StatusGenerator core_services:timesync
    returned 0 after 1 loops
2014-02-04 09:27:31: WaitRunning core_services:timesync is reporting
    return code 0
core_services:timesync:/opt/platform/apps/core_services/timesync
    started
4 Feb 09:27:38 ntpdate[2766]: no server suitable for
    synchronization found
+ echo 'Failed to contact server: 172.29.1.15 - retrying'
Failed to contact server: 172.29.1.15 - retrying
+ COUNTER=2
+ sleep 1
+ test 2 -lt 3
+ /usr/sbin/ntpdate 172.29.1.15
4 Feb 09:27:48 ntpdate[3197]: no server suitable for
    synchronization found
+ echo 'Failed to contact server: 172.29.1.15 - retrying'
Failed to contact server: 172.29.1.15 - retrying
+ COUNTER=3
+ sleep 1
+ test 3 -lt 3
+ test 3 -eq 3

```

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```
+ echo 'Timesync - could not contact server 172.29.1.15 after
    three tries. Giving up'
Timesync - could not contact server 172.29.1.15 after
    three tries. Giving up
+ exit 1
```

The error message and return code being displayed in the browser is also invaluable in determining the cause of the problem.

The system resources can be inspected as follows:

- **diag disk** will display the disk status
- **diag free** and **diag mem** will display the memory status
- **diag top** will display the CPU status

## 9. Notifications

### 9.1. Warnings and Notifications

On console sign-in, a health report indicates the system status. This health report shows this data:

```
Last login: Tue Sep 3 10:19:07 2013 from 172.29.232.68
host: alan, role: standalone, load: 0.35, USERS: 3
date: 2013-09-03 10:20:02 +00:00, up: 2:05
network: 172.29.89.182, ntp: 172.29.1.15
SECURITY UPDATES: 136 security updates available
database: 8.0Gb
services: ok
```

The report values mean:

- last console sign-in and IP address source
- the load average of the system
- the number of users currently signed in
- the system uptime
- the status of the system services
- whether security updates are available
- disk, CPU, and memory warnings if applicable
- warnings are displayed in uppercase to draw attention

The report can be redisplayed by typing the command:

#### **health**

The system can be configured to forward warnings and notifications to various destinations, including:

- local email
- remote email addresses
- remote SNMP destinations

Local email allows the administrator to view a list of warnings, and delete them as necessary.

---

**Note:** If this configuration is carried out, it should be set on each node.

Typically, each node will be configured with its own sender email address to identify the source node (for example `unified_node_1@customer.domain`).

Additionally,

- nodes can be configured with different emailrelay servers, for example, according to data center
- nodes can be configured with different SNMP servers and error levels

The notification destinations can be displayed with **notify list**. The destinations for each event level can be set with **notify add info|warn|error <destination-URI>** Refer to the Network URI Specification topic for a detailed description of URIs.

Note that email notifications require the mail relay to be set with **notify emailrelay <smtp ip address>[:port]**. Add the SMTP IP address and optionally an allowed port (default port is 25).

The default from address is platform@<hostname>. A from outgoing address for the email relay can also be configured with **notify emailfrom <from: email address>** - see: [Enable Health Monitoring](#). A test event can be generated with **notify test info|warn|error** to test the notification delivery mechanism.

Examples:

- **notify add info mailto:sysadmin@mycompany.com**
- **notify add error snmp://public@mynmpserver.com**

```
$ notify add error snmp://public@mynmpserver.com
notifications:
  emailrelay: 172.1.1.1
  level:
    error:
      snmp://public@mynmpserver.com
      mailto:platform@localhost
    info:
      mailto:platform@localhost
    warn:
      mailto:platform@localhost
```

In addition to external email and SNMP alerts, the system also records various events to a local mailbox. Refer to the Mail Command section for details.

SNMP CPU load notifications are set using:

**snmp load <1min load> <5min load> <15min load>**

This results in notifications being sent should the threshold be exceeded. For a server with 2 CPUs, it is recommended that this setting be:

**snmp load 8 4 2**

This means that notifications are sent if the 2-CPU system load averages over the last 1, 5, and 15 minutes reach these values.

## 9.2. Events and SNMP Messages

The following conditions are monitored for which SNMP traps can be sent. The trap levels and message strings are shown for the condition:

- Script install failures
  - ‘error’, ‘upgrade failed’, ‘upgrade failed as other activity is in progress
- Backup Success/Failure
  - ‘error’, ‘Backup failed’,
  - ‘info’, ‘Backup completed’
  - ‘error’, ‘ERROR: The last backup was more than 2 days ago’, ‘Backup list:
  - ‘info’, ‘INFO: Backups now runs regularly’, ‘Backup list:
- Restore Success/Failure
  - ‘info’, ‘Backup restored
  - ‘error’, ‘Backup restoration failed
- Nginx reconfiguration - If a webproxy is unable to contact one of the upstream systems
  - “error”, “nginx upstream failure”, “upstream %s server %s failed: %s”
  - “info”, “nginx upstreams OK”, “nginx upstream servers returned to normal”
- Disk full/cleared (if a monitored disk is above 80%, it will send a trap, and also when this is cleared)
  - level, ‘WARNING: DISK ALMOST FULL: Disk <disk name> is more than 80 percent full’
  - level, ‘INFO: DISK STATUS: Disk <disk name> is now running below 80 percent’
  - ‘error’, ‘WARNING: DISK ALMOST FULL: Disk /var/log is more than 80 percent full’, ‘Use log purge to purge all rotated logsnnCurrent disk status:
- Email failure (if a monitoring email was set up, and system cannot reach it)
  - ‘error’, ‘ERROR: Trouble sending health email’, ‘Trouble sending health email’
  - ‘info’, ‘INFO: Health emails is now being sent’, ‘Health emails is now being sent’
  - ‘info’, ‘INFO: Messages for <username> auto archived as it reached more than 500’ % user, ‘Use the following command to view archived messages:nnlog view <username>’ %
  - ‘info’, ‘INFO: The total local messages for <username> is now under 200’
  - ‘warn’, ‘WARNING: Not all notify levels is configured with an external email address ‘
  - ‘info’, ‘INFO: All notify levels is now configured with an external email address’
- Database usage
  - ‘warn’, reason=‘WARN: Database <database name> exceeded threshold’
  - ‘info’, reason=‘INFO: Database <database name> returned to normal’
- High disk latency
  - ‘error’, ‘ERROR: Disk slow ‘, ‘Disk latency info:
  - ‘info’, ‘INFO: The disk latency returned to normal’, ‘The disk latency returned to normal.’
- Database failover (if the DB fails over from one node to another twice in a 5 minute period)

- ‘error’, ‘ERROR: The db is failing over constantly within 5 min’, ‘Cluster failover status:
- ‘info’, ‘INFO: The db failover status returned to normal’, ‘Cluster failover status:
- Large log file warning
  - ‘error’, ‘ERROR: Log files larger than 1Gig found in /var/log ‘, ‘Logrotation was executed to rotate the following logs: <log filename>’
  - ‘info’, ‘INFO: /var/log rotated’, ‘/var/log rotated’
- Network
  - ‘error’, ‘ERROR: Network Failures’, ‘The following network failures occurred: <network errors>’
  - ‘info’, ‘INFO: Network failures resolved’, ‘Network failures resolved’,
- Service failures
  - ‘error’, ‘ERROR: Service Failures’
  - ‘info’, ‘INFO: Services started successfully’
- Security updates available
  - ‘warn’, ‘WARNING: Security Updates available’, ‘<number> updates available’
  - ‘info’, ‘INFO: Security Updates applied’, ‘There are 0 security updates available’
- High memory and CPU usage
  - ‘error’, ‘ERROR: High memory usage’, ‘Memory activity:
  - ‘info’, ‘INFO: Memory usage returned to normal’, ‘Memory more than 1024MB’
  - ‘warn’, ‘WARNING: High CPU usage’, ‘CPU activity:
  - ‘error’, ‘ERROR: Extremely high CPU usage’, ‘CPU activity:
  - ‘info’, ‘INFO: CPU usage returned to normal’
- High swap usage
- NTP configuration issues
  - ‘warn’, ‘WARNING: The ntp daemon has stopped on <server name>’, ‘Run ‘app start services:time’ to restart ntpd’,
  - ‘warn’, ‘WARNING: The ntp offset exceeds 1 second on %s’ % system\_info, ‘ntp offset exceeds 1 secondnCurrent ntp offset value: <ntp offset>’
  - ‘info’, ‘INFO: ntp is now configured for <server name>’, ‘NTP cleared’, value=0
  - ‘info’, ‘INFO: The ntp offset restored to normal on <server name>’, ‘ntp offset clearednCurrent ntp offset value: <ntp offset>’
- DNS configuration issues
  - ‘warn’, ‘WARNING: No dns configured for <server name>’, ‘It is recommended that the dns is configured.nnTo configure dns use the following command:nnetwork dns <server1> <server2>’
  - ‘info’, ‘INFO: dns is now configured for <server name>’, ‘DNS cleared’, value=0
- Domain configuration issues
  - ‘info’, ‘INFO: domain is now configured for <server name>’, ‘Domain cleared’, value=0



- ‘warn’, ‘WARNING: No domain configured for <server name>, ‘It is recommended that the domain is configured.nnTo configure the domain use the following command:nnnetwork domain <server1> <server2>’,
- Log processing failure
  - ‘error’, ‘System unable to send <event type> messages to <IP>’
- Monthly report export failure: (example at [Internal Report Schedules](#))
  - ERROR: License file generation failed. The license audit report scheduled for <month> <year> was not successful. Please contact your VOSS account manager.

For details, refer to the topic on the individual SNMP trap.

## 9.3. SNMP Configuration and Queries

This topic covers configurations for various versions.

### 9.3.1. SNMP Configuration

SNMP must be configured under the SNMP menu and the SNMP URI needs to be configured for all the notify severity levels(info|warn|error]).

#### Note:

- Characters used in the SNMP URI can include uppercase and lowercase letters, decimal digits, hyphen, period, underscore, and tilde:  
``` ALPHA / DIGIT / "-" / "." / "_" / "~" ```
- The SNMP host should be an IP address, *not* a host name.

SNMP URI usage:

- snmpv2: **snmp://community@host[:port]**
- snmpv3: **snmp://user:auth:password@host[:port]** ... minimum auth/password length is 8 characters.

For example:

- snmpv2: **notify add info snmp://public@1.2.3.4**
- snmpv3: **notify add error snmp://public:publicauth:password@1.2.3.4**

The following options can be configured under the SNMP menu in the CLI.

- Enabled -Enable or disable SNMP Queries
- Community- SNMP v2c Community String used to query this server
- Authorized Username - SNMP v3 Username to query this server
- Password - SNMP v3 Password to query this server
- Query - IP address that is allowed to query this server
- Sysname - Name of this server, as it will appear when queried via SNMP

- Syslocation - Location of this server
- Syscontact - Contact person(s) for this server (email address)
- Load1 - 1 Minute load average alarm value
- Load5 - 5 Minute load average alarm value
- Load15 - 15 Minute load average alarm value

The following options can be configured in the CLI:

- Hostname - Server name to send SNMP traps to.
- Version - Version of SNMP to use for sending trap, version 2c or 3.
- Community - refer to the SNMP-URI command usage.

### 9.3.2. SNMP Queries

The VOSS Automate server permits multiple remote query sources to perform SNMP queries against.

The following commands are available to set SNMP details:

- **snmp contact <system contact>**
- **snmp name <system name>**
- **snmp location <system location>**

SNMP query sources can be added with

**snmp query add <uri>**

SNMP v2 can be set with:

**snmp query add snmp://<community string>@<ip>**

SNMP v3 username and password can be set with:

**snmp query add snmp://user:auth:password@<ip>:<port>**

Where:

- user: the username for the SNMPv3 server
- auth: the SNMPv3 authKey, with a minimum length of 8 characters (SHA authentication)
- password: the SNMPv3 privKey, with a minimum length of 8 characters (AES encryption)
- To see the list of added query sources, run **snmp query list**.
- To remove a query source, run **snmp query del <uri>**.

The screen console output below are example of the use of **add**, **list**, and **del** parameters with SNMPv2:

```
platform@host:~$ snmp query add snmp://private@192.29.21.3
You are about to restart the SNMP service. Do you wish to continue? y
Please update notify to reflect your latest changes.
You have new mail in /var/mail/platform
platform@host:~$

platform@host:~$ snmp list
load1: 4
```

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```
load15: 1
load5: 2
query:
    snmp://public@192.29.21.2
    snmp://private@192.29.21.3
syscontact: Robert Frame
syslocation: Dublin
sysname: host

platform@host:~$ snmp query del snmp://private@192.29.21.3
You are about to restart the SNMP service. Do you wish to continue? y

Application services:firewall processes stopped.
Application snmp processes stopped.
Application snmp processes started.
Please update notify to reflect your latest changes.
You have new mail in /var/mail/platform
platform@host:~$
```

SNMP CPU load notifications are set using:

**snmp load <1min load> <5min load> <15min load>**

This results in notifications being sent should the threshold be exceeded. For a server with 2 CPUs, it is recommended that this setting be:

**snmp load 8 4 2**

This means that notifications are sent if the 2-CPU system load averages over the last 1, 5, and 15 minutes reach these values.

## 10. SNMP

### 10.1. Introduction to SNMP and MIB

Simple Network Management Protocol(SNMP) is a UDP-based network protocol used mostly in network management systems to monitor network-attached devices. SNMP is a component of the Internet Protocol Suite as defined by the Internet Engineering Task Force(IETF) and consists of a set of standards for network management, including an application layer protocol, a database schema and a set of data objects.

SNMP exposes management data in the form of variables on the managed systems that describe the system configuration. These variables can be queried using SNMP management applications.

SNMP allows a Network Management Station to do the following:

- Poll a device for info or to trend data i.e. VOSS Automate server load graph via HOST-SYSTEMS-MIB
- Receive notifications in the form of traps or informs in response to events, threshold violations, whatever the trap definitions in the loaded MIBs are. We enable process monitoring and disk space checks - when triggered, these send out a trap.

A management information base (MIB) is a form of virtual database used for managing the entities in a communications network. Working closely with SNMP, the hierarchical data structure describes all of the objects that a device can report the status of.

The MIB is structured based on the RFC 1155 standard. This standard defines how the MIB information is organized, what data types are allowed and how resources within the MIB are named. Each MIB contains the name, object identifier (a numeral), data type and the permissions relating to whether the value can be read or written to. The top hierarchies of the MIB are fixed; however, certain sub trees can be defined by product vendors and other organizations.

The variables within MIB are named using the Abstract Syntax Notation 1 (ASN.1). This is an international standard for representing data.

SNMP Terminology:

- MIB: The term MIB is used to refer to the complete collection of management information available on an entity, while MIB subsets are referred to as MIB-modules.
- NMS: A Network Management System is a combination of hardware and software used to monitor and administer a network and the devices associated with that network.

SNMP on VOSS Automate Platform is configured after initial system setup. The following SNMP parameters can be configured. Refer to [SNMP Configuration and Queries](#) and the index for commands.

- The SNMP system name  
Identifies the system being monitored on the NMS (Network Management System). Defaults to nodename.domainname.

- The SNMP system location

Describes the location of the system. Defaults to Unknown.

- The SNMP system contact

Defines the email address of administrator responsible for the system. Defaults to None.

- The SNMP query source

URI from which the system accepts SNMP queries. Formatted as `snmp://community@host[:port]` for version 2 and `snmp://user:auth:password@host[:port]` for version 3

CIDR-style IP (e.g. 196.0.0.0/8) network allowed to query SNMP from this host. This is used to limit the hosts allowed to manage the system via SNMP. Defaults to all hosts.

- The SNMP load triggers

The 1, 5 and 15 minute load averages that will trigger warnings via SNMP. Defaults to values dynamically calculated from the number of CPUs in the system. This should be formatted as `8n/4n/2n` (where `n` represents the number of processors available) when entered into the configuration wizard during setup.

- The SNMP trap destination

Formatting identical to query source.

## 10.2. SNMP Traps

When the managed system generates certain events, it will forward a SNMP trap. The reason for the event trap is contained in the SNMP MIB string.

**Important:** It is strongly recommended that you monitor SNMP traps that can have a **error** severity level. Refer to the examples in this document.

For a list of notification messages, see: [Notification Messages](#).

Note that if the corresponding SNMP MIB is not loaded on the NMS, a numerical representation of the SNMP entry is provided.

The list of monitored events is described in the SNMP Trap section below. A detailed breakdown of each SNMP trap type is provided in the appendix.

The SNMP will send traps to the trap destination configured. If the trap destination is incorrect or not configured, the NMS will not receive the traps.

SNMP configuration settings can be managed from the CLI. Refer to the CLI **notify** command:

```
platform@development:~$ notify
USAGE:
-----
notify add [info|warn|error]          - Add the email or snmp URI to a
    <email/snmp-uri> ...                specified notification level.
```

The following system parameters are monitored by default

- Disk Space: warnings are issued if the file system breaches the following thresholds:

```
disk / 30% free
disk /opt/platform 30% free
disk /var/log 10% free
```

- System Load Monitoring: warnings are issued if the system load is excessive (the system load parameters can be defined during configuration)
- SNMP: standard SNMP System Events, for example, Cold Start
- Process state changes: Informative messages are sent to the NMS indicating that processes have been restarted.

In general, the originator of the SNMP traps is determined by originating hostname / IP address. Many Network Management Systems provide trap management and escalation per system being managed, including identification based on system name, location and contact details.

Those events monitored directly by VOSS Automate (e.g. disk space, system load and process warnings) include the system name as part of the variable bindings to assist identification of the originating system.

The state of the VOSS Automate system can be monitored either on the NMS or via the command line interface using the **diag** command.

## 10.3. Management Information Bases

### Important:

- The VOSS Automate system uses standard MIBs that are usually deployed as part of a Network Management System (NMS).

No VOSS Automate specific MIBs are available.

The standard MIBs can for example be inspected from on-line resources, such as <http://www.oidview.com/mibs/detail.html>.

- String values in the trap descriptions and examples shown here is illustrative purposes only.
- Multi-line display in the trap examples shown here is done for formatting purposes only.

SNMP information is grouped together in Management Information Bases (MIBs). The MIBs loaded on the VOSS Automate system represent all the configuration/data items that can be queried or be used to generate traps (notifications) when certain events occur. A list of all MIBs loaded on the system is provided below.

In order to manage the system, a Network Management System (NMS) should be installed at the customer site (e.g. HP OpenView, iReasoningMib Browser). The NMS should be loaded with the same set of MIBs as those installed on the system. The NMS should be configured to send SNMP queries to the managed host (i.e. correct IP address, port number (default 161), community string (default public), and version (default version 2c).

Further, the NMS should be configured to receive traps from the managed host - the correct IP, port number (default 162), version (default version 2), and community strings (default public) should be provided).

SNMP items can be selected in the MIBs and the item queried on the remote managed system. The remote system will return a response to the MIB entry being queried.

For example, if the following entry is queried

```
.1.3.6.1.2.1.1.5.0 alias '.iso.org.dod.internet.mgmt.mib-2.system.sysName.0'
```

the system will return the system name that was assigned during setup (e.g. sysName.0 'Voss Node00').

Note that if any of the configured details on the NMS are incorrect, it is likely that the query will never reach the managed host and no response will be received.

Please ensure that version 2 is selected with the correct community string (default public).

When the managed system generates certain events, it will forward a SNMP trap. The reason for the event trap is contained in the SNMP MIB string.

Note that if the corresponding SNMP MIB is not loaded on the NMS, a numerical representation of the SNMP entry is provided.

The list of monitored events is described in the SNMP Trap section below.

Refer to the MIB List at the end of this document for the list of net-SNMP packages that ship with VOSS Automate.

### 10.3.1. SNMPv2-MIB - RFC 3418 - Management Information Base (MIB) for the Simple Network Management Protocol (SNMP)

Basic information about SNMP on the entity. Includes:

- sysDescr: A text description of the entity
- sysObjectID: The vendor's authoritative identification of the network management subsystem contained in the entity.

Note: sysUpTime indicates how long the SNMP software has been running on the box, and not how long the box itself has been up (this is a common misconception).

- sysUpTime: The time since the network management portion of the system was last re-initialised.
- Counters for SNMP requests and responses

### 10.3.2. IF-MIB - RFC 2863 - The Interfaces Group MIB

Describes the network interfaces on the entity. For each interface the following information is given:

- ifType: The type of interface
- ifMtu: Size of the largest packet which can be sent/received on the interface
- ifSpeed: An estimate of the interface's current bandwidth
- ifPhysAddress: The interface's address at its protocol sub-layer. For 802.x interfaces, this is the MAC address
- The administrative and operational state of the interface
- The number of octets and packets sent and received on the interface

### 10.3.3. MIB-II - RFC 1213 - Management Information Base for Network Management of TCP/IP- based internets

TCP/IP network information not covered by the other MIBs, split into a number of groups:

- Address translation group:
- atPhysAddress: The media-dependent physical address
- atNetAddress: The network address (IP address) corresponding to the physical address
- IP group:
- ipRouteTable: IP routing table, contains an entry for each route presently known to this entity

### 10.3.4. IP-MIB - RFC 4293 - Management Information Base for the Internet Protocol (IP)

Internet Protocol information:

- Counters for IP packets sent and received
- For each IP address:
- The IP address
- Index of the physical interface (in the IF-MIB)
- Netmask
- ICMP counters

### 10.3.5. TCP-MIB - RFC 4022 - Management Information Base for the Transmission Control Protocol (TCP)

TCP information:

- Retransmission timeout information
- Overall counters for number of inbound and outbound connections
- For each current connection:
- Connection state
- Local and remote IP addresses and TCP port numbers

### 10.3.6. UDP-MIB - RFC 4113 - Management Information Base for the User Datagram Protocol (UDP)

UDP information:

- Counters for datagrams sent and received
- Local IP addresses and UDP port numbers



### 10.3.7. HOST-RESOURCES-MIB - RFC 2790 - Management Information Base for Host Resources

Objects useful for the management of host computers. These are split into a number of groups:

- System Group
  - hrSystemUptime: Amount of time since the host was last initialised (note this is different from sysUpTime).
  - hrSystemDate: The host's notion of the local date and time of day
  - hrSystemProcesses: The number of process contexts currently loaded or running on this system
- Storage Group
  - hrMemorySize: The amount of physical read-write main memory, typically RAM, contained by the host
- For each storage device:
  - hrStorageType: The type of storage (RAM, fixed disk etc.)
  - hrStorageDescr: A description of the storage (Swap Space, mount point etc.)
- Size of storage units, number available and number used
- Device Group
  - For each device:
    - \* Type (processor, network, disk, printer etc.)
    - \* Description
- For each disk storage device:
  - Access (read-write, read-only)
  - Fixed/removable
  - Capacity
- For each disk partition:
  - Label
- For each file system:
  - Mount point
  - Type
  - Access (read-write, read-only)
  - Bootable
- Running Software Group
  - For each running process:
    - \* Name
    - \* Path
    - \* Parameters
    - \* Status

- \* Running Software Performance Group for each running process:
- \* CPU resources consumed by this process
- \* Amount of real system memory allocated to this process

## 10.4. Trap Details

### 10.4.1. Notification Messages

There are 3 levels of notifications:

- info - these are informational messages intended to communicate a positive event.
- warn - these are non-critical notifications indicating that there is a temporary error
- error - these are critical messages indicating a system fault that is affecting system functionality

The sections in this chapter provide examples of messages and their output format.

**Note:** The output strings in the messages of these examples may differ from current messages. Also refer to the CSV below.

For a full list of all messages, refer to the CSV below.

To download all notification messages as a CSV file, refer to the HTML documentation.

### Backups

| Category          | Level | Message                                             |
|-------------------|-------|-----------------------------------------------------|
| Backup monitoring | error | ERROR: The last backup was more than 2 days ago ... |
| Backup monitoring | info  | INFO: Backups now runs regularly ...                |
| Backups           | info  | INFO: Backup completed...                           |
| Backups           | info  | INFO: Restore successful...                         |
| Backups           | error | ERROR: Backup failed .                              |

### Examples

```
Oct 10 21:39:17 robot-slave snmptrapd[480]: 2022-10-10 21:39:17 <UNKNOWN> [UDP: [192.168.
↪100.3]:59765->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (306489) 0:51:04.89
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Backup completed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup was successfully created at localbackup"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:39:27 robot-slave snmptrapd[480]: 2022-10-10 21:39:27 <UNKNOWN> [UDP: [192.168.
↪100.3]:25962->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (307540) 0:51:15.40
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Backups now runs regularly"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup list:
#012
#012     localbackup:
#012         backups:
#012             1 backups have been created - most recently 2022-10-10 19:38
#012         uri: file:///backups
#012
#012
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:39:30 robot-slave snmptrapd[480]: 2022-10-10 21:39:30 <UNKNOWN> [UDP: [192.168.
↪100.3]:14347->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (307808) 0:51:18.08
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: The last backup was more than 2 days ago"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup list:
#012
#012     localbackup:
#012         backups:
#012             1 backups have been created - most recently 2022-10-10 19:38
#012         uri: file:///backups
#012
#012
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

#### Resolution:

Investigate if the scheduler is set correctly and that the backup is set up correctly. Run a manual backup to test if it is working as it should. Otherwise, call Support to investigate.

```
Oct 10 21:40:06 robot-slave snmptrapd[480]: 2022-10-10 21:40:06 <UNKNOWN> [UDP: [192.168.
↪100.3]:53579->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (311359) 0:51:53.59
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "backup.py : num_sockets exeeded warning_
↪threshold of 6 with 7"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command backup.py attribute num_sockets
#012Current average value 7
#012Error threshold 10
#012Warning threshold 6
#012"
```

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```
#011iso.3.6.1.2.1.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:42:01 robot-slave snmptrapd[480]: 2022-10-10 21:42:01 <UNKNOWN> [UDP: [192.168.
↪100.3]:7560->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (322901) 0:53:49.01
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Backup completed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup was successfully created at sftpbbackup"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:17:09 robot-slave snmptrapd[480]: 2022-10-10 22:17:09 <UNKNOWN> [UDP: [192.168.
↪100.3]:36106->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (533696) 1:28:56.96
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Backup failed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "ERROR: Backup failed - error running pre-backup.
↪method for mongodb"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:22:14 robot-slave snmptrapd[480]: 2022-10-10 22:22:14 <UNKNOWN> [UDP: [192.168.
↪100.3]:21378->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (564173) 1:34:01.73
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Backup failed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup to localbackup failed to verify"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

**Resolution:**

There may have been some form of corruption during the time that the backup was run. Run backup manually and see whether the same failure is detected. If it is the case, investigate. Otherwise, contact L2 Support to investigate.

**Database in Cluster Failover**

| Category         | Level | Message                                                   |
|------------------|-------|-----------------------------------------------------------|
| Cluster Failover | error | ERROR: The db is failing over constantly within 5 min ... |
| Cluster Failover | info  | INFO: The db failover status returned to normal ...       |

## Database Maintenance and Usage

| Category             | Level | Message                                        |
|----------------------|-------|------------------------------------------------|
| Database Maintenance | error | ERROR: Database maintenance not scheduled. . . |
| Database Maintenance | info  | INFO: Database maintenance is scheduled . . .  |
| Database Usage       | warn  | WARNING: Database %s exceeded threshold . . .  |
| Database Usage       | info  | INFO: Database %s returned to normal . . .     |

### Resolution if no schedule

Create schedule and time:

With for example a schedule name dbtxn:

**schedule add dbtxn voss transaction archive** or **schedule add dbtxn voss transaction delete**

**schedule time dbtxn weekly 0**

See: [Enable Database Scheduling](#).

### Examples

```

Mar 18 08:00:50 platform-agent snmptrapd[515]: 2024-03-18 08:00:50 <UNKNOWN> [UDP: [192.
↳168.100.3]:8397->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (289519) 0:48:15.19
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "WARNING: Database Maintenance"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "ID: TRANSACTION_DATABASE_MAINTENANCE-VOSS, Code:↳
↳-1, Occurences: 5, Latest Occurence: 2024-03-18T06:00:49.368Z"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Mar 18 08:00:51 platform-agent snmptrapd[515]: 2024-03-18 08:00:51 <UNKNOWN> [UDP: [192.
↳168.100.3]:29600->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (289617) 0:48:16.17
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Database maintenance not scheduled"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "TRANSACTION DATABASE MAINTENANCE NOT SCHEDULED ↳
↳SETUP SCHEDULE FOR REGULAR MAINTENANCE"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Oct 10 22:43:20 robot-slave snmptrapd[480]: 2022-10-10 22:43:19 <UNKNOWN> [UDP: [192.168.
↳100.3]:41903->[192.168.100.25]:162]:

```

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```

#012iso.3.6.1.2.1.1.3.0 = Timeticks: (690787) 1:55:07.87
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "WARN: Database transaction count exceeded_
↳threshold"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "count: 13332"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Oct 10 22:43:24 robot-slave snmptrapd[480]: 2022-10-10 22:43:24 <UNKNOWN> [UDP: [192.168.
↳100.3]:25484->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (691198) 1:55:11.98
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Database transaction count returned to_
↳normal"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "The transaction count returned to normal."
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Oct 10 22:43:28 robot-slave snmptrapd[480]: 2022-10-10 22:43:28 <UNKNOWN> [UDP: [192.168.
↳100.3]:11973->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (691609) 1:55:16.09
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "WARN: Database transaction size exceeded_
↳threshold"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "size: 32264767"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

### Resolution for transaction size

The following commands can be used to resolve this:

```
voss transaction delete <days> [limit <number>]
```

```
voss transaction archive <days>
```

### Disk Latency and Status

| Category     | Level | Message                                                                                                       |
|--------------|-------|---------------------------------------------------------------------------------------------------------------|
| Disk Latency | error | ERROR: Disk slow ', 'Disk latency info:...                                                                    |
| Disk Latency | info  | INFO: The disk latency returned to normal                                                                     |
| Disk Status  | error | WARNING: DISK ALMOST FULL: Disk {} is more than {} percent full                                               |
| Disk Status  | info  | INFO: DISK STATUS: Disk {} is now running below {} percent. Disk %s cleared Disk status after it was cleared: |
| Disk Status  | warn  | WARNING: DISK ALMOST FULL: Disk /var/log is more than {} percent full                                         |

## Examples

```
Oct 11 00:02:46 robot-slave snmptrapd[480]: 2022-10-11 00:02:46 <UNKNOWN> [UDP: [192.168.
↪100.3]:63595->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1167361) 3:14:33.61
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "DISK ALMOST FULL: Disk /var/log is more than 80.
↪percent full"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Use log purge to purge all rotated logs
#012
#012Current disk status:
#012Filesystem: /dev/sdb1
#012      Size: 9.9G
#012      Used: 9.5G
#012      Avail: 0
#012      Use%: 100%
#012Mounted on: /var/log"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:03:46 robot-slave snmptrapd[480]: 2022-10-11 00:03:46 <UNKNOWN> [UDP: [192.168.
↪100.3]:4569->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1173418) 3:15:34.18
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "DISK STATUS: Disk /var/log is now running below.
↪80 percent"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Disk /var/log cleared
#012Disk status after it was cleared:
#012Filesystem: /dev/sdb1
#012      Size: 9.9G
#012      Used: 31M
#012      Avail: 9.4G
#012      Use%: 1%
#012Mounted on: /var/log"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:05:19 robot-slave snmptrapd[480]: 2022-10-11 00:05:19 <UNKNOWN> [UDP: [192.168.
↪100.3]:36811->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1182726) 3:17:07.26
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Disk slow "
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Disk latency info:
#012
#012Disk latency:34.44ms
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 26 10:59:57 robot-slave snmptrapd[546]: 2022-10-26 10:59:57 <UNKNOWN> [UDP: [192.168.
↪100.3]:33587->[192.168.100.25]:162]:
```

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```

#012iso.3.6.1.2.1.1.3.0 = Timeticks: (135921) 0:22:39.21
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "DISK ALMOST FULL: Disk /opt/platform/apps/
↳mongodb/dbroot is more than 80 percent full"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Contact support to free space
#012
#012Current disk status:
#012      Use%: 92%
#012      Used: 207G
#012      Avail: 19G
#012 use_limit: 92
#012Filesystem: /dev/mapper/voss-dbroot
#012Mounted on: /opt/platform/apps/mongodb/dbroot
#012      Message is truncated"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Oct 26 10:59:58 robot-slave snmptrapd[546]: 2022-10-26 10:59:58 <UNKNOWN> [UDP: [192.168.
↳100.3]:48675->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (136014) 0:22:40.14
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "DISK STATUS: Disk /opt/platform/apps/mongodb/
↳dbroot is now running below 80 percent"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Disk /opt/platform/apps/mongodb/dbroot cleared
#012Disk status after it was cleared:
#012      Use%: 1%
#012      Used: 1.3G
#012      Avail: 224G
#012 use_limit: 1
#012Filesystem: /dev/mapper/voss-dbroot
#012Mounted on: /opt/pla Message is truncated"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

**Resolution:**

This trap indicates that there is heavy disk activity. This will be normal in many situations and should not always require immediate action. The one reason for this is that there are many transactions spawned at the same time. The disk utilization can be relieved by cancelling a few current transactions or by rescheduling some others.

However, this should be monitored closely and should it persist over several hours then Support should be contacted to investigate.

```

Oct 11 00:01:27 robot-slave snmptrapd[480]: 2022-10-11 00:01:27 <UNKNOWN> [UDP: [192.168.
↳100.3]:22430->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1159464) 3:13:14.64
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Disk full"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.9.1.100.1

```

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```
#011iso.3.6.1.2.1.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.9.1.2.1 = STRING: "/"
#011iso.3.6.1.4.1.2021.9.1.101.1 = STRING: "/: less than 30% free (= 0%)"
```

```
Oct 11 00:02:28 robot-slave snmptrapd[480]: 2022-10-11 00:02:28 <UNKNOWN> [UDP: [192.168.
↪100.3]:25418->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1165577) 3:14:15.77
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Disk full"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.9.1.100.3
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.9.1.2.3 = STRING: "/var/log"
#011iso.3.6.1.4.1.2021.9.1.101.3 = STRING: "/var/log: less than 10% free (= 0%)"
```

```
Oct 11 00:02:46 robot-slave snmptrapd[480]: 2022-10-11 00:02:46 <UNKNOWN> [UDP: [192.168.
↪100.3]:63595->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1167361) 3:14:33.61
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "DISK ALMOST FULL: Disk /var/log is more than 80.
↪percent full"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Use log purge to purge all rotated logs
#012
#012Current disk status:
#012Filesystem: /dev/sdb1
#012      Size: 9.9G
#012      Used: 9.5G
#012      Avail: 0
#012      Use%: 100%
#012Mounted on: /var/log"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

## Disk Full Resolution

It depends on which disk is full:

- If it is the media or backup disks, then clean up the disk space.
- If it is any other disk then contact Support immediately.

## DNS and Domain

| Category | Level | Message                                  |
|----------|-------|------------------------------------------|
| DNS      | warn  | WARNING: No dns configured for %s...     |
| DNS      | info  | INFO: dns is now configured for %s ...   |
| Domain   | warn  | WARNING: No domain configured for %s...  |
| Domain   | info  | INFO: domain is now configured for %s... |

## Examples

```
Oct 10 21:31:32 robot-slave snmptrapd[480]: 2022-10-10 21:31:32 <UNKNOWN> [UDP: [192.168.
↪100.3]:21656->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (260016) 0:43:20.16
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "WARNING: No dns configured for VOSS-192.168.100.3
↪"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "It is recommended that the dns is configured.
#012
#012To configure dns use the following command:
#012network dns <server1> <server2>"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

Resolution:

Configure a DNS for the system with `network dns add <server>`.

```
Oct 10 21:32:51 robot-slave snmptrapd[480]: 2022-10-10 21:32:51 <UNKNOWN> [UDP: [192.168.
↪100.3]:48247->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (267891) 0:44:38.91
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: dns is now configured for VOSS-192.168.100.
↪3"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "DNS cleared"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:33:56 robot-slave snmptrapd[480]: 2022-10-10 21:33:56 <UNKNOWN> [UDP: [192.168.
↪100.3]:36367->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (274443) 0:45:44.43
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: domain is now configured for VOSS-192.168.
↪100.3"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Domain cleared"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:34:00 robot-slave snmptrapd[480]: 2022-10-10 21:34:00 <UNKNOWN> [UDP: [192.168.
↪100.3]:50982->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (274843) 0:45:48.43
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "WARNING: No domain configured for VOSS-192.168.
↪100.3"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "It is recommended that the domain is configured.
#012
#012To configure the domain use the following command:
#012network domain <domain-name>"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

Resolution:

Configure domain with `network domain <name>`.

## Mail

| Category                 | Level | Message                                                                                |
|--------------------------|-------|----------------------------------------------------------------------------------------|
| External Mail Monitoring | warn  | WARNING: Not all notify levels is configured with an external email address ...        |
| External Mail Monitoring | info  | INFO: All notify levels is now configured with an external email address ..            |
| Health email             | error | ERROR: Trouble sending health email                                                    |
| Health email             | info  | INFO: Health emails is now being sent                                                  |
| Local Mail Monitoring    | warn  | WARNING: The total messages in the local mailbox for %s has reached in excess of 200.. |
| Local Mail Monitoring    | info  | INFO: Messages for %s auto archived as it reached more than 500...                     |
| Local Mail Monitoring    | info  | INFO: The total local messages for %s is now under 200...                              |

## Examples

```
Oct 10 21:05:39 robot-slave snmptrapd[480]: 2022-10-10 21:05:39 <UNKNOWN> [UDP: [192.168.
↪100.3]:8550->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (104723) 0:17:27.23
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: All notify levels is now configured with
↪an external email address"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "    notifications:
#012        emailrelay: 127.0.0.1
#012        level:
#012        error:
#012        mailto:platform@localhost"
```

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```
#012          snmp://public@192.168.100.25
#012          info:
#012          Message is truncated"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:27:29 robot-slave snmptrapd[480]: 2022-10-10 21:27:29 <UNKNOWN> [UDP: [192.168.
  ↳100.3]:5434->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (235697) 0:39:16.97
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "WARNING: The total messages in the local mailbox_
  ↳for platform has reached in excess of 200"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Use the following mail commands to manage the_
  ↳local mailbox:
#012
#012mail del <number>      - delete the selected mail
#012mail del <from
#> <to
#> - deletes the selected range of mail message
#012mail del all          Message is truncated"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:27:46 robot-slave snmptrapd[480]: 2022-10-10 21:27:46 <UNKNOWN> [UDP: [192.168.
  ↳100.3]:32395->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (237369) 0:39:33.69
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Messages for platform auto archived as it_
  ↳reached more than 500"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Use the following command to view archived_
  ↳messages:
#012
#012log view /var/log/platform/archived_mail.log"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Notification message from (1, 3, 6, 1, 6, 1, 1):('192.29.22.122', 25067):
Var-binds:
1.3.6.1.2.1.1.3.0 = 7420086
1.3.6.1.6.3.1.1.4.1.0 = 1.3.6.1.2.1.88.2.0.1
1.3.6.1.2.1.88.2.1.1.0 = WARNING: Some notify levels are configured with a local email_
  ↳address
1.3.6.1.2.1.88.2.1.3.0 = Notify list:
    notifications:
    emailrelay: 172.29.42.30
    level:
    audit:
    snmp://rrako@192.29.21.225
    error:
    mailto:xlatform@loc Message is truncated
```

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```
1.3.6.1.2.1.88.2.1.5.0 = 1
1.3.6.1.2.1.1.5.0 = UN1-192.29.22.122
```

**Resolution:**

Ensure that all notifications are non-local.

**License**

| Category | Level | Message                                                                                                |
|----------|-------|--------------------------------------------------------------------------------------------------------|
| License  | error | ERROR: License file generation failed The license audit report scheduled for %s was not successful ... |
| License  | info  | INFO: License file generated The license audit report scheduled for %s was successful...               |

**Examples**

```
Mar 18 07:57:38 platform-agent snmptrapd[515]: 2024-03-18 07:57:38 <UNKNOWN> [UDP: [192.
→168.100.3]:46971->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (270390) 0:45:03.90
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "INFO: Application was killed license-
→service:license-service"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:46:06 robot-slave snmptrapd[480]: 2022-10-10 22:46:06 <UNKNOWN> [UDP: [192.168.
→100.3]:33539->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (707420) 1:57:54.20
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: License file generation failed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "The license audit report scheduled for October,
→2022 was not successful.
#012Please contact your VOSS account manager. "
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 23:00:41 robot-slave snmptrapd[480]: 2022-10-10 23:00:41 <UNKNOWN> [UDP: [192.168.
→100.3]:52074->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (794896) 2:12:28.96
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: License file generated"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "The license audit report scheduled for October,
→2022 was successful."
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
```

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```
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Nov  9 10:31:46 robot-slave snmptrapd[391]: 2022-11-09 10:31:46 <UNKNOWN> [UDP: [192.168.
↪100.3]:56185->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (63460) 0:10:34.60
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Automate License Service Error"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "ID: AUTOMATE_LICENSE, Code: 12003, Occurences: 1,
↪ Latest Occurence: 2022-11-09T08:31:43.994Z"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Nov  9 10:32:09 robot-slave snmptrapd[391]: 2022-11-09 10:32:09 <UNKNOWN> [UDP: [192.168.
↪100.3]:4445->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (65783) 0:10:57.83
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed license-
↪service:license-service"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Nov  9 10:32:51 robot-slave snmptrapd[391]: 2022-11-09 10:32:51 <UNKNOWN> [UDP: [192.168.
↪100.3]:24239->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (69973) 0:11:39.73
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1#011iso.3.6.1.2.1.88.2.1.1.0 = ↪
↪STRING: "Automate License Expiry"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "ID: AUTOMATE_LICENSE, Code: 12002, Occurences: 1,
↪ Latest Occurence: 2022-11-09T08:32:48.826Z"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

## Resolution

See: [Product Licensing](#).

## Logs

| Category       | Level | Message                                                                                  |
|----------------|-------|------------------------------------------------------------------------------------------|
| Log Processing | error | ERROR: System unable to send {} messages to {}...                                        |
| Logging        | error | ERROR: Log files larger than 1Gig found in /var/log ...                                  |
| Logging        | info  | INFO: /var/log rotated ...                                                               |
| Logs Rotate    | warn  | WARNING: Forcing log rotation as /var/log is at \$USAGE usage: \$message                 |
| Logs Rotate    | warn  | WARNING: Autopurging /var/log due to extremely high disk usage. Usage \$USAGE: \$message |

## Examples

```
Oct 11 00:01:42 robot-slave snmptrapd[480]: 2022-10-11 00:01:42 <UNKNOWN> [UDP: [192.168.
↪100.3]:47625->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1160957) 3:13:29.57
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Log files larger than 1Gig found in /var/
↪log "
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Logrotation was executed to rotate the following
↪logs:
#012/var/log/big-log.log: 1.5G"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:01:43 robot-slave snmptrapd[480]: 2022-10-11 00:01:43 <UNKNOWN> [UDP: [192.168.
↪100.3]:6397->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1161096) 3:13:30.96
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: /var/log rotated"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "/var/log rotated"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:02:45 robot-slave snmptrapd[480]: 2022-10-11 00:02:45 <UNKNOWN> [UDP: [192.168.
↪100.3]:45283->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1167292) 3:14:32.92
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Logs"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "WARNING: Forcing log rotation as /var/log is at
↪100 usage. [platform_mon.py] reading config file /etc/logrotate.conf
#012including /etc/logrotate.d
#012reading config file alternatives
#012reading config file apt
#012reading Message is truncated"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:02:45 robot-slave snmptrapd[480]: 2022-10-11 00:02:45 <UNKNOWN> [UDP: [192.168.
↪100.3]:45283->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1167292) 3:14:32.92
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Logs"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "WARNING: Forcing log rotation as /var/log is at
↪100 usage. [platform_mon.py] reading config file /etc/logrotate.conf
#012including /etc/logrotate.d
#012reading config file alternatives
#012reading config file apt
#012reading Message is truncated"
```

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```
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:02:45 robot-slave snmptrapd[480]: 2022-10-11 00:02:45 <UNKNOWN> [UDP: [192.168.
↪100.3]:43304->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1167346) 3:14:33.46
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Logs"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "WARNING: Autopurging /var/log due to extremely
↪high disk usage. [platform_mon.py] Usage 100: Deleting:
#0124.0K
#011/var/log/alternatives.log.2.gz
#012104K
#011/var/log/apt/term.log.3.gz
#0128.0K
#011/var/log/apt/history.log.1.gz
#01212K Message is truncated"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

## Network Monitoring

| Category           | Level | Message                                                                  |
|--------------------|-------|--------------------------------------------------------------------------|
| Network Monitoring | error | ERROR: Network Failures. The following network failures occurred:<br>... |
| Network Monitoring | info  | INFO: Network failures resolved ...                                      |

## Examples

```
Mar 22 14:07:58 robot-sl snmptrapd[1214]:
2019-03-22 14:07:58 <UNKNOWN>
[UDP: [192.168.100.3]:18751->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1155411) 3:12:34.11
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Network Failures"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "The following network failures occurred: netntp:
↪172.29.1.15"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Mar 29 13:57:11 robot-sl snmptrapd
[1234]: 2019-03-29 13:57:11 <UNKNOWN>
[UDP: [192.168.100.3]:32794->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (165816) 0:27:38.16
```

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```
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Network failures resolved"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Network failures resolved"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

## Memory Monitoring

| Category          | Level | Message                                                       |
|-------------------|-------|---------------------------------------------------------------|
| Memory Monitoring | error | ERROR: High memory usage Memory activity: ...                 |
| Memory Monitoring | info  | INFO: Memory usage returned to normal Memory more than 1024MB |

## Examples

```
Oct 11 00:05:02 robot-slave snmptrapd[480]: 2022-10-11 00:05:02 <UNKNOWN> [UDP: [192.168.
↪100.3]:40305->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1180986) 3:16:49.86
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: High memory usage"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Memory activity:
#012
#012223Mb"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:05:16 robot-slave snmptrapd[480]: 2022-10-11 00:05:16 <UNKNOWN> [UDP: [192.168.
↪100.3]:35079->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1182434) 3:17:04.34
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Memory usage returned to normal"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Memory more than 1024MB"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:18:13 robot-slave snmptrapd[480]: 2022-10-11 00:18:13 <UNKNOWN> [UDP: [192.168.
↪100.3]:34120->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1260111) 3:30:01.11
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Memory swap error"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.4.100.0
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
```

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```
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.4.2.0 = STRING: "swap"
#011iso.3.6.1.4.1.2021.4.101.0 = STRING: "Running out of swap space (0)"
```

## NTP

| Category   | Level | Message                                           |
|------------|-------|---------------------------------------------------|
| NTP        | error | ERROR: No ntp configured for %s ...               |
| NTP        | info  | INFO: ntp is now configured for %s ...            |
| NTP Daemon | warn  | WARNING: The ntp daemon has stopped on %s ...     |
| NTP Daemon | info  | INFO: The ntp daemon is now running on %s ...     |
| NTP Offset | warn  | WARNING: The ntp offset exceeds 1 second on %s .. |
| NTP Offset | info  | INFO: The ntp offset restored to normal on %s ... |

## Examples

```
Oct 10 21:28:15 robot-slave snmptrapd[480]: 2022-10-10 21:28:15 <UNKNOWN> [UDP: [192.168.
↪100.3]:62399->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (240260) 0:40:02.60
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: No ntp configured for VOSS-192.168.100.3"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "It is mandatory that the ntp is configured.
#012
#012To configure ntp use the following command:
#012network ntp <server1> <server2>"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:28:23 robot-slave snmptrapd[480]: 2022-10-10 21:28:23 <UNKNOWN> [UDP: [192.168.
↪100.3]:40886->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (241068) 0:40:10.68
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: ntp is now configured for VOSS-192.168.100.
↪3"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "NTP cleared"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:29:12 robot-slave snmptrapd[480]: 2022-10-10 21:29:12 <UNKNOWN> [UDP: [192.168.
↪100.3]:41584->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (246013) 0:41:00.13
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "WARNING: The ntp daemon has stopped on VOSS-192.
```

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```

→168.100.3"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Run 'app start services:time' to restart ntpd"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 10 21:29:44 robot-slave snmptrapd[480]: 2022-10-10 21:29:44 <UNKNOWN> [UDP: [192.168.
→100.3]:64806->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (249163) 0:41:31.63
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: The ntp daemon is now running on VOSS-192.
→168.100.3"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "ntp daemon running"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

## Security Update

| Category        | Level | Message                                 |
|-----------------|-------|-----------------------------------------|
| Security Update | warn  | WARNING: Security Updates available ... |
| Security Update | info  | INFO: Security Updates applied ...      |

## Service Monitoring

| Category           | Level | Message                                 |
|--------------------|-------|-----------------------------------------|
| Service Monitoring | error | ERROR: Service Failures ...             |
| Service Monitoring | info  | INFO: Services started successfully ... |

## Examples

```

Oct 10 23:00:35 robot-slave snmptrapd[480]: 2022-10-10 23:00:35 <UNKNOWN> [UDP: [192.168.
→100.3]:15622->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (794329) 2:12:23.29
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Services started successfully"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "selfservice v22.1.0 (2022-10-10 13:57)
#012  |-node running
#012voss-deviceapi v22.1.0 (2022-10-10 13:57)
#012  |-voss-cnfr_collector running
#012  |-voss-queue running
#012  |-voss-wsgi Message is truncated"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```
Oct 11 00:03:03 robot-slave snmptrapd[480]: 2022-10-11 00:03:03 <UNKNOWN> [UDP: [192.168.
→100.3]:41278->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1169102) 3:14:51.02
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Services started successfully"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "0"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

## Service Startup Changes Made

Severity levels, messages and resolution:

- Info : ProcessRestart, ProcessStart

Resolution: If this is an unexpected event, call Support should be called for further investigation. This trap can also be triggered as expected, when **app start** or **system reboot** is run.

- Warning: ProcessWarning

Resolution: This trap should be seen when a process or service is being restarted or stopped. If this is an unexpected event, call Support should be called for further investigation.

- Error : ProcessStop, ProcessError

Resolution: If this is an unexpected event, call Support should be called for further investigation. This trap can also be triggered as expected, when **app stop** or **system reboot** is run.

## Examples

```
Mar 18 07:58:18 platform-agent snmptrapd[515]: 2024-03-18 07:58:18 <UNKNOWN> [UDP: [192.
→168.100.3]:58315->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (274360) 0:45:43.60
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "INFO: Application has changed its state from
→starting to running - services:mount"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Mar 18 07:58:19 platform-agent snmptrapd[515]: 2024-03-18 07:58:19 <UNKNOWN> [UDP: [192.
→168.100.3]:43944->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (274442) 0:45:44.42
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "INFO: Application has changed its state from
→starting to running - services:wsgi"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Mar 18 07:58:20 platform-agent snmptrapd[515]: 2024-03-18 07:58:20 <UNKNOWN> [UDP: [192.
→168.100.3]:39595->[192.168.100.25]:162]:
```

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```

#012iso.3.6.1.2.1.1.3.0 = Timeticks: (274580) 0:45:45.80
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "INFO: Application has changed its state from_
↳starting to running - services:syslog"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Oct 10 22:23:43 robot-slave snmptrapd[480]: 2022-10-10 22:23:43 <UNKNOWN> [UDP: [192.168.
↳100.3]:26646->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (573107) 1:35:31.07
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessRestart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are restarting services:firewall"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Oct 10 22:23:54 robot-slave snmptrapd[480]: 2022-10-10 22:23:54 <UNKNOWN> [UDP: [192.168.
↳100.3]:54975->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (574250) 1:35:42.50
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed_
↳services:firewall"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Oct 10 22:23:45 robot-slave snmptrapd[480]: 2022-10-10 22:23:45 <UNKNOWN> [UDP: [192.168.
↳100.3]:61828->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (573306) 1:35:33.06
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed services:firewall"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Oct 10 22:28:06 robot-slave snmptrapd[480]: 2022-10-10 22:28:06 <UNKNOWN> [UDP: [192.168.
↳100.3]:34679->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (599418) 1:39:54.18
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStop"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are stopping mongodb"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Oct 11 00:00:34 robot-slave snmptrapd[480]: 2022-10-11 00:00:34 <UNKNOWN> [UDP: [192.168.
↳100.3]:48544->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1154165) 3:12:21.65
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessError"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application failed with error 1 nginx:proxy"

```

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```
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

## Excessive Load

| Load average interval | <LoadIdx> | <LoadError> | <LoadMessage>                         |
|-----------------------|-----------|-------------|---------------------------------------|
| 1 minute              | 1         | Load-1      | 1 min Load Average too high (= 2.52)  |
| 5 minute              | 2         | Load-5      | 5 min Load Average too high (= 1.27)  |
| 15 minute             | 3         | Load-15     | 15 min Load Average too high (= 1.27) |

## Examples

```
Oct 11 00:13:48 robot-slave snmptrapd[480]: 2022-10-11 00:13:48 <UNKNOWN> [UDP: [192.168.
→100.3]:10511->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1233585) 3:25:35.85
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.1
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.1 = STRING: "Load-1"
#011iso.3.6.1.4.1.2021.10.1.101.1 = STRING: "1 min Load Average too high (= 5.59)"

Oct 11 00:13:48 robot-slave snmptrapd[480]: 2022-10-11 00:13:48 <UNKNOWN> [UDP: [192.168.
→100.3]:16438->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1233630) 3:25:36.30
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.2
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.2 = STRING: "Load-5"
#011iso.3.6.1.4.1.2021.10.1.101.2 = STRING: "5 min Load Average too high (= 2.43)"

Oct 11 00:15:48 robot-slave snmptrapd[480]: 2022-10-11 00:15:48 <UNKNOWN> [UDP: [192.168.
→100.3]:43788->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1245577) 3:27:35.77
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.3
```

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```
#011iso.3.6.1.2.1.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.3 = STRING: "Load-15"
#011iso.3.6.1.4.1.2021.10.1.101.3 = STRING: "15 min Load Average too high (= 3.14)"
```

## Transaction Archive

| Category            | Level | Message                                                |
|---------------------|-------|--------------------------------------------------------|
| Transaction Archive | error | ERROR: Transaction archive files older than 30 days... |
| Transaction Archive | info  | INFO: Transaction archive files OK...                  |

## Upgrade

| Category | Level | Message                                                                   |
|----------|-------|---------------------------------------------------------------------------|
| Upgrade  | error | ERROR: upgrade failed                                                     |
| Upgrade  | error | ERROR: upgrade failed upgrade failed as other activity is in progress ... |

## Examples

```
Oct 10 22:30:17 robot-slave snmptrapd[480]: 2022-10-10 22:30:17 <UNKNOWN> [UDP: [192.168.100.3]:32373->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (612524) 1:42:05.24
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "upgrade failed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "upgrade failed as other activity is in progress"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

## NGINX Status

Level:

- Error: nginx upstream failure, upstream <node> server <server> failed
- Info: nginx upstreams OK

## Examples

```
Mar 25 13:30:12 robot-sl snmptrapd[1214]:
2019-03-25 13:30:12 <UNKNOWN>
[UDP: [172.29.21.129]:63573->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (293333) 0:48:53.33
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "nginx upstream failure"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "upstream selfservice server 192.29.22.122:443
↪failed: <urlopen error timed out>"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "WP2-172.29.21.129"
```

```
Mar 25 13:34:02 robot-sl snmptrapd[1214]:
2019-03-25 13:34:02 <UNKNOWN>
[UDP: [172.29.21.129]:31265->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (316311) 0:52:43.11
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "nginx upstreams OK"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "nginx upstream servers returned to normal"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "WP2-172.29.21.129"
```

## Web Certificate

A trap is generated when the nginx web certificate is about to expire.

Three intervals are checked which will return a result:

- 30 days prior to expiry
- 14 days prior to expiry
- 1 day prior to expiry

After expiry, an alert is sent every day.

| Category                    | Level | Message                                    |
|-----------------------------|-------|--------------------------------------------|
| Web Certificate Maintenance | error | ERROR: Web certificate about to expire..   |
| Web Certificate Maintenance | info  | INFO: Web certificate has been renewed ... |



## Examples

```
Oct 10 22:58:45 robot-slave snmptrapd[480]: 2022-10-10 22:58:42 <UNKNOWN> [UDP: [192.168.
↪100.3]:39688->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (782988) 2:10:29.88
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Certificate_Maintenance"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "ID: WEB_CERTIFICATE_VOSS, Code: -1, Occurences:
↪1, Latest Occurence: 2022-10-10T20:58:41.312Z"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:58:45 robot-slave snmptrapd[480]: 2022-10-10 22:58:45 <UNKNOWN> [UDP: [192.168.
↪100.3]:39098->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (783366) 2:10:33.66
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Web certificate about to expire"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Cert will expire in less than 30 day(s)"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:58:48 robot-slave snmptrapd[480]: 2022-10-10 22:58:48 <UNKNOWN> [UDP: [192.168.
↪100.3]:15074->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (783622) 2:10:36.22
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Web certificate has been renewed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Web certificate has been renewed"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

## Example GUI alert shown in the data/Alert instance in the Database

- AlertCode: "25005"
- Category: "Certificate\_Maintenance"
- AlertId: "WEB\_CERTIFICATE\_<certificate-name>"
- Message: "The certificate will expire in less than {} day(s)." (number of days - alert will result)
- Severity: WARNING
- alert\_timestamp: <timestamp>

### Example error raised through platform monitoring

```
Notification message from (1, 3, 6, 1, 6, 1, 1):('10.120.1.203', 5194):
Var-binds:
1.3.6.1.2.1.1.3.0 = 16128774
1.3.6.1.6.3.1.1.4.1.0 = 1.3.6.1.2.1.88.2.0.1
1.3.6.1.2.1.88.2.1.1.0 = ERROR: Web certificate about to expire
1.3.6.1.2.1.88.2.1.3.0 = Cert will expire in less than {} day(s)
1.3.6.1.2.1.88.2.1.5.0 = 1
1.3.6.1.2.1.1.5.0 = VOSS-UN-1
```

### Resolution

Renew the web certificate - see: [Web Certificate Setup Options](#).

### Thresholds

### Examples

```
Oct 10 21:30:04 robot-slave snmptrapd[480]: 2022-10-10 21:30:04 <UNKNOWN> [UDP: [192.168.
→100.3]:63587->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (251207) 0:41:52.07
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "rsyslogd : num_files exceeded maximum value of
→30 with 78"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command rsyslogd attribute num_files
#012Current maximum value 78
#012Error threshold 50
#012Warning threshold 33
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Oct 10 21:30:04 robot-slave snmptrapd[480]: 2022-10-10 21:30:04 <UNKNOWN> [UDP: [192.168.
→100.3]:63524->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (251245) 0:41:52.45
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "sysmon : num_sockets exceeded maximum value of
→10 with 11"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command sysmon attribute num_sockets
#012Current maximum value 11
#012Error threshold 10
#012Warning threshold 6
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Oct 10 22:40:03 robot-slave snmptrapd[480]: 2022-10-10 22:40:03 <UNKNOWN> [UDP: [192.168.
→100.3]:62002->[192.168.100.25]:162]:
```

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```

#012iso.3.6.1.2.1.1.3.0 = Timeticks: (671171) 1:51:51.71
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "containerd : num_sockets exceeded maximum value_
↳ of 16 with 17"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command containerd attribute num_sockets
#012Current maximum value 17
#012Error threshold 10
#012Warning threshold 6
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Oct 10 22:50:03 robot-slave snmptrapd[480]: 2022-10-10 22:50:03 <UNKNOWN> [UDP: [192.168.
↳ 100.3]:34433->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (731163) 2:01:51.63
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "execute : num_sockets exeeded warning threshold_
↳ of 6 with 6"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command execute attribute num_sockets
#012Current average value 6
#012Error threshold 10
#012Warning threshold 6
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Oct 10 23:50:04 robot-slave snmptrapd[480]: 2022-10-10 23:50:04 <UNKNOWN> [UDP: [192.168.
↳ 100.3]:15565->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1091211) 3:01:52.11
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "containerd-shim : num_files exceeded maximum_
↳ value of 19 with 29"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command containerd-shim attribute num_files
#012Current maximum value 29
#012Error threshold 20
#012Warning threshold 13
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

Oct 10 23:50:05 robot-slave snmptrapd[480]: 2022-10-10 23:50:05 <UNKNOWN> [UDP: [192.168.
↳ 100.3]:2699->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1091258) 3:01:52.58
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "checkmongoalive : num_files exeeded warning_
↳ threshold of 13 with 20"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command checkmongoalive attribute num_files
#012Current average value 20
#012Error threshold 20
#012Warning threshold 13

```

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```
#012"
#011iso.3.6.1.2.1.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

**Resolution:**

Check if mongod is up and running: Use the command `app status` to see if mongod is running. If not, run `app start mongod`. Else contact VOSS support.

```
Oct 10 21:40:06 robot-slave snmptrapd[480]: 2022-10-10 21:40:06 <UNKNOWN> [UDP: [192.168.
  ↳100.3]:53579->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (311359) 0:51:53.59
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "backup.py : num_sockets exeeded warning_
  ↳threshold of 6 with 7"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command backup.py attribute num_sockets
#012Current average value 7
#012Error threshold 10
#012Warning threshold 6
#012"
#011iso.3.6.1.2.1.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:00:16 robot-slave snmptrapd[480]: 2022-10-10 22:00:16 <UNKNOWN> [UDP: [192.168.
  ↳100.3]:40320->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (432428) 1:12:04.28
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "docker-proxy : num_sockets exceeded maximum_
  ↳value of 7 with 27"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command docker-proxy attribute num_sockets
#012Current maximum value 27
#012Error threshold 20
#012Warning threshold 13
#012"
#011iso.3.6.1.2.1.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:00:17 robot-slave snmptrapd[480]: 2022-10-10 22:00:17 <UNKNOWN> [UDP: [192.168.
  ↳100.3]:39273->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (432500) 1:12:05.00
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "docker-proxy : num_files exceeded maximum value_
  ↳of 17 with 57"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command docker-proxy attribute num_files
#012Current maximum value 57
#012Error threshold 20
#012Warning threshold 13
#012"
#011iso.3.6.1.2.1.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:00:15 robot-slave snmptrapd[480]: 2022-10-11 00:00:15 <UNKNOWN> [UDP: [192.168.
```

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```

↪100.3]:55586->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1152330) 3:12:03.30
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "dockerd : num_files exceeded maximum value of 78_
↪with 84"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command dockerd attribute num_files
#012Current maximum value 84
#012Error threshold 80
#012Warning threshold 53
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

### 10.4.2. SNMP Traps: Number Inventory Alerting

SNMP traps are triggered when INI availability threshold is reached.

Example alert

```

2022-03-02 08:40:18 <UNKNOWN>
[UDP: [172.17.9.1]:59991->[172.17.9.2]:162]:
DISMAN-EVENT-MIB::sysUpTimeInstance = Timeticks: (3878204) 10:46:22.04
SNMPv2-MIB::snmpTrapOID.0 = OID: DISMAN-EVENT-MIB::mteTriggerFired
DISMAN-EVENT-MIB::mteHotTrigger.0 = STRING: Number Inventory
DISMAN-EVENT-MIB::mteHotContextName.0 = STRING:
  ID: Number Inventory Threshold of 80% Exceeded for Provider [CS-P].,
  Code: 110000,
  Occurrences: 20,
  Latest Occurrence: 2022-03-02T08:40:17.188Z
DISMAN-EVENT-MIB::mteHotValue.0 = INTEGER: 1
SNMPv2-MIB::sysName.0 = STRING: VOSS

```

## 10.5. VOSS Automate System Monitoring Traps

### 10.5.1. SNMP Traps: System Monitoring

Administrators at `sysadmin` level can configure additional SNMP traps for alerts from the **System Monitoring > Configuration** menu on the GUI (menu model: `data/SystemMonitoringConfig`). Note: some traps are not configurable.

Refer to the topic on System Monitoring Configuration in the Advanced Configuration Guide.

The following alerts are configured:

| Notification                    | Interval  | Level         | Configurable                   |
|---------------------------------|-----------|---------------|--------------------------------|
| Txn Queue Size                  | Hourly    | warn          | Yes                            |
| Failed Txn                      | Immediate | warn          | Yes                            |
| Stuck in Queued                 | Hourly    | error         | Yes                            |
| Stuck in Processing             | Hourly    | error         | Yes                            |
| data/Alert (CNF atm)            | Immediate | Alert defined | No                             |
| Session Exceeded                | Immediate | warn          | Yes (via platform CLI command) |
| API Request Throttled           | Immediate | warn          | Yes (via platform CLI command) |
| Total DB Index Size             | Daily     | warn          | Yes                            |
| Total DB Size                   | Daily     | warn          | Yes                            |
| Device Comms. Concurrency Limit | Immediate | warn          | No                             |

For platform CLI commands for session limits and throttle rates, see: [Performance Commands](#).

### Transaction Queue Size

In accordance with the configurable threshold (default 500)

Identifying strings and example context:

```
DISMAN-EVENT-MIB::mteHotTrigger.0 = STRING: Transaction Queue Size Exceeded Threshold
DISMAN-EVENT-MIB::mteHotContextName.0 = STRING: Current Size: 520 Threshold: 500
```

### Transactions: maximum time in Queued and Processing state

Alerts on transactions exceeding maximum configured queued and processing time.

Identifying strings:

```
DISMAN-EVENT-MIB::mteHotTrigger.0 = STRING:
Stuck in Queued: <n> transaction(s) 'Queued' for too long.
Stuck in Processing: <n> transaction(s) 'Processing' for too long.
```

Example: Queued

```
2021-11-19 15:31:38 <UNKNOWN>
[UDP: [192.168.100.3]:13177->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (17398363) 2 days, 0:19:43.63
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Stuck in Queued"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING:
"ID: Transactions,
Code: 72054,
Occurences: 44,
Latest Occurence: 2021-11-19T13:31:36.948Z"
```

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```
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

**Example: Processing**

```
2021-11-19 18:31:40 <UNKNOWN>
[UDP: [192.168.100.3]:47295->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (18478492) 2 days, 3:19:44.92
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Stuck in Processing"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING:
  "ID: Transactions,
  Code: 72055,
  Occurrences: 39,
  Latest Occurrence: 2021-11-19T16:31:38.655Z"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

**Transactions: Model Operations Alerts**

- Alerts on transactions failure
  - per model (wild cards allowed, default is data/\*)
  - model operations (default is **Import**)

Identifying string:

```
DISMAN-EVENT-MIB::mteHotTrigger.0 = STRING: Transaction Completed with Fail
```

Transaction trap context information (200 chars):

- ID: transaction ID (same as on GUI - further transaction details available on GUI)
- Action: transaction message (same as on GUI)
- Detail: source of resource (source host for import)
- Hierarchy: friendly path of the resource, else the execution hierarchy of transaction

**Example: Import Fail**

```
2019-03-28 10:54:46 <UNKNOWN>
[UDP: [192.168.100.3]:31384->[192.168.100.25]:162]:
DISMAN-EVENT-MIB::sysUpTimeInstance = Timeticks: (170158257) 19 days, 16:39:42.57
SNMPv2-MIB::snmpTrapOID.0 = OID: DISMAN-EVENT-MIB::mteTriggerFired
DISMAN-EVENT-MIB::mteHotTrigger.0 = STRING:
  Transaction Completed with Fail
DISMAN-EVENT-MIB::mteHotContextName.0 = STRING:
  ID: 44967,
  Action: Import Call Manager,
  Detail: 192.168.100.15,
  Hierarchy: sys
```

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```
DISMAN-EVENT-MIB::mteHotValue.0 = INTEGER: 1  
SNMPv2-MIB::sysName.0 = STRING: VOSS
```

### Change Notification Feature (CNF)

CNF traps are triggered when Change Notification Sync transactions add or update instances on the data/Alerts model.

The identifying alert string is:

```
DISMAN-EVENT-MIB::mteHotTrigger.0 = STRING: Device Change Notification
```

The data/Alerts attribute values of the model are provided in the traps details:

```
alert_severity  
alert_category  
alert_timestamp  
alert_count  
alert_id  
alert_message  
alert_code
```

For example , the trap Context information (200 chars) is:

- ID: Device Host business key (alert\_id)
- Code: CNF Alert code (alert\_code)
- Occurrences: number of occurrences
- Latest Occurrence:: time stamp (alert\_timestamp)



## Warning and Error Alert Codes

The following table shows alert codes and details

| Code  | Details                                                                                                                          | Resolution                                                                                                                                                                                         |
|-------|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 72051 | ERROR. Device connectivity failure                                                                                               | For connectivity checks, see <i>UC Apps Reachability</i> in the Advanced Configuration Guide and also the Platform Guide and Health Checks for Cluster Installations Guide.                        |
| 72052 | WARNING. Slow device connection: the roundtrip time (RTT) is greater than 400ms.                                                 | For latency checks, see <i>UC Apps Reachability</i> in the Advanced Configuration Guide and the Health Checks for Cluster Installations Guide.                                                     |
| 72053 | ERROR. Utilization approaching limit: if the maximum number of sessions during the interval exceeds 80% of the configured limit. | The threshold can be reached if many users are using the system at the same time, or by not logging out. For <b>Utilization %</b> , see <i>Login Sessions</i> in the Advanced Configuration Guide. |
| 72054 | ERROR. Stuck in Queued: <n> transaction(s) 'Queued' for too long.                                                                | The error is raised if transactions are in <i>queued</i> state longer than configured maximum time. See <i>System Monitoring Configuration</i> in the Advanced Configuration Guide.                |
| 72055 | ERROR. Stuck in Processing: <n> transaction(s) 'Processing' for too long.                                                        | The error is raised if transactions are in <i>processing</i> state longer than configured maximum time. See <i>System Monitoring Configuration</i> in the Advanced Configuration Guide.            |

Example: CNF alert

```

2019-03-28 10:54:46 <UNKNOWN>
[UDP: [192.168.100.3]:31384->[192.168.100.25]:162]:
DISMAN-EVENT-MIB::sysUpTimeInstance = Timeticks: (170158257) 19 days, 16:39:42.57
SNMPv2-MIB::snmpTrapOID.0 = OID: DISMAN-EVENT-MIB::mteTriggerFired
DISMAN-EVENT-MIB::mteHotTrigger.0 = STRING: Device Change Notification
DISMAN-EVENT-MIB::mteHotContextName.0 = STRING:
ID: 44967,
Code: 100034,
Occurrences: 1,
Latest Occurrence: 2019-03-28 10:54:44Z
DISMAN-EVENT-MIB::mteHotValue.0 = INTEGER: 1
SNMPv2-MIB::sysName.0 = STRING: VOSS

```

## Session Limits

SNMP traps are triggered when session limits are reached.

Example:

For example, the customer administrator session limit default is 10 and a trap is triggered if it is exceeded. (The default can be configured with the **voss session-limits** command).

---

**Note:** Global session limits do not show a Hierarchy value in the message string.

---

```
2019-03-28 10:54:46 <UNKNOWN>
[UDP: [192.168.100.3]:31384->[192.168.100.25]:162]:
DISMAN-EVENT-MIB::sysUpTimeInstance = Timeticks: (170158257) 19 days, 16:39:42.57
SNMPv2-MIB::snmpTrapOID.0 = OID: DISMAN-EVENT-MIB::mteTriggerFired
DISMAN-EVENT-MIB::mteHotTrigger.0 = STRING: Customer Administration Session Limit_
↳ Exceeded
DISMAN-EVENT-MIB::mteHotContextName.0 = STRING:
  Limit: 10,
  Hierarchy: sys.hcs.Varidion.GSCorp
DISMAN-EVENT-MIB::mteHotValue.0 = INTEGER: 1
SNMPv2-MIB::sysName.0 = STRING: VOSS
```

## API Request Throttle

SNMP traps are triggered when throttle rates are reached.

Throttle rates are configured with:

**voss throttle-rates type <administration|selfservice|user> requests <number of requests> unit <min|sec>**

In other words, the SNMP trap would be triggered for request limits for any of:

- Administration
- Self-service
- User-specific

Identifying strings and Self-service as example:

```
DISMAN-EVENT-MIB::mteHotTrigger.0 = STRING: Selfservice Api Request Limit Exceeded
DISMAN-EVENT-MIB::mteHotContextName.0 = STRING: Rate 20/min
```

### Total DB Index Size

In accordance with the configurable threshold (default 50)

Identifying strings and example:

```
DISMAN-EVENT-MIB::mteHotTrigger.0 = STRING: DB Index Size Exceeded Threshold  
DISMAN-EVENT-MIB::mteHotContextName.0 = STRING: DB Index Size (60.00GB) exceeded_  
↪ threshold (50GB)
```

### Total DB Size

In accordance with the configurable threshold (default 200)

Identifying strings and example:

```
DISMAN-EVENT-MIB::mteHotTrigger.0 = STRING: DB Size Exceeded Threshold  
DISMAN-EVENT-MIB::mteHotContextName.0 = STRING: DB Size (210.30GB) exceeded threshold_  
↪ (200GB)
```

### Device Communications Concurrency Limit

SNMP traps are sent if there is a timeout failure while connecting to a device and waiting for the concurrency limit.

Current concurrency support:

- 8 concurrent requests to Unified CM
- 8 concurrent requests to Unity Connection

# 11. Scheduling

## 11.1. Scheduling

Any CLI command can be scheduled to run automatically, including but not restricted to backups and security upgrades.

By default there is no backup maintenance scheduled. Backup maintenance can be scheduled with the number of copies to be kept - refer to the backup maintenance topic.

---

**Note:** Scheduled commands will not run while the system is in maintenance mode. See System Maintenance Mode in the Platform Guide.

---

The automated job schedule format is as follows:

- **schedule add <job-name> <user-command>**
- **schedule time <job-name> <hour> <minute>**
- **schedule time <job-name> every <N> hours**
- Alternatively the job can be scheduled to run every week on Monday with **schedule time <job-name> weekly 1**; where 0 is Sunday, 1 is Monday, 2 is Tuesday, 3 is Wednesday, 4 is Thursday, 5 is Friday and 6 is Saturday
- **schedule enable <job-name>**

Example:

**schedule add mybackups backup create localbackup**

**schedule time mybackups 2 0**

**schedule time mybackups weekly 0**

**schedule enable mybackups**

Among the tasks that can be scheduled are:

- Backup creation, e.g. **schedule add backupme backup create localbackup**
- Backup maintenance, e.g. **schedule add backupclean backup clean localbackup keep 5**
- Health reports, e.g. **schedule add reports diag report**

---

**Note:** If a schedule is in a state where the last executed and next execution time are equal, then the next execution time will be recalculated to ensure its execution.

---

## 11.2. Internal Report Schedules

The system runs an internal schedule to generate monthly license reports. For details on license reports and how to generate these manually, refer to the Licensing Guide.

This internal schedule cannot be disabled. The schedule is configured to run at 3AM UTC on the first day of the month. The date cannot be changed, but the time can. Please contact your VOSS account manager if a schedule time change is required.

After the monthly schedule is run, a check is carried out for the generated report. If the report was generated successfully, no messages are sent and no notifications are generated. If the report was not generated successfully, a message shows on the CLI console when logging in or when typing the **health** command:

```
LICENSE REPORT: FAILED - Please run 'voss export type license_initial_audit'
```

This message will continue to show until the report is generated successfully by running the command shown in the message.

An e-mail notification is also sent after the check fails:

```
ERROR: License file generation failed
The license audit report scheduled for <month> <year> was not successful.
Please contact your VOSS account manager.
```

An example SNMP trap that is generated when the report fails to run is shown below - <month> <year> are variables in the example:

```
May 23 02:01:00 robot-slave snmptrapd[18891]: 2018-05-23 02:01:00 <UNKNOWN>
[UDP: [192.168.100.3]:11814->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (207758) 0:34:37.58
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING:
"ERROR: License file generation failed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING:
"The license audit report scheduled for <month> <year> was not successful.
#012Please contact your VOSS account manager. "
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

## 12. Backups

### 12.1. Backups

Backups represent a snapshot of the system, including database, configuration and system applications. Backups can be created manually, scheduled automatically, or created automatically when the system is upgraded.

---

**Note:**

- In a multinode environment, database backups are created from the highest priority secondary database node, thereby reducing the system load on the primary database node.  
Use the **database config** command to check the secondary node priority.
  - The **backup** command on a Generic NBI node (for Billing Data Extract) is not in use.
- 

These backups are encrypted and can be stored on the local file system, or to a remote network location. The encryption key is needed to delete, export, restore and create a backup.

Off-site (non-local) backups are recommended, because this reduces the risk of sabotage or disk failures causing a loss of information.

As part of the rollback procedure, ensure that a suitable restore point is obtained prior to the start of the activity, as per the guidelines for the infrastructure on which the VOSS Automate platform is deployed.

There is no direct requirement for VMware snapshots. If VMware snapshots are used, also refer to the topic on [VMware Snapshot Maintenance](#).

For examples of backup maintenance commands and output, refer to the topics on Scheduling and Create a Backup.

In the case of a single node cluster, if the VOSS Automate node is not recoverable, due to for example a hardware failure, a new node can be deployed and an existing backup restored to restore the node to service.

When restoring a backup on a cluster, the latest backup from the highest weighted secondary database server must be used to ensure the entire cluster (excluding the web certificates) including the database is restored and the cluster is automatically provisioned as part of the restore.

## 12.2. Backup and Restore in a Modular Architecture

Backups that were made *before* topology migration to a modular architecture can not be restored to the topology *after* migration. Manual intervention is required to restore.

A new modular architecture backup must be created immediately after topology migration. This backup will be on the highest priority secondary db node.

### Important:

- Backups for an Application and Web Proxy type node are not required. A backup created on the secondary database node will include all the relevant data, excluding the web certificates.

After a restore is performed by following the documented process: [Restore the Backup](#), the web certificates need to be reinstalled on each of the Application and Web Proxy nodes. For commands, see: [Web Certificate Commands](#). These certificates should already be stored in a safe location after initially installed, therefore do not require inclusion in the backups.

- When restoring a backup on a cluster, the latest backup from the highest weighted secondary database server must be used to ensure the entire cluster (excluding the web certificates) including the database is restored and the cluster is automatically provisioned as part of the restore.

## 12.3. Backup Destinations

Backups can be made to the local file system or a remote destination. Off-site (non-local) backups are recommended to reduce the risk of the loss of information.

- Display available backup destinations with **backup list**.
- Add a new backup destination with **backup add <location-name> <URI>**.

See [Network URI specification](#).

Local backups are stored on a separate backup volume and the `localbackup` destination is pre-configured.

- Display the list of localbackups with **backup list localbackup**, for example:

```
$ backup list localbackup
localbackup:
  URI: file:///backups
  Backups:
    2016-06-21 13:33
    2016-06-21 13:16
```

If the backup volume is too small, it can be increased - see: [Backup Size Considerations](#). If the `localbackup` destination is removed or renamed, an ISO file upgrade will no longer function. Therefore, it is imperative that this destination is not removed.

Example:

```
backup add myserverbackup sftp://user:password@server/path
```

Azure example:

```
backup add myserverbackup sftp://<storage_account_name>.<sftp_local_user>[:password]@
↪<storage_account_name>/path
```

- <storage\_acct\_name> is set up on Azure. The name of the Storage Account.
- <sftp\_local\_user> is set up on Azure if you enable SFTP and add a local user within the Storage Account settings.

**Note:** During Azure host key rotation, in order to allow for a smooth transition when the rotation occurs, both the existing and new key should be available as trusted hosts. This can be carried out and verified with the `keys add <host>`, `keys send <user>@<host>` and `keys show` commands. See: [SSH key management](#).

Backups to sftp require ssh key-based authentication to be setup. Refer to [SSH key management](#) for further details. If you select ssh key-based authentication that was set up without a password, you will be prompted to input the password.

```
platform@VOSS-UN-6:~$ backup add remote sftp://dan@182.59.31.201/sftp
No password found. Do you want to use sshkeys? [y/N]: y
```

**Important:** If the username or password contains any of the following characters:

```
;|\\$&`!
```

then use the backup setup command interactively by choosing “No” at the prompts if SSH Keys are being used and then add the username and password directly.

If a common remote backup point is to be used by all nodes in the cluster, the backup destination needs to be added to each node. This can be automated by using cluster remote execution, for example:

```
cluster run all backup add myserverbackup sftp://user:password@server/path
```

The creation of scheduled backups of all nodes is done for failover reasons.

**Note:** In a multinode configuration, while only the highest priority secondary node backup contains data, in a failover scenario, the new primary node will contain the restored backup data.

## 12.4. Backup Passphrase

System backups are encrypted. The encryption key is initially set as the platform user’s password as set in the installation wizard.

An encryption key is required to delete, export, restore and create a backup. If the backups are on an external system, they can be deleted manually.

It is recommended that this be changed after installation. This can be done by running **backup passphrase**.



---

**Important:** Changing the passphrase on a node affects only the backups created on that node. The passphrase should be changed on *all* nodes to keep the passphrase in sync.

---

The passphrase is subject the same rules as a password. For example, if the minimum password length is set using **user password length**, this also applies to the passphrase. See also Password Strength Rules.

The following example shows the console output:

```
platform@masternode:~$ backup passphrase
Please enter current backup passphrase
Password:
Please enter new backup passphrase
Password:
Please re-enter new backup passphrase
Password:

Backup passphrase successfully changed
```

Keep this password, because restoring the backup to a new system requires this password.

To restore on the new system, run **backup passphrase** and enter the password used to create the backup.

## 12.5. Backup Size Considerations

The default backup partition size is 50GB for the default 250GB database partition size. These are the default partition installation sizes.

---

**Important:** Backups should be created and restored in a **screen** session - see: [Using the screen command](#).

---

To determine the required space for a specific backup partition, carry out and consider the following:

1. Run **backup create <location-name>** from the CLI. The command output indicates the required space needed to do the backup.

If the current backup partition size is too small, the command will fail and suggest the size of the partition required. The size can be increased in size with the **drives add** command.

See the Drive Control topic in the Platform Guide.

If there is sufficient space but only a size check is required, the backup command can be canceled (Ctrl-C), if needed.

2. Run **voss db\_collection\_stats all** to show the size of the current database. This command validates the size of the database. This total will be smaller than the suggested backup size.

- A local backup requires free space of at least twice the size of the database. Preferably add another 30% of this. At any given time it is therefore recommended that available backup space should be approximately twice the database size plus 30% of the database size.

For remote backups, the backup requires free space of at least the size of the database plus 30% of this.

- Database growth over time needs to be considered and allowed for in the backup partition size.

- Space for multiple local backups also needs to be considered and added to the calculated backup partition size.

## 12.6. Create a Backup

### Note:

- On a multi-node system, to reduce the system load on the primary database node, backups are processed by the available secondary unified node with the highest database priority, i.e. the secondary node that is not for example in a recovery state. (To check priorities: **database config**.)

Only if no secondary unified node is available or on a standalone single-node cluster system, is the backup processed on the primary unified node.

- For best performance, it is recommended that remote backups be sent to a SFTP server at the *same data center* as the node processing the backup.

**Important:** Backups should be created and restored in a **screen** session - see: [Using the screen command](#).

Backups can be created using **backup create <location-name>**, for example:

**backup create localbackup** or **backup create myserverbackup**.

An example of the console output is shown below:

```
platform@myhost:~$ backup create localbackup

... collecting data (step 1/3)
... preparing mongo data backup
... space available: 232 GB
... space required: 93 MB
... creating backup (step 2/3)
... verifying backup (step 3/3)
Backup was successfully created at localbackup::~\
058bccead2588a6f11f1dd86678bab68de48691d

WARNING: Backup maintenance of this location is not scheduled
        schedule add localbackup -maintain backup clean localbackup keep 5

You have new mail in /var/mail/platform

platform@myhost:~$ backup list localbackup
localbackup:
  URI: file:///backups
  Backups:
    2019-08-13 13:08
```

- Backups contain application data.
- Details of the backup can be seen in the log: **log view platform/backup.log**

Backups can be scheduled to run automatically - refer to the **schedule** command to automated backups.

For example:

- **schedule add mybackups backup create myserverbackup**
- **schedule time mybackups 2 0**
- **schedule enable mybackups**

The creation of scheduled backups of all nodes is therefore done for failover reasons. While only the available secondary unified node with the highest database priority contains data, in a failover scenario, the new secondary unified node with the highest database priority will contain the backup data.

If a common network URI is used as backup destination across the cluster, each node's backup will be uniquely identified by its UID in the remote backup directory.

---

**Note:** Off-site backups are recommended. In other words, export a local backup to a remote sftp server. Follow the process as described in the topic called Backup and Import to a New Environment.

---

## 12.7. Restore a Backup in a Clustered Environment

In a clustered environment, servers can allow for failures and can keep data intact, because when a server fails, an automatic failover occurs.

If all services are kept running and data remains accessible, a **backup restore** would only be necessary in very specific scenarios.

Restoring a backup in a cluster would only be necessary in the following cases:

- Data Corruption (Bad Data)
- Losing the whole cluster - requiring a redeploy of new servers

When restoring a backup on a cluster, the latest backup from the highest weighted secondary database server must be used to ensure the entire cluster (excluding the web certificates) including the database is restored and the cluster is automatically provisioned as part of the restore.

## 12.8. Create Space for a Backup or Restore

If a No space left on device message is received during a backup or a restore, carry out the following steps:

1. In VMware, add a disk to the system:
  - a. Click on **VM > Edit Settings...**
  - b. Click **Add...**
  - c. Select **Hard Disk**, then **Create a new virtual disk**.
  - d. Set the size to be the same as the DB disk - 250GB.
  - e. Click **Finish**
2. Log into platform account, and run **drives list**. Make note of the disk under Unused disks:.
3. Run `drives reassign <disk from step 2> services:backups`

Once done, all current data would have been moved to new disk and the old one can be removed from VMware. The **restore** command can now be rerun.

## 12.9. Maintaining Backups

A complete list of backups on a location can be displayed using **backup list <location>**.

Backups can be deleted using the following commands:

- **backup clean <location> keep <N>** will delete older copies so that only N copies are kept. Note: <N> must be larger than 0.
- **backup clean <location> before <yyyy-mm-dd [HH:MM]>** will delete copies older than the specified date.

By default, there is no regular maintenance of backups, and a scheduled job should be created to perform this maintenance, for example:

- **schedule add backuprotate backup clean localbackup keep 5**
- **schedule time backuprotate 3 0**
- **schedule enable backuprotate**

## 12.10. Backup and Import to a New Environment

The steps below show how to backup and import to a new environment.

### 1. Export:

- On the source system, create a remote backup location, for example location name sftpbackup:

**backup add sftpbackup <URI>**

For example:

```
backup add sftpbackup sftp://sftpusr:sftpw@172.29.41.107/home/sftp
```

If a directory is specified in the <URI>, this will be created during the backup. Backups to sftp require ssh key-based authentication to be set up. Refer to [SSH key management](#) for further details.

Alternatively, enter the password at the prompt, for example:

```
$ backup add sftpbackup sftp://sftpusr:sftpw@172.29.41.107/home/sftp
```

```
No password found. Do you want to use sshkeys? no
What is the host ssh password?
```

```
<type password here>
```

```
Location has been added
```

- b. Create a local backup:

**Important:** Backups should be created and restored in a **screen** session - see: [Using the screen command](#).

#### backup create localbackup

In a multi-node configuration, the database backup will be created on the secondary node with the highest priority. Use **database config** to check the priority.

- c. List backups to get the date:

#### backup list

For example:

```
$ backup list
localbackup:
  URI: file:///backups
  Backups:
    1 backups have been created - most recently 2020-03-19 08:21
sftpbbackup:
  URI: sftp://sftpusr:*****@172.29.41.107:home/sftp
  Backups:
    No backups created yet
```

- d. Export the local backup to the remote destination created by **backup add <remote\_name>**.

- The system ID is appended as a directory to the backup <URI> destination path. This can be checked locally by running **system id**.
- The backup file is called <hostname>\_<timestamp>.tar.gz.

Example output:

```
platform@VOSS:~$ backup export localbackup sftpbbackup 2020-04-02 11:34
This operation could take a while if the backup is sizeable. Do you wish to
↵continue? y
Compressing backup files for date 2020-04-02 11:34
Backup files successfully compressed to 202004021134.tar.gz
Backup files successfully compressed to /backups/
↵49940d3feaa39a6a9f36cb5ff533202157c3b77a/VOSS_202004021348.tar.gz
platform@10.120.1.246's password:
platform@10.120.1.246's password:
Export successfully created at platform@10.120.1.246:media/
↵49940d3feaa39a6a9f36cb5ff533202157c3b77a/VOSS_202004021348.tar.gz
```

## 2. Import:

**Note:** For large backup files that cannot be imported due to space limitations, see: [Restoring backup files too large for import](#).

- a. From the SFTP server, **scp** the VOSS\_202004021348.tar.gz file to the new box (for example, platform@172.29.21.97). If the file on the SFTP server is in the directory /backups/49940d3feaa39a6a9f36cb5ff533202157c3b77a, change to the directory, then:

```
$ ls
VOSS_202004021348.tar.gz
$ scp VOSS_202004021348.tar.gz platform@172.29.21.97:/opt/platform/admin/home/
media/
```

- b. Import the file as a local backup, for example:

```
$ backup import localbackup media/VOSS_202004021348.tar.gz
```

- c. Get the file timestamp of the imported backup with **backup list** and restore the backup, for example:

**Important:** Backups should be created and restored in a **screen** session - see: [Using the screen command](#).

```
$ backup restore localbackup 2020-04-02 15:41
```

### 12.10.1. Restoring backup files too large for import

If a backup file is available and is too large to copy into the local system `/home/media/` directory, the following procedure can be followed. (Available space on `home/media` can be checked using **diag disk**.)

1. On the system where the backup is to be restored, add the remote SFTP site, for example:

```
backup add sftbackup sftp://sftpusr:sftpw@172.29.41.107/home/sftp
```

2. Obtain the system UUID by running **system id**. It should look like this:

```
49940d3feaa39a6a9f36cb5ff533202157c3b77a
```

3. Given an available backup file, e.g. `VOSS_202004021348.tar.gz`, (with timestamp reference: `2020-04-02 15:41`) this file can be extracted to the *remote* SFTP site configured above as follows:

- a. On the remote SFTP site, locate the sub-directory with the name of the UUID, for example

```
/home/sftp/49940d3feaa39a6a9f36cb5ff533202157c3b77a
```

- b. Extract the backup file in this directory. Ensure that the extracted backup files are listed in the root of this directory (not all in a subdirectory).

4. On the system where the backup is to be restored, run the remote restore, for example:

```
$ backup restore sftbackup 2020-04-02 15:41
```

## 12.11. VMware Snapshot Maintenance

It is not recommended to keep more than two snapshots at any one time as this can negatively affect performance. Refer to the VMware Knowledge Base topic on Best practices for virtual machine snapshots in the VMware environment.

Unused or deprecated snapshots on VMware are caused by multiple snapshot creation and deletion. These can be removed to save space. Note however that these snapshots and disk images may not show in the vSphere GUI admin tool (Snapshot Manager).

Follow the steps recommended by VMware to remove deprecated, orphaned, unused and old snapshots via your VMware administrator. Pay special attention to the `.vmx` configuration file to avoid removing live disks.

Always perform a backup and export of your data. We recommend shutting down your VOSS Automate instance(s) during a maintenance window in order to remove all unused images and to create a fresh snapshot.

## 12.12. Backup on Azure

To enable, trigger and roll back a snapshot on Azure, follow the steps outlined by Microsoft in [Quickstart: Back up a virtual machine in Azure](#).

The VOSS database configuration ensures that VOSS Automate supports Application Consistency during snapshot restoration.

## 12.13. Restoring a Backup on a New Environment

### 12.13.1. Introduction to Restoring Backups on a New Environment

Before restoring a backup on a new environment, take note of the following:

- Every backup made on the VOSS Automate platform is encrypted using a passphrase.
- To restore a backup, you need to set the passphrase where the restore will be done.
- The passphrase is initially set on deployment of the environment and uses the platform user's password as the passphrase for backup encryption.
- The passphrase can be set manually using the **backup passphrase** command.
- Note that if a new passphrase has been set on the system, all backups made with the previous passphrase cannot be restored unless the passphrase is set back to the passphrase used to create the backup.
- Currently, two disks can be impacted: the backup drive and the dbroot drive. The backup drive size is initially 50GB and the dbroot size is initially 250GB (60GB on a standalone single-node cluster deployment).
- If the data size you restore is bigger than the size of these drives, you need to reassign these drives to add more space for the restore.

- When restoring a backup on a cluster, the latest backup from the highest weighted secondary database server must be used to ensure the entire cluster (excluding the web certificates) including the database is restored and the cluster is automatically provisioned as part of the restore.

### 12.13.2. Setting up the Backup Passphrase on a New Environment

To set the backup passphrase to restore on a different environment:

1. Log into the new environment. If this is a cluster deployment, log in on the DB Primary.
2. Run the **backup passphrase** command.
3. Specify the current passphrase. This is normally the password of the platform user set during the deploy of the system.
4. Enter the new passphrase twice.

### 12.13.3. Adding More Hard Disk Space

In a clustered environment, this procedure needs to be performed on all of the DB nodes.

1. Right click on the VM in the VMware Client and click **Edit Settings**.
2. On the Hardware tab, click **Add**.
3. Follow the wizard to add a new hard disk to the VM with the correct size.
4. This step is required for example to accommodate a large database restore. If the restore size exceeds both the backup and dbroot drives size, ensure you add two hard disks to the VM.

### 12.13.4. Reassign Current Drives (Backup and DBroot)

1. Once the hard disks are added, reassign the drives using the **drives reassign <disk> <mountpoint name> <size in GB>** command.
2. Use the **drives list** command to list the new drives added through VMware. For example, if the new drive is listed as sdf, use the reassign command as follows: **drives reassign sdf services:backups <size in GB>**.
3. Similarly, to reassign the dbroot, use the reassign command as follows: **drives reassign sde mon-godb:dbroot <size in GB>**.

---

**Note:**

- The *<size in GB>* specification means the volume need not be the size of the entire disk. However, a specified size must *not* be more than 90% of the disk size (or more than <disk size less 10GB> if the disk size is 100GB or smaller).
-



### 12.13.5. Restore the Backup

A complete list of backups on a location can be displayed using **backup list <location>**. To restore on a new system, run the **backup passphrase** command and enter password used to create the backup.

1. Copy the backup to the environment with **scp**. It will be located in the `media/` folder.
2. Once the file is successfully copied, use the **backup import** command to import the backup to a location that was set up, or the default `localbackup`.
3. Once the import is complete, run the **backup list** command as for example:

```
platform@Restore:~$ backup list
localbackup:
  URI: file:///backups
  Backups:
    2019-08-13 13:08
```

4. Run the **backup restore** command as for example:

#### Important:

- Backups should be created and restored in a **screen** session - see: [Using the screen command](#).
- When restoring a backup on a cluster, the latest backup from the highest weighted secondary database server must be used to ensure the entire cluster (excluding the web certificates) including the database is restored and the cluster is automatically provisioned as part of the restore.

```
platform@Restore:~$ backup restore localbackup 2019-08-13 13:08
Services will be restarted during the restore. Do you wish to continue? y
Check if restore can continue (step 1/4)
Enough space on /opt/platform/apps/mongodb/dbroot: total 93MB / 224GB
Enough space on /backups/appdata: free 934MB / 232GB
Running pre-restore scripts (step 2/4)
Stopping Application while performing database restore
Running backup restore (step 3/4)
System restore starting from \
  file:///backups/058bccead2588a6f11f1dd86678bab68de48691d (1565701713)
Local and Remote metadata are synchronized, no sync needed.
Last full backup date: Tue Aug 13 13:08:33 2019
/backups/appdata/
completed
Running post-restore scripts (step 4/4)
Starting Application after performing database restore
Restarting services

Application processes stopped.

Reconfiguring applications....

If this includes a database restore, it may take some time to sync
Please run 'database config' to check when all nodes are done
```

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```
Restored successfully
You have new mail in /var/mail/platform
```

### 12.13.6. Example of a Successful Restore

```
platform@Restore:~$ backup restore localbackup 2015-02-26 00:22
Services will be restarted during the restore. Do you wish to continue? y
Application voss-deviceapi processes stopped.
Stopping Application while performing database restore

--- Restore, ip=172.29.41.240, role=webproxy,application,database, loc=jhb

Application nginx processes stopped.
System restore starting from
  file:///backups/93d19980b574ed743d9b000a7595e42cad6a6d6b (1424910132)
Local and Remote metadata are synchronized, no sync needed.
Last full backup date: Thu Feb 26 00:22:12 2015
Successfully restored to /backups/appdata/restore_temp_1427441507,
  moving to /backups/appdata
Removing temporary files in /backups/appdata/restore_temp_1427441507
local\|admin
Dropping database PLATFORM before restoring
MongoDB shell version: 2.6.1
connecting to: 127.0.0.1:27020/PLATFORM
[object Object]
Repairing database PLATFORM before restoring
MongoDB shell version: 2.6.1
connecting to: 127.0.0.1:27020/PLATFORM
[object Object]
Dropping database VOSS_FILES before restoring
MongoDB shell version: 2.6.1
connecting to: 127.0.0.1:27020/VOSS_FILES
[object Object]
Repairing database VOSS_FILES before restoring
MongoDB shell version: 2.6.1
connecting to: 127.0.0.1:27020/VOSS_FILES
[object Object]
Dropping database VOSS before restoring
MongoDB shell version: 2.6.1
connecting to: 127.0.0.1:27020/VOSS
[object Object]
Repairing database VOSS before restoring
MongoDB shell version: 2.6.1
connecting to: 127.0.0.1:27020/VOSS
[object Object]
Trying with oplogReplay
restore successfull
```

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```
{'172.29.41.240': (200, '\n')}  
Starting Application after performing database restore  
  
--- Restore, ip=172.29.41.240, role=webproxy,application,database, loc=jhb  
  
Application services:firewall processes stopped.  
Application nginx processes started.  
Restarting services  
  
Application processes stopped.  
  
Application processes started.  
  
System settings have changed, please reboot using 'system reboot'  
  
Restored successfully  
You have new mail in /var/mail/platform
```

## 13. System Security

### 13.1. Security Overview

The platform is not installed with antivirus software or an index of whitelisted applications. The functionality provided by these anti-malware measures is implemented by means of an extensive number of measures to lock down and harden the operating system, platform system and network.

Security covers areas such as application and operating system security updates, operating system hardening, file and application encryption, jailed environments for applications, firewalls and user security. This locked down system ensures that platform users cannot install their own packages, binaries, or applications on the system to perform any malicious actions or allow the exploitation of vulnerabilities (such as Meltdown/Spectre).

---

**Note:** Since the application runs in a virtual environment it is important that the underlying VM infrastructure stays up to date to be protected against any vulnerabilities that may compromise the Virtual Machine on the infrastructure.

---

### 13.2. Security Patches and Updates

During installation the system will automatically install the application named “security” which is a collection of all the latest security patches available for the various pieces of software in the platform at the time the system was built. Updates to this application are released to customers regularly. The security application provides these updates but does not automatically install them - allowing customers with concerns to verify them on lab machines first for example. Some security updates may also require scheduled downtime to complete and for this reason the final installation of updates is a manually triggered process.

The health command will inform the user if any security updates are currently available but not installed. Users can install security updates at any time by running the command:

#### **security update**

Those who would prefer to automate this can create a scheduled command to do so on a regular basis. The security update will install all operating system updates to both the main system and the application jails, but it will not generally contain updates to the core applications themselves - these are shipped separately as new application install versions as they require additional QA to ensure compatibility.

To manage security updates in a *cluster*, two options are available:

1. Run **security update** on *each* node in the cluster.
2. Carry out the update in two steps:

- a. From the primary unified node, run:

**cluster run notme security update**

Wait for security updates to complete on these nodes in the cluster.

- b. Then on the primary unified node, run:

**security update**

Example output:

```
platform@development:~$ security update
You are about to upgrade the system, which may cause services to restart.
Do you wish to continue? y
Application snmp processes stopped.
Installing updates for the main operating system
Starting system security update. This will take a few minutes
Checking packages to start the update process
Updating applications
Application processes stopped.

Application services:firewall processes stopped.
Application services processes started.
Updating /opt/platform/apps/mongodb/chroot
.....
Updating /opt/platform/apps/voss-deviceapi/chroot
.....
Updating /opt/platform/apps/selfservice/chroot
.....
Updating /opt/platform/apps/nginx/chroot
.....
The system is preparing for core security updates.
This is a required step and will require a reboot
Core security updates are now completed, system is configuring updates

Application processes stopped.
Application processes started.
Your system is fully updated and may require a reboot.
Run 'system reboot' or 'cluster run all system reboot' if updates were applied.
platform@development:~$ system reboot
You are about to reboot the system. Do you wish to continue? y
```

## 13.3. Configuration Encrypted

In order to help protect customer data and service stability the system configuration files are frequently recreated by the platform. This means that even malicious tampering to the platform will generally be undone by a simple restart. The configuration data is stored in the platform's internal files. These files are encrypted using a strong AES encryption layer to make them tamper-proof. They are never decrypted on disk, instead the applications which manage them will decrypt them in memory, read and make modifications as needed and then re-encrypt the data before writing them back to disk.

In this way the risk of tampering or data theft through the configuration system is greatly minimized.

## 13.4. Backup Encrypted

System backups include copies of the full system configuration as well as the full contents of the database. Thus theft of a backup would effectively constitute theft of all customer data stored on the platform. To mitigate this risk backups are encrypted using a strong 2048-bit in-line GPG encryption.

The encryption key for this is auto-generated by the platform based on a unique machine UUID. While it's possible for support to recover backups from a different machine this process is deliberately hard and only available to official technical support representatives. Backups on shared locations are separated on a per-source-machine basis to prevent conflicts.

## 13.5. Application Install Files Encrypted

In order to protect the trustworthiness of applications shipped for the platform, all application installers are encrypted files. The strong 2048-bit key needed to decrypt these are shipped with the platform and is different from the per-machine unique keys used for other encryption tasks. This key will only decrypt applications encrypted specifically with the unique key owned by VOSS. The system will refuse to install any application that is not encrypted or encrypted with a different key.

This ensures that only valid, untampered copies of genuine VOSS-released applications can be installed on the system.

## 13.6. File Integrity

System installation and upgrade binaries, as well as configuration files, are regularly checked for file integrity against a file hash. The types of files and directories to check, is configured.

A scheduled task is configured to initialize and to carry out the regular validation. If audit logging is enabled on a system, this initialization will show in the audit logs as the `EventType FileDetection` and Audit Details as `File checksum initialized`.

The Command Line Interface (CLI) diagnostic command **diag filehash** is also available to carry out a manual check for changes to these files of since the previous check. Note that the file check validates all system files and is a time consuming task.

If any files have been changed, removed or added to the configured types and directories, these will be listed in the command output, together with the type of changes.

Also refer to the topics on Diagnostic Tools and Audit Log Format and Details.

## 13.7. Protected Application Environments (Jails)

VOSS Automate runs the service providing applications in secured jail environments. This has significant value for the security and reliability of the system. It prevents applications from cross-interfering which makes the system more stable and reliable. In terms of security it effectively confines all services to dedicated and separate mini file systems with predictable content. In the event that an attacker were to gain access to the system through a vulnerability in a service he would therefore not gain access to the platform but only to the small confined jail in which the service was running. In that environment only the jail itself is vulnerable and this can be very easily restored if damaged. The underlying system cannot be accessed from the jailed environment.

The VOSS system does not allow direct root access over ssh. If root access is required for debugging purposes, there is a tool called NRS. This tool requires the user to log in as a user with install privileges, who has to run **app install nrs**. The tool generates a key, which can only be deciphered by VOSS. VOSS uses this key to then gain root access in order to proceed with debugging.

## 13.8. Restricted User Shell

The platform attempts to reduce the risk of unintentional harm to the operation of the software by restricting the actions users can take. This is done using a specially configured setup of the well-known and actively maintained rbash shell.

The shell actively prevents the following:

- Users cannot set environment variables or alter their command path.
- Users cannot change the current directory.
- Users cannot specify a path to a command to run.

The commands users thus are able to run is only what is allowed by the platform setup. The vast majority of these commands use a common execution interface designed to allow only enough privileges to perform the system administration tasks they are created for. The exact list of commands a user can run is determined by his specific privileges and the specific setup of the machine on which he is working (different applications can add their own additional commands). This list is displayed on login and can be redisplayed with the **help** command.

## 13.9. User Security and Security Policy Management

Upon installation, user passwords are restricted as follows:

- Password length : 8
- Minimum number of days between password change : 1
- Maximum number of days between password change : 60
- Number of days of warning before password expires : 14
- Number number of days between password change: 10

User password and account security settings and policy details can also be configured. Commands are available to manage:

- password length
- automatic account locking after inactivity
- number of days between password change - valid values are from 5 to 20

The following commands are available to show the current length and set the default minimum password length:

- **user password length**
- **user password length <min\_length>**

The value of <min\_length> can be set from 8 to 127 characters. By default, it is 8 characters. For other password rules, refer to Password Strength Rules. The setting also applies to backup passphrases.

By default, any account that is created has the inactive lock set to 35 days.

To set the number of days between user password expiration:

**user password expiry <username> [60-365,never]**

Valid values for days is from 60 to 365. If never is typed in, the password does not expire and when typing **user passwordinfo <username>**, the Maximum number of days between password change value shows as -1.

The password re-use frequency default is 10 passwords, which means that the last 10 passwords cannot be re-used, unless this is set, using:

**user password history <number-of-passwords>**

where 5 <= <number-of-passwords> <= 20.

To see the current <number-of-passwords> re-use frequency:

**user password history**

For example:

```
platform@VOSS:~$ user password history
The default password history is set to 10.
```

The commands below are available to carry out these tasks and to manage users.

- **user passwordinfo <username>**

Show details such as password expiry in days for a user, for example:

```
$ user passwordinfo joebrown
Last password change           : Nov 30, 2015
Password expires                : Feb 28, 2016
Password inactive              : Apr 03, 2016
Account expires                 : never
Minimum number of days between password change : 1
Maximum number of days between password change : 60
Number of days of warning before password expires : 14
```

- **user inactivelock <days> <user>**

Set the number of days of inactivity before a user account is locked, for example:

```
$ user inactivelock 35 joebrown
A 35 day inactive logon policy has been set for user: joebrown
```



- **user lock <user>**

Manually lock a user account, for example:

```
$ user lock joebrown
passwd: password expiry information changed.
```

- **user unlock <user>**

Manually unlock a user account, for example:

```
$ user unlock joebrown
passwd: password expiry information changed.
```

To unlock users who exceeded allowed number of failed login attempts:

```
$ system ssh fail_limit reset joebrown
$ user unlock joebrown
passwd: password expiry information changed.
```

- **user password view\_lock <user>**

The command output is different in accordance with the event that locked the user account:

Not a manual user lock:

```
$ user password view_lock joebrown
There is no password lock applied for user joebrown.
Please run 'system ssh fail_limit view joebrown' to
ensure the account is not locked because the user has
reached the maximum number of failed attempts .
```

Manual user lock:

```
$ user password view_lock joebrown
The password for user: joebrown has been locked.
Please run 'user unlock joebrown' and
'system ssh fail_limit reset joebrown' to ensure
you unlock and reset lock limits for this user account
```

- **user lastlogon <username>**

Show details of the last logon for:

- a user who has logged in before:

```
$ user lastlogon joebrown
joebrown 172.29.90.74 Thu Dec 3 11:04:54.
```

- a user who has not logged in before:

```
$ user lastlogon joebrown
joebrown logged in***
```

Use the **user help** command to see the general user management options such as user list, add, grant or revoke rights and remove users.

The command **user list** provides rights and security policy details of *all* users, while **user list <username>** provides details for a single user. For example:

```
$ user list
user:
  joebrown:
    rights:
      mail
      app
  janedoe:
    rights: value not set
  billsmith:
    rights: value not set

security_policy:
  user:
    platform:
      auto_inactive_account_lockout: 35
    joebrown:
      account_locked: No
      auto_inactive_account_lockout: 35
    janedoe:
      auto_inactive_account_lockout: 35
    billsmith:
      account_locked: No
```

In addition, a system wide account security setting can be configured and displayed. The setting will then apply to all *new* users and override the default inactive lock setting of 35 days.

The following commands are available:

- **system inactivelock**: show the current system wide inactive lock default:

```
$ system inactivelock
Newly added users will have their inactivity lock set to 35 days.
```

- **system inactivelock <num of days>**: set the system wide inactive lock default for all new user accounts, in other words, for users created *after* the setting of the system wide inactive lock:

```
$ system inactivelock 35
Newly added users will have their inactivity lock set to 35 days.
```

## 13.10. Creating Additional Users

During installation a user called 'platform' is created which has full access to all allowed commands within the restricted environment. This user (and others with the appropriate rights) can then create additional users who are further restricted to only be able to run certain commands. For example a user could be created who can only run diagnostic and logging commands - able to monitor the health of a system but required to escalate any actions.

Users are created, managed and deleted through the user command. To create a new user use:

**user add <username>**


---

**Note:** The <username> text needs to follow the rules below:

- starts with letter (a-z/A-Z)
  - followed by one or more of:
    - letters (a-z/A-Z)
    - digits (0-9)
    - full-stop (.)
    - underscore (\_)
    - dash (-)
- 

The system will create a Unix user with the name specified and set up to use a restricted shell identical to the platform user. Initially this user's password is set to match the username but it must be changed on first login. New users start out with no rights and can only run the very basic system commands provided to all users (such as **ls**).

For SFTP only users, see: [Creating and Managing SFTP Users](#).

## 13.11. Creating and Managing SFTP Users

Administrators can add and manage users who have SFTP only access. For platform user management, see: [Creating Additional Users](#).

To create a new SFTP only user, use the command:

**user sftp add <username>**


---

**Note:** The <username> text needs to follow the rules below:

- starts with letter (a-z/A-Z)
  - followed by one or more of:
    - letters (a-z/A-Z)
    - digits (0-9)
    - full-stop (.)
    - underscore (\_)
    - dash (-)
- 

Add a username and password. See [Password Strength Rules](#).

The system will create a user with the provided name and password provided, with the following restrictions:

- the system can *only* be accessed by SFTP
- user access is restricted to the platform home/ directory only
- the SFTP user will have a SSH key attached.

- only the administrator can change the SFTP only user password

To attach a SSH key to the SFTP user:

1. Copy the SSH public key for the user onto the system
2. Run **user addkey <username> <keyfile>** to attach the key to the user

See also: [Adding a Key for Automatic User Login](#).

To change the SFTP user password:

**user sftp password <username>**

To remove the SFTP user:

**user del <username>**

SFTP users are listed under the `sftp-only-users` group when running the **user list** command.

An SFTP only user can also be added without a password. This option can be used for an SFTP implementation that uses a key only (no password):

**user sftp add\_nopass**

## 13.12. Granting and revoking user rights

Once a user is added the user needs to be granted access to run commands. The user's command menu will only display those commands to which access have been granted.

To grant access to a command use the 'user grant' command as follows:

**user grant <username> <command> [options]**

Only one command can be granted at a time, however these can be complex. The more detailed the command, the more fine-grained the privilege becomes. This is best explained by example.

Running the following command:

**user grant peter app**

Will allow the user peter to execute any command within the 'app' series of commands. However it could be restricted further by instead running a command like:

**user grant peter app list**

With this version peter will see the **app** command on his menu, but its help will only display 'list' as a sub-command - peter can thus see the list of apps but cannot perform more potentially risky tasks such as installing or restarting applications.

This can be expanded to other subsets by simply running additional grants:

**user grant peter app start**

Would now allow peter to both see the list of applications or restart applications that failed, however he will not be able to do other app related tasks such as installations. The **grant** command effectively verifies that the start of a command by a user matches one of the privileges granted to that user - so peter will be able to add options to any command he is granted access to.

In order to restrict commands - be sure to determine whether any options should be allowed and if not, only grant access to the specific parameters you wish peter to be able to execute. For example if peter is your database administrator for example you may wish to use:

**user grant peter app start mongodb**

Instead of giving access to all **app start** commands.

Should you wish to revoke a command privilege from a user you can do this using the following command:

**user revoke <username> <full command>**

The command being revoked must match exactly one of the commands previously granted to a user. To review the current privileges of a user use:

**user list <username>**

Which will display the user's entire list of granted commands in full. You can also just run

**user list**

Without an option to list all users created on your system and their privileges.

## 13.13. Password Strength Rules

The platform user and any users created are held to strong password rules to help reduce the risk of system penetration. These rules are enforced whenever passwords are changed or set. In order to meet system password strength rules a user's password must:

- By default be at least 8 characters long. This can be modified with the **user password length <min\_length>** command. See [User Security and Security Policy Management](#).
- Contain at least one capital and one non-capital letter.
- Contain at least one number.
- Contain at least one special character.
- A password change should differ by at least 8 characters from the old password. In other words, if an old password was 8 characters, then *all* new password characters should differ.

## 13.14. SSH Login Fail Limit

An administrator can view and modify the number of login attempts for a user.

- The default number of failed login attempts for a user is 10 before the account is locked.
- The default duration that an account will be locked, is 15 minutes (900 seconds).
- **system ssh fail\_limit set <number>**

Set the number of failed login attempts for all user accounts on this system before account lockout occurs. For example:

```
$ system ssh fail_limit set 3
You are about to set a limit for failed login attempts.
This limit will apply to all user accounts on this system.
Do you wish to continue? Y
```

- **system ssh fail\_limit view**

Show the current number of failed logins allowed

```
$ system ssh fail_limit view
SSH session fail_limit is set to 10
```

- **system ssh fail\_limit view <username>**

View the current status of a user's failed login attempts. Examples:

```
$ system ssh fail_limit view joebrown
Login      Failures Latest failure    From
joebrown    0
$ system ssh fail_limit view joebrown
Login      Failures Latest failure    From
joebrown    1    12/04/15 10:38:00  192.168.0.90
```

If no users are defined, the message `No users created` is shown.

- **system ssh fail\_limit status**

View the current status of all users failed login attempts

Examples:

```
$ system ssh fail_limit status
Login      Failures Latest failure    From
joebrown    0
```

- **system ssh fail\_limit reset <username>**

Reset the limit back to 0 on a locked out account. This will allow a user to log back in to the system without resetting a password after a lockout occurs. For example:

```
$ system ssh fail_limit view joebrown
Login      Failures Latest failure    From
joebrown    3    12/04/15 10:38:00  192.168.0.90

$ system ssh fail_limit reset joebrown
You are about to reset the account lockout information for
user: joebrown. This will allow this user to log back in to
the system. Do you wish to continue? y

$ system ssh fail_limit view joebrown
Login      Failures Latest failure    From
joebrown    0
```

- **system ssh fail\_limit unlock\_time <seconds>**

Enable the unlock time and set the duration in seconds that an account will be locked for after it has been locked.

To disable the unlock time setting, use the command with the parameter value as zero:

**system ssh fail\_limit unlock\_time 0**

The example output below shows the command response for parameter values:

```
$ system ssh fail_limit unlock_time 60
SSH session unlock time has been set.

$ system ssh fail_limit unlock_time 0
SSH session unlock time has been disabled.

$ system ssh fail_limit unlock_time -1
Please enter a valid number for unlock time.
```

- **system ssh fail\_limit unlock\_time**

Display the status of the unlock time setting.

For example:

```
$ system ssh fail_limit unlock_time
SSH session unlock time is not set.

$ system ssh fail_limit unlock_time 60
SSH session unlock time has been set.

$ system ssh fail_limit unlock_time
SSH session unlock time has been set to 60 seconds.
```

## 13.15. SSH Session Limit

An administrator can set and modify the number of SSH sessions allowed:

- system-wide (default is 10 if not set)
- for a user (default set to the system-wide setting)

**Note:** The default number of SSH sessions allowed *per IP source* is limited to 10. This means that if a user SSH session limit is higher than this limit, the user session origin needs to be from a different IP source.

Best practice is to set the system-wide SSH session limit first as this will be the default for any new users created on the system. Also note that the per user SSH session limit cannot be set higher than the system-wide SSH session limit.

To see the current system-wide SSH limit, use:

**system ssh\_session\_limit**

To set the system-wide SSH limit:

**system ssh\_session\_limit set <number>**

This system wide value will restrict the *per user* limit that can be set.

When a user is added and no session limit is added, the user's number of SSH sessions is set to the default system wide default limit of 10. It is recommended to also set the user's session limit.

To set the SSH session limit for a user:

**user credential\_policy session\_limit <username> <number>**

where <number> cannot be larger than the system wide session limit, if it has been set.

The current SSH session limit for users can be seen by using the **user list** command, for example:

```
platform@drp32:~$ user credential_policy session_limit joebrown 5
platform@drp32:~$ user list
  user:
    joebrown:
      rights: value not set

  security_policy:
    joebrown:
      account_locked: No
      auto_inactive_account_lockout: 35
      ssh_connection_limit: 5

platform@drp32:~$
```

If a user has sessions open while the session limit is set, the limit in affect when new sessions are opened.

## 13.16. SSH key management

SSH authentication requires maintaining the system SSH keys. This can be done as follows:

- **keys create** creates a local SSH keyset
- **keys add <host>** adds the remote host to the known hosts list allowing outgoing connections
- **keys send <user>@<host>** will send the public key from the local SSH keyset to the remote server, thereby enabling remote SSH authentication.

For example, if you wish to perform a backup to a remote host, first create a local key if necessary with **keys create**. Allow communication with the host using **keys add <host>**. Send the key to the remote host with **keys send <user>@<host>**.

If you select ssh key-based authentication that was set up without a password, you will be prompted to input the password when adding a sftp backup host:

```
platform@VOSS-UN-6:~$ backup add remote sftp://dan@182.59.31.201/sftp
No password found. Do you want to use sshkeys? [y/N]: y
```

**Important:** If the username or password contains any of the following characters:

```
;\\"$&`!
```

then use the backup setup command interactively by choosing “No” at the prompts if SSH Keys are being used and then add the username and password directly.

The certificates are independent of web servers/proxies.

For more details on SSH key-based authentication, refer to OpenSSH documentation.



## 13.17. SSH Algorithm Management

SSH algorithms on the VOSS Automate platform can be viewed, enabled, disabled or reset to the default list.

The available commands are:

- **system ssh algorithm default** - Reset enabled and disabled algorithms to their default.
- **system ssh algorithm list < all | algorithm-type >** - Display *all* or any of *<cipher/mac/kex/key>* SSH algorithms. The list will also show enabled and disabled algorithm types.
- **system ssh algorithm disable <algorithm-type> <algorithm-name>** - Disable algorithms of a specific type *<cipher/mac/kex/key>*, by specifying a space separated list of algorithm names.

Note that not all algorithms can be disabled.

For example, to disable two of the cipher algorithms, the command would be:

**system ssh algorithm disable cipher aes128-ctr aes192-ctr**

- **system ssh algorithm enable <algorithm-type> <algorithm-name>** - Enable algorithms of a specific type *<cipher/mac/kex/key>*, by specifying a space separated list of algorithm names.

Command example to view status of *all* algorithms types:

```
platform@VOSS:~$ system ssh algorithm list all
cipher:
  enabled:
    aes128-ctr
    aes192-ctr
    aes256-ctr
kex:
  enabled:
    diffie-hellman-group1-sha1
    diffie-hellman-group14-sha1
    diffie-hellman-group-exchange-sha1
    diffie-hellman-group-exchange-sha256
    curve25519-sha256@libssh.org
key:
  enabled:
    ssh-ed25519
    ssh-ed25519-cert-v01@openssh.com
    ssh-rsa
    ssh-dss
    ecdsa-sha2-nistp256
    ecdsa-sha2-nistp384
    ecdsa-sha2-nistp521
    ssh-rsa-cert-v01@openssh.com
    ssh-dss-cert-v01@openssh.com
    ecdsa-sha2-nistp256-cert-v01@openssh.com
    ecdsa-sha2-nistp384-cert-v01@openssh.com
    ecdsa-sha2-nistp521-cert-v01@openssh.com
mac:
  enabled:
    hmac-sha1
    hmac-sha2-256
```

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```

hmac-sha2-512
hmac-ripemd160
hmac-ripemd160@openssh.com
umac-128@openssh.com
hmac-sha1-etm@openssh.com
hmac-sha2-256-etm@openssh.com
hmac-sha2-512-etm@openssh.com
hmac-ripemd160-etm@openssh.com
umac-128-etm@openssh.com

```

## 13.18. Adding a Key for Automatic User Login

To automate tasks such as backups from remote hosts, it may be necessary to allow for the SSH login on VOSS Automate by a user without a password.

This login requires the addition of a public SSH key for the user. The **user addkey** command is available to add a keyfile for a user. The command to run, is of the format:

**user addkey <username> <keyfile>**

Note that:

- The user who runs this command, should have the <keyfile> available on their local directory. The public keyfile should therefore be copied to VOSS Automate.
- The user (<username>) for whom the key is to be added, should exist. If the user does not exist on VOSS Automate, a message shows to indicate this.

If the command is successful, the following message is shown:

User key added. You should try to ssh now

## 13.19. Prevention of DOS Attacks

The following list shows measures implemented in VOSS Automate to protect the system against Denial of Service (DOS) attacks:

- Firewall protection:
  - TCP flood protection against:
    - \* the SSH port
    - \* web server ports
  - SYN flood protection
- Configurable session limits for the VOSS Automate platform SSH access is **Sessions per user** and **Sessions per application**. An administrator can set and modify the number of SSH sessions allowed:
  - system-wide (default is 10 if not set)
  - for a user (default is 10 if not set)

See SSH Session Limit for detailed information.

- The usage of ports, protocols, and services are registered with the DoD PPS Database
- An automated, continuous on-line monitoring of the system is implemented, with:
  - Audit trail creation capability in a format that a log viewing application can immediately alert personnel of any unusual or inappropriate activity with potential Information Assurance (IA) implications.
  - A command line command that a user can automatically disable the system if serious IA violations are detected.
- Applications are monitored and notifications sent when resource conditions reach a predefined threshold indicating there may be attack occurring, for example through SNMP traps and triggers.
- High disk utilization is managed due to error notifications. For log files, disk utilization is managed by:
  - daily log rotation
  - 4 weeks of backlogs
  - the creation of new (empty) log files after rotating old ones
  - log file compression
  - a logging restriction of 20 messages per minute
- A continuous cycle of updating packages during releases is in place with notifications during updates. Commands to carry out a security check or update can be run at any time.

## 13.20. Memory Dumps and Security

Memory dumps in VOSS Automate are restricted to Cisco Administrators. Attackers will therefore not be able to gain access to sensitive data which may appear unencrypted in memory.

## 13.21. Manage Read-Only Database Users

Remote read-only database access for users can be managed. A username, source IP address and password are required as parameters.

**Important:** Since the system firewall service is restarted when adding or removing database users, this may affect system operation.

It is therefore strongly recommended that the task be carried out during a maintenance window.

### Note:

- When adding a user, a prompt for a password is given. The password rules are:
  - 8 or more characters minimum
  - contains at least 1 uppercase
  - contains at least 1 lower case
  - contains a least 1 digit

- contains at least 1 punctuation character
  - Adding and deleting users require a service restart.
- 

The following commands and parameters are available:

- **database user add <ip> <username>**
- **database user del <ip> <username>**
- **database user list**

Example console output:

```
platform@dev:~$ database user list
No users defined
platform@dev:~$ database user add 192.79.22.52 alex
You are about to restart services. Do you wish to continue? yes
New user password:
Please verify password:
platform@dev:~$ database user list
IP  users
192.79.22.52  alex
platform@dev:~$ database user del 192.79.22.52 alex
You are about to restart services. Do you wish to continue? yes
platform@dev:~$ database user list
No users defined
```

## 14. Network Security

### 14.1. Network Communications between Nodes within the Cluster

The cluster contains multiple nodes which can be contained in separate firewalled networks. Network ports need to be opened on firewalls to allow inter-node communication.

All communication between nodes is encrypted.

The following details are all based on the default settings. These can vary depending on the application setup and network design (such as NAT) of the solution, so may need adjustment accordingly. Where a dependant is noted, this is fully dependant on the configuration with no default.

These communications are all related to communications between application nodes within the cluster. There are a few different deployment models so the details below cover the different models and relevant ports. So review and implement according to the deployment model in use.

Note that Standalone is only a single node so this section is not relevant for that deployment model.

- Proxy to Proxy Node

This is relevant if the proxy node is present in the system.

| Communication          | Protocol | Port                    |
|------------------------|----------|-------------------------|
| Cluster Communications | HTTPS    | TCP 8443 bi-directional |

- Proxy to Unified/Application Node

This is relevant if the proxy node is present in the system.

| Communication          | Protocol | Port                    |
|------------------------|----------|-------------------------|
| User access            | HTTPS    | TCP 443                 |
| Cluster Communications | HTTPS    | TCP 8443 bi-directional |

- Unified Node to Unified node

This is relevant to the communications between the unified nodes (application and database combined). If the application and database nodes are split, then see the relevant application and database node details below. Database arbiters run on port 27030.

| Communication          | Protocol | Port                               |
|------------------------|----------|------------------------------------|
| Database access        | database | TCP 27020 and 27030 bi-directional |
| Cluster Communications | HTTPS    | TCP 8443                           |

- Application node to Application node

This is relevant to the communications between application nodes in the system. This is only relevant where the database node is separate from the application node (in other words, not Unified node).

| Communication          | Protocol | Port                    |
|------------------------|----------|-------------------------|
| Cluster communications | HTTPS    | TCP 8443 bi-directional |

- Application Node to Database node

This is relevant to the communications between the application node and the database node. This is relevant if the database node is separate from the application node. Database arbiters run on port 27030.

| Communication          | Protocol | Port                               |
|------------------------|----------|------------------------------------|
| Database access        | database | TCP 27020 and 27030 bi-directional |
| Cluster Communications | HTTPS    | TCP 8443                           |

- Database Node to Database node

This is relevant to the communications between the application node and the database node. This is relevant if the database node is separate from the application node. Database arbiters run on port 27030.

| Communication          | Protocol | Port                               |
|------------------------|----------|------------------------------------|
| Database access        | database | TCP 27020 and 27030 bi-directional |
| Cluster Communications | HTTPS    | TCP 8443                           |

## 14.2. Network Communications External to the Cluster

The following details are all based on the default settings. These can vary depending on the application setup and network design (such as NAT) of the solution, so may need adjustment accordingly. Where a dependant is noted, this is fully dependant on the configuration with no default.

These communications are all related to communications with devices external to the cluster.

### 14.2.1. Outbound Communications to Devices from the Application/Unified Nodes

| Communication                              | Protocol | Port                            |
|--------------------------------------------|----------|---------------------------------|
| Cisco Unified Communications Manager (UCM) | HTTPS    | TCP 8443                        |
| Cisco Unity Connection (CUXN)              | HTTPS    | TCP 443                         |
| Webex                                      | HTTPS    | TCP 443                         |
| LDAP directory                             | LDAP     | TCP/UDP 389 and/or 636(TLS/SSL) |
| MS PowerShell Proxy Node                   | HTTPS    | TCP 5986                        |
| Microsoft 365 (Graph API)                  | HTTPS    | TCP 443                         |
| Zoom                                       | HTTPS    | TCP 443                         |

### 14.2.2. Outbound to External Systems from the Proxy Node

| Communication                        | Protocol      | Network Protocol and Port |
|--------------------------------------|---------------|---------------------------|
| API Sync and Async responses         | HTTPS         | TCP 443                   |
| Northbound Notification messages     | HTTPS         | dependant                 |
| Microsoft Teams / Microsoft Exchange | HTTPS         | 443                       |
| VOSS Cloud Licensing Service         | HTTP<br>HTTPS | 80<br>443                 |

### 14.2.3. Outbound to External Systems from All Nodes

| Communication                            | Protocol | Port        |
|------------------------------------------|----------|-------------|
| SNMP                                     | SNMP     | TCP/UDP 162 |
| SFTP as required for backup destinations | SFTP     | TCP 22      |
| NTP                                      | NTP      | UDP 123     |

#### 14.2.4. Inbound Communications From External Systems to the Proxy Node

| Communication | Protocol | Port    |
|---------------|----------|---------|
| Web Access    | HTTPS    | TCP 443 |
| API Request   | HTTPS    | TCP 443 |

#### 14.2.5. Inbound Communications to All Nodes

| Communication                                   | Protocol | Port       |
|-------------------------------------------------|----------|------------|
| SSH and SFTP for management and files transfers | SFTP/SSH | TCP/UDP 22 |

#### 14.2.6. On-line Help Links to External Documentation

In order to have access to the online help website URL, you may need to request that the website be made accessible by your network administrator.

### 14.3. Dynamic Firewall

The most important part of the network security model is the system firewall.

The platform uses a dynamic firewall which does not open a fixed set of ports but adapts to the applications installed, only allowing such traffic as the specific set of running services require.

If an application is stopped, its ports are automatically closed. This creates a default block list firewall which pinholes only those ports required for the operation of the specific setup in use.

The firewall is one of the very first services the platform brings up and among the very last it shuts down in order maximize the network security.

Where possible, the firewall will also ratelimit connections to services to prevent abuse (see the section: Prevention of DOS attacks for more details).

### 14.4. Web Certificate Setup Options

The platform installs a self-signed certificate for the web-frontend by default. This provides encryption of the web-traffic but does not provide users with valid authentication that the server is correct or protect against man-in-the-middle attacks.

Two types of certificate setups are supported:

- VOSS Automate certificate setup

We strongly advise customers to obtain a trusted CA-signed certificate and install it on the server. A 4096 bit RSA certificate is generated on VOSS Automate systems.



Once a signed, trusted certificate is obtained from the CA, copy it to the platform using **scp** and then install the file into the server using:

**web cert add <filename>**

For details, see: [VOSS Automate Setup a Web Certificate](#)

- Own private certificate and generated Subject Alternative Name (SAN) certificate setup

Customers can upload their own private certificate and generated SAN certificates, in other words it is not necessary to run **web cert gen\_csr** on the platform CLI. One certificate can therefore be uploaded on all nodes. Note that customers are then responsible for the security of their private keys.

For details, see: [Own Web Certificate Setup](#).

The file to upload should be in a PEM format. PEM certificates typically have extensions like .pem, .crt, .cer and .key.

The PEM file must have the correct form of line termination: a single “Line Feed” character. If your PEM file was saved on MS Windows, be sure to remove the ^M characters from the file, for example in a Linux console with:

```
$ tr -d '\r' < original.pem > fixed.pem
```

In the file, the SAN certificate composition has the private key first and then the certificate and the private key should be *unencrypted* (i.e. the key header text would then not show “BEGIN ENCRYPTED PRIVATE KEY”).

For example:

```
-----BEGIN PRIVATE KEY-----
MIIEvAIBADANBgkqhkiG9w0BAQEFAASCBKYwggSiAgEAAoIBAQDNV1pXvjIiiWuJIABW
[...]
IeJnlBPwDJX6Yo9Q==
-----END PRIVATE KEY-----
-----BEGIN CERTIFICATE-----
MIIEbTCCAlUCAgPoMA0GCSqGSIb3DQEBCwUAMIGbMQswCQYDVQQGEwJaQTELM
[...]
ulfj0D54fozATLIIdMZSrmImk8CfkDPkmWbIKRce729DTQwHrMG/OolZC2
-----END CERTIFICATE-----
```

Copy the certificate file to the platform media/ directory using **scp** and then install the file using:

**web cert add\_san <filename>**

For example:

```
platform@host:~$ web cert add_san media/cert.pem
Updating the certificate requires the web server to be restarted.
Do you wish to continue? yes
Restarting nginx
platform@host:~$
```

#### Note:

- SSO certificate management is carried out on the GUI. Refer to the GUI documentation for details.
- VOSS Automate supports wildcards for Common names (CN) in the web browser certificate.

- Only one certificate file can be installed on the platform. For more details on NGINX compatible certificates see the relevant nginx documentation here: [[http://nginx.org/en/docs/http/nginx\\_http\\_ssl\\_module.html](http://nginx.org/en/docs/http/nginx_http_ssl_module.html)]
  - Please note the importance of ensuring that SSL certificates generated match the assigned network name of the platform.
- 

## 14.5. Supported SSL Ciphers

The list of supported SSL ciphers are as follows. This list may change as ciphers are added or found to be insecure:

- ADH-AES128-GCM-SHA256
- ADH-AES128-SHA
- ADH-AES128-SHA256
- ADH-AES256-GCM-SHA384
- ADH-AES256-SHA
- ADH-AES256-SHA256
- ADH-CAMELLIA128-SHA
- ADH-CAMELLIA128-SHA256
- ADH-CAMELLIA256-SHA
- ADH-CAMELLIA256-SHA256
- ADH-SEED-SHA
- AECDH-AES128-SHA
- AECDH-AES256-SHA
- AECDH-NULL-SHA
- AES128-CCM
- AES128-CCM8
- AES128-GCM-SHA256
- AES128-SHA
- AES128-SHA256
- AES256-CCM
- AES256-CCM8
- AES256-GCM-SHA384
- AES256-SHA
- AES256-SHA256
- ARIA128-GCM-SHA256
- ARIA256-GCM-SHA384
- CAMELLIA128-SHA

- CAMELLIA128-SHA256
- CAMELLIA256-SHA
- CAMELLIA256-SHA256
- DHE-DSS-AES128-GCM-SHA256
- DHE-DSS-AES128-SHA
- DHE-DSS-AES128-SHA256
- DHE-DSS-AES256-GCM-SHA384
- DHE-DSS-AES256-SHA
- DHE-DSS-AES256-SHA256
- DHE-DSS-ARIA128-GCM-SHA256
- DHE-DSS-ARIA256-GCM-SHA384
- DHE-DSS-CAMELLIA128-SHA
- DHE-DSS-CAMELLIA128-SHA256
- DHE-DSS-CAMELLIA256-SHA
- DHE-DSS-CAMELLIA256-SHA256
- DHE-DSS-SEED-SHA
- DHE-PSK-AES128-CBC-SHA
- DHE-PSK-AES128-CBC-SHA256
- DHE-PSK-AES128-CCM
- DHE-PSK-AES128-CCM8
- DHE-PSK-AES128-GCM-SHA256
- DHE-PSK-AES256-CBC-SHA
- DHE-PSK-AES256-CBC-SHA384
- DHE-PSK-AES256-CCM
- DHE-PSK-AES256-CCM8
- DHE-PSK-AES256-GCM-SHA384
- DHE-PSK-ARIA128-GCM-SHA256
- DHE-PSK-ARIA256-GCM-SHA384
- DHE-PSK-CAMELLIA128-SHA256
- DHE-PSK-CAMELLIA256-SHA384
- DHE-PSK-CHACHA20-POLY1305
- DHE-PSK-NULL-SHA
- DHE-PSK-NULL-SHA256
- DHE-PSK-NULL-SHA384
- DHE-RSA-AES128-CCM
- DHE-RSA-AES128-CCM8

- DHE-RSA-AES128-GCM-SHA256
- DHE-RSA-AES128-SHA
- DHE-RSA-AES128-SHA256
- DHE-RSA-AES256-CCM
- DHE-RSA-AES256-CCM8
- DHE-RSA-AES256-GCM-SHA384
- DHE-RSA-AES256-SHA
- DHE-RSA-AES256-SHA256
- DHE-RSA-ARIA128-GCM-SHA256
- DHE-RSA-ARIA256-GCM-SHA384
- DHE-RSA-CAMELLIA128-SHA
- DHE-RSA-CAMELLIA128-SHA256
- DHE-RSA-CAMELLIA256-SHA
- DHE-RSA-CAMELLIA256-SHA256
- DHE-RSA-CHACHA20-POLY1305
- DHE-RSA-SEED-SHA
- ECDHE-ARIA128-GCM-SHA256
- ECDHE-ARIA256-GCM-SHA384
- ECDHE-ECDSA-AES128-CCM
- ECDHE-ECDSA-AES128-CCM8
- ECDHE-ECDSA-AES128-GCM-SHA256
- ECDHE-ECDSA-AES128-SHA
- ECDHE-ECDSA-AES128-SHA256
- ECDHE-ECDSA-AES256-CCM
- ECDHE-ECDSA-AES256-CCM8
- ECDHE-ECDSA-AES256-GCM-SHA384
- ECDHE-ECDSA-AES256-SHA
- ECDHE-ECDSA-AES256-SHA384
- ECDHE-ECDSA-ARIA128-GCM-SHA256
- ECDHE-ECDSA-ARIA256-GCM-SHA384
- ECDHE-ECDSA-CAMELLIA128-SHA256
- ECDHE-ECDSA-CAMELLIA256-SHA384
- ECDHE-ECDSA-CHACHA20-POLY1305
- ECDHE-ECDSA-NUL-SHA
- ECDHE-PSK-AES128-CBC-SHA
- ECDHE-PSK-AES128-CBC-SHA256

- ECDHE-PSK-AES256-CBC-SHA
- ECDHE-PSK-AES256-CBC-SHA384
- ECDHE-PSK-CAMELLIA128-SHA256
- ECDHE-PSK-CAMELLIA256-SHA384
- ECDHE-PSK-CHACHA20-POLY1305
- ECDHE-PSK-NULL-SHA
- ECDHE-PSK-NULL-SHA256
- ECDHE-PSK-NULL-SHA384
- ECDHE-RSA-AES128-GCM-SHA256
- ECDHE-RSA-AES128-SHA256
- ECDHE-RSA-AES256-GCM-SHA384
- ECDHE-RSA-AES256-SHA384
- ECDHE-RSA-CAMELLIA128-SHA256
- ECDHE-RSA-CAMELLIA256-SHA384
- ECDHE-RSA-CHACHA20-POLY1305
- ECDHE-RSA-NULL-SHA
- NULL-MD5
- NULL-SHA
- NULL-SHA256
- PSK-AES128-CBC-SHA
- PSK-AES128-CBC-SHA256
- PSK-AES128-CCM
- PSK-AES128-CCM8
- PSK-AES128-GCM-SHA256
- PSK-AES256-CBC-SHA
- PSK-AES256-CBC-SHA384
- PSK-AES256-CCM
- PSK-AES256-CCM8
- PSK-AES256-GCM-SHA384
- PSK-ARIA128-GCM-SHA256
- PSK-ARIA256-GCM-SHA384
- PSK-CAMELLIA128-SHA256
- PSK-CAMELLIA256-SHA384
- PSK-CHACHA20-POLY1305
- PSK-NULL-SHA
- PSK-NULL-SHA256

- PSK-NUL-**SHA384**
- **RSA-PSK-AES128-CBC-SHA**
- **RSA-PSK-AES128-CBC-SHA256**
- **RSA-PSK-AES128-GCM-SHA256**
- **RSA-PSK-AES256-CBC-SHA**
- **RSA-PSK-AES256-CBC-SHA384**
- **RSA-PSK-AES256-GCM-SHA384**
- **RSA-PSK-ARIA128-GCM-SHA256**
- **RSA-PSK-ARIA256-GCM-SHA384**
- **RSA-PSK-CAMELLIA128-SHA256**
- **RSA-PSK-CAMELLIA256-SHA384**
- **RSA-PSK-CHACHA20-POLY1305**
- **RSA-PSK-NUL-**SHA****
- **RSA-PSK-NUL-**SHA256****
- **RSA-PSK-NUL-**SHA384****
- **SEED-SHA**
- **SRP-AES-128-CBC-SHA**
- **SRP-AES-256-CBC-SHA**
- **SRP-DSS-AES-128-CBC-SHA**
- **SRP-DSS-AES-256-CBC-SHA**
- **SRP-RSA-AES-128-CBC-SHA**
- **SRP-RSA-AES-256-CBC-SHA**
- **TLS\_AES\_128\_GCM\_SHA256**
- **TLS\_AES\_256\_GCM\_SHA384**
- **TLS\_CHACHA20\_POLY1305\_SHA256**

## 14.6. VOSS Automate Setup a Web Certificate

The VOSS Automate platform generates a 4096 bit RSA private key file, using the details stored when using the **web cert details edit** command, along with a Certificate Signing Request (.csr) file.

Repeat the steps below for each proxy that requires signed SSL certificates:

1. Check the current certificate details with **web cert details**. Initially, the `User set details` is `Unset`. For example:

```
platform@host:~$ web cert details
Issuer data:
  C: SA
  CN: 11.120.11.100
```

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```

    L: DeviceAPI
    O: Platform
    ST: WP
Key data:
    C: SA
    CN: 11.120.11.100
    L: DeviceAPI
    O: Platform
    ST: WP
User set details: Unset

```

2. Run **web cert details edit** if needed to edit the details displayed from the server. For example:

```

platform@host:~$ web cert details edit
Country Name (2 letter code): C:IE
State or Province Name (full name): ST:Dublin
Locality Name (eg, city): L:Dublin
Organization Name (eg, company): O:DublinSolutions Ltd.
Organizational Unit Name (eg, section): OU:R&D
Common Name (e.g. server FQDN or IP): CN:dublinsolutions.com
Email Address: platform@dublinsolutions.com
details stored
platform@host:~$

```

Verify the edits by running **web cert details** after editing. For changes, the Issuer details will then not match the User set details.

3. Run **web cert gen\_csr** to generate the Certification Signing Request (.csr) file `media/cert_sign_req.csr` for signing.

For example:

```

platform@host:~$ web cert gen_csr
-----BEGIN CERTIFICATE REQUEST-----
M88E8TCCatrCAQAwgasxCzAJBgNVBAYTAlpBMQswCQYDVQQIDAJXUDERMA8GA1UE
[...]
IIDr1vrepZkFQr+XDah2L5g5v8bI
-----END CERTIFICATE REQUEST-----

=====
Please send the above or the actual file /opt/platform/admin/home/media/cert_sign_
req.csr to a CA to be signed

platform@host:~$ ls -la media/cert_sign_req.csr
-rw-rw-rw- 1 root platform 1789 Jan 18 11:20 media/cert_sign_req.csr

```

4. Use **scp** on a remote workstation to copy the file off the VOSS Automate platform `media/` directory and send it to a Certificate Authority (CA). Request a PEM format file to be returned.

The returned file received from the CA should be a PEM certificate file. PEM certificates typically have extensions like `.pem`, `.crt`, `.cer` and `.key`.

- If you did not receive a combined certificate from the CA, concatenate the reply signed cert and

the reply intermediate CA cert into a file.

The signed certificate must be first in the concatenated file.

The PEM must have the correct form of line termination: a single “Line Feed” character. If your PEM file was saved on MS Windows, be sure to remove the ^M characters from the file, for example in a Linux console with:

```
$ tr -d '\r' < original.pem > fixed.pem
```

- If the received file is a .p7b file, it should be converted to a PEM format - refer to the topic: [Convert Web Certificates from P7B to PEM Format](#).
  - If the received file is in another format, carry out the required conversion. For example, when a received .crt file is opened and is not in the correct format in MS Windows, it may show a message on MS Windows Certificate panel: “Windows does not have enough information to verify the certificate”. Choose the Details tab of the panel, select Copy to File... to open the Export Wizard. Choose Base-64 encoded as export format.
5. Upload the PEM file to the proxy using **sftp** or **scp**. The file will be added to the media/ directory, for example: media/cert.pem.
  6. Once the file is uploaded, run **web cert add <filename of uploaded file>**. This command will combine the key and PEM file, and present it to nginx to use for secure (SSL) web communication. For example:

```
platform@host:~$ web cert add media/cert.pem
Updating the certificate requires the web server to be restarted.
Do you wish to continue? yes
Restarting nginx
platform@host:~$
```

## 14.7. Own Web Certificate Setup

The steps below provide an example of own private certificate and generated Subject Alternative Name (SAN) certificate setup as summarized in [Web Certificate Setup Options](#).

See also:

- [VOSS Automate Setup a Web Certificate](#)
- [Convert Web Certificates from P7B to PEM Format](#)

**Note:** The Subject Alternative Name (alt\_names) field lets you specify additional host names (sites, IP addresses, common names, etc.) to be protected by a single SAN Certificate.

1. Log into a system that has the **openssl** command set up.
2. Create a bash script file with contents as for example below.

**Note:** This is an example, and not necessarily comprehensive. Refer to OpenSSL documentation for details.



```

openssl req -new -sha256 -nodes -out cert.csr -newkey rsa:4096 -keyout private.key -
->config <(
cat <<-EOF
[req]
default_bits = 2048
prompt = no
default_md = sha256
req_extensions = req_ext
distinguished_name = dn

[ dn ]
C=<Country code>
ST=<County/State>
L=<City>
O=<Orginization>
OU=<Org Unit>
emailAddress=<admin email address>
CN = <Main DNS Name>

[ req_ext ]
subjectAltName = @alt_names

[ alt_names ]
DNS.1 = <Alternate name 1>
DNS.2 = <Alternate name 2>
IP.1 = <Alternate IP 1>

... you can add more below ...
EOF
)

```

3. Edit the sections in < > brackets.
4. Run **bash <scriptfile from above>**
5. Send the file called cert.csr to your CA, requesting them to make sure to sign it as a SAN certificate.
6. Take the file that they send back, save it as signed.crt
7. Combine the private.key file with signed.crt:  
Run **cat private.key signed.crt > complete.cert**
8. Upload the complete.cert file to the VOSS Automate system using **sftp** or **scp**. The file will be added to the media/ directory, for example: media/complete.cert
9. On the VOSS Automate system, run **web cert add\_san media/complete.cert**

## 14.8. Web Certificate Expiration Notice

If a Web Certificate is due to expire, a notice will display on the status display 30 days before expiration:

```
platform@development:~$ health
```

```
host: AS01, role: webproxy,application,database, LOAD: 3.85
date: 2014-08-28 11:24:22 +00:00, up: 6 days, 3:03
network: 172.29.42.100, ntp: 196.26.5.10
HEALTH: NOT MONITORED
database: 20Gb
application: up
WEB CERT EXPIRES AT: 2014-09-26 11:30:02
```

|                                |                                  |
|--------------------------------|----------------------------------|
| mail - local mail management   | keys - ssh/sftp credentials      |
| network - network management   | backup - manage backups          |
| voss - voss management tools   | log - manage system logs         |
| database - database management | notify - notifications control   |
| schedule - scheduling commands | diag - system diagnostic tools   |
| system - system administration | snmp - snmp configuration        |
| user - manage users            | cluster - cluster management     |
| drives - manage disk drives    | web - web server management      |
| app - manage applications      | template - template pack creator |

Web certificate expiration can also be monitored if scheduled health monitoring is enabled - see:enable\_health\_monitoring. The health email will then show this message.

If a Web Certificate has expired, the notice on the status displays:

```
WEB CERT EXPIRED AT: 2014-09-26 11:30:02
```

Once the certificate is expired, the system can be used as normal, but the certificate will be expired and for non self-signed certificates (like a Godaddy or Thawte certificates), the data will no longer be properly encrypted.

### 14.8.1. Renewing Expired Certificates

According to the certificate type in use, refer to the setup steps to manage certificates:

- [Own Web Certificate Setup](#)
- [VOSS Automate Setup a Web Certificate](#)

## 14.9. Convert Web Certificates from P7B to PEM Format

VOSS Automate uses web certificates in Privacy Enhanced Mail (PEM) format. PEM certificates typically have extensions like .pem, .crt, .cer and .key.

If a P7B format certificate is received from a Certificate Authority (CA):

1. Copy the files to a workstation with Linux console available (Not the VOSS Automate system).
2. Run the following command for each <filename>.p7b, for example:  

```
sudo openssl pkcs7 -in <filename>.p7b -inform DER -print_certs -out <filename>.pem
```
3. Open the PEM file in a text editor. You will see formatting like the example below in the file:

```
subject=/C=GB/ST=West Midlands/L=Coventry/O=Service Coventry/OU=Network Services/
CN=ccs-cp-v4uc.svcoventry.gov.uk/emailAddress=network@svcoventry.co.uk
issuer=/C=GB/O=Coventry/OU=PKI/CN=BCC Intermediate CA
-----BEGIN CERTIFICATE-----
MIIFxTLmBK2gAwIBAgITXgAAAMBXLQb0/ImKBwALmQAAwDANBgkqhkiG9w0BAQsF
ADBOMQswLmYDVLMQEWJHQjETMBEGA1UEQhMKQmlybWluZ2hhbTEMAoGA1UEQxMD
UETJMRwwGgYDVLMQEXNLM0MgSW50ZXJtZWZpYXR1IENBMB4LmQE2MTAwNTEyNTIx
```

4. Delete all text and blank lines outside the lines:  

```
-----BEGIN CERTIFICATE----- and -----END CERTIFICATE-----
```
5. Save the file and make sure that the file is not saved in a DOS format.

## 14.10. Web Certificate Commands

The following Command Line Interface console display shows the available commands for web certificates.

|                             |                                                                                               |
|-----------------------------|-----------------------------------------------------------------------------------------------|
| web cert add <filename>     | - Install the certificate <b>from</b> <filename> into the web server                          |
| web cert add_san <filename> | - Install a SAN certificate <b>from</b> <filename> into the web server                        |
| web cert <b>del</b>         | - Revert to a <b>self</b> -signed certificate                                                 |
| web cert details            | - Print the certificate details <b>in</b> config system                                       |
| web cert details edit       | - Update the certificate details <b>in</b> config system                                      |
| web cert gen_csr            | - Create a CSR file <b>in</b> /opt/platform/admin/home/media                                  |
| web cert gen_selfsigned     | - Generate a <b>self</b> -signed certificate                                                  |
| web cert print_csr          | - Create a CSR file <b>in</b> /opt/platform/admin/home/media                                  |
| web cluster prepnode        | - Prepares the system so that it can be joined to a cluster <b>as</b> a web proxy             |
| web ssl <b>list</b>         | - Shows a <b>list</b> of the supported SSL protocols, <b>and</b> <b>↳</b> their current state |
| web ssl enable <protocol>   | - Enable an SSL protocol                                                                      |
| web ssl disable <protocol>  | - Disable an SSL protocol                                                                     |

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```

web weight add <server:port> <weight> - Modify the weights of an upstream
   service. Higher weights will serve
   more requests, while 0 will only be
   used if no other servers are available
web weight del <server:port>          - Delete the user-defined service weight
   and use the system default.
web weight list                        - Display the weights of upstream services

```

## 14.11. Web Hosts Commands

In order to manage the location HTTP header in HTTP redirect responses to only include safe hosts, the **web hosts** command can be used with the required parameters.

This feature protects against host header injection during the http -> https redirect upon login to VOSS Automate. The value supplied in the Host header is contained in the HTTP redirect response in the Location HTTP header.

The following Command Line Interface console display shows the available commands for web hosts.

```

web hosts add <hostname> - Add the hostname to the allowed hosts
web hosts del <hostname> - Delete the hostname from the allowed hosts
web hosts disable        - Disables the allowed hosts feature
web hosts enable         - Enables the allowed hosts feature, which blocks requests.
↪ with unrecognised
                        HOST headers
web hosts list          - Displays the additional allowed hosts

```

### 14.11.1. Enable the feature

```

$ web hosts enable
Enabling the allowed hosts feature requires the web server.
Do you wish to continue? y
Allowed hosts
  enabled: true
  hosts: value not set

Restarting nginx for settings to take effect

Application nginx processes stopped.

Application services:firewall processes stopped.
Reconfiguring applications...
Application nginx processes started.

```

After the feature is enabled and no hosts specified, the web server closes the connection.

### 14.11.2. Add and Delete a <hostname>

In this example, the hostname `atlantic.net` is added.

```
$ web hosts add atlantic.net
Adding a new allowed host requires the web server to be restarted.
Do you wish to continue? y
Allowed hosts
  enabled: true
  hosts:
    atlantic.net
Restarting nginx for settings to take effect
Application nginx processes stopped.
Application services:firewall processes stopped.
Reconfiguring applications...
Application nginx processes started.
```

#### Note:

- For hostname format, refer to for example: RFC 1035, RFC 2181 and RFC 4343.

To remove a hostname from the list (example is `atlantic.net`):

```
$ web hosts del atlantic.net
```

### 14.11.3. Listing host names

Use the **web hosts list** command to show status and list all safe hosts that can be in the Location HTTP header.

```
$ web hosts list
Allowed hosts
  enabled: true
  hosts:
    atlantic.net
```

### 14.11.4. Disabling the feature

The feature can be disabled with the **web hosts disable** command. This will disable port 80 on the web server completely.

```
$ web hosts disable
Disabling the allowed hosts feature requires the web server to be restarted.
Do you wish to continue? y
Allowed hosts
  enabled: false
  hosts: value not set
```

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```
Restarting nginx for settings to take effect
Application nginx processes stopped.
Application services:firewall processes stopped.
Reconfiguring applications...
Application nginx processes started.
```

## 14.12. Web TLS Protocol Configuration

Commands are available to list Transport Layer Security (TLS) protocol versions and also to enable or disable TLS versions.

### Note:

- The command should be run on all nodes in a cluster.
- When enabling or disabling a TLS protocol version, the web server needs to be restarted. Running the command will show a message and carry out this task.

The following protocols are available in VOSS Automate:

- TLSv1.2
- TLSv1.3

### Important:

- TLSv1.2 is enabled by default upon installation. Upon upgrade, your current protocol is retained.
- TLSv1.2 can only be disabled by enabling TLSv1.3.

- **web ssl list**

Example:

```
$ web ssl list
TLSv1.3: Disabled
TLSv1.2: Enabled
```

- Enabling or disabling a protocol that is already in that state, will raise an error message.

- **web ssl disable <TLS version>**

- Enabling or disabling a protocol that is already in that state, will raise an error message.

Example:

```
$ web ssl disable TLSv1.2
Disabling the TLSv1.2 protocol requires the web server to be restarted.
Do you wish to continue? yes
TLSv1.2: Disabled
TLSv1.3: Enabled
```

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Restarting nginx for settings to take effect

Application nginx processes stopped.

Application services: firewall processes stopped.  
Application nginx processes started.

• **web ssl enable <TLS version>**

**Note:**

- When running **web ssl enable TLSv1.3**, it will disable TLSv1.2. Users will not be able to alter web ciphers.
- When running **web ssl enable TLSv1.2**, it will disable TLSv1.3. Users can change the web ciphers.

- Enabling or disabling a protocol that is already in that state, will raise an error message.

Example:

```
$ web ssl enable TLSv1.3
Enabling the TLSv1.3 protocol requires the web server to be restarted.
Do you wish to continue? yes
TLSv1.3: Enabled
TLSv1.2: Enabled
```

Restarting nginx for settings to take effect

Application nginx processes stopped.

Application services: firewall processes stopped.  
Application nginx processes started.

The table below shows the result of running **web ssl enable** or **web ssl disable** given a specific state (from **web ssl list**).

| State |     | Command | Result |     |
|-------|-----|---------|--------|-----|
| 1.2   | 1.3 |         | 1.2    | 1.3 |
| on    | off | 1.2 on  | on     | off |
| off   | on  | 1.3 on  | off    | on  |
| on    | off | 1.2 off | off    | on  |
| off   | on  | 1.3 off | on     | off |

## 14.13. Web TLS Cipher Management

Web TLS ciphers on the VOSS Automate platform can be listed and managed. This can be done as follows:

- **web ssl cipher list** will list nginx ciphers grouped by status: disabled, enabled.
- **web ssl cipher default** will set the default nginx ciphers. This command requires the web server to be restarted.
- **web ssl cipher enable <space separated cipher(s)>** will enable the listed nginx ciphers. This command requires the web server to be restarted.
- **web ssl cipher disable <space separated cipher(s)>** will disable the listed nginx ciphers. This command requires the web server to be restarted.

---

**Note:** The enabled ciphers cannot *all* be disabled.

---

Command examples:

- List:

```
platform@VOSS:~$ web ssl cipher list
enabled:
  ECDHE-RSA-AES256-SHA
  ECDHE-ECDSA-AES256-SHA
  SRP-DSS-AES-256-CBC-SHA
  SRP-RSA-AES-256-CBC-SHA
  SRP-AES-256-CBC-SHA
  DHE-RSA-AES256-SHA
  DHE-DSS-AES256-SHA
  DH-RSA-AES256-SHA
  DH-DSS-AES256-SHA
  DHE-RSA-CAMELLIA256-SHA
  DHE-DSS-CAMELLIA256-SHA
  ...
```

- Disable:

```
platform@VOSS:~$ web ssl cipher disable CAMELLIA256-SHA
Disabling nginx ciphers requires the web server to be restarted.
Do you wish to continue? y

Application services:firewall processes stopped.
Application nginx processes stopped.
Reconfiguring applications...
Application nginx processes started.
disabled:
  CAMELLIA256-SHA
enabled:
  ECDHE-RSA-AES256-GCM-SHA384
  ECDHE-ECDSA-AES256-GCM-SHA384
```

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ECDHE-RSA-AES256-SHA384

...

## 14.14. Network URI specification

All network locations are specified as a URI, for example download locations, backup destinations, notification destinations, and so on.

The following are examples:

`mailto:user@host`

`sftp://user:password@host/directory`

`ssh://user:password@host/directory`

`snmp://community@host` for SNMP v2

`snmp://community:password@host` for SNMP v3

## 14.15. Web External Proxies

*On a web proxy node only*, remote server proxies can be managed.

The commands should be run on the relevant web proxy node.

The commands to add or remove remote server proxies will automatically reconfigure and restart the nginx process, so some downtime will result.

- To *add* remote server proxies and ports, run the command on the relevant node:

**web external add <URL> <remote IP:port>**

Note the <URL> can include a path, for example:

`http://172.49.90.53:8888/myurl/set`

so that when the proxy URL is then entered as `https://<vossIP>/myproxy/`, this will then resolve to `http://172.49.90.53:8888/myurl/set`.

- To *remove* remote server proxies, run the command on the relevant node:

**web external del <URL>**

- To *list* configured remote proxies on a web proxy node, run the command on the relevant node:

**web external list**

For example, adding, listing and removing remote servers:

```
platform@VOSS:~$ web external add myproxy http://172.49.90.53:8888
Updating will restart Nginx.
Do you wish to continue? y
You have new mail in /var/mail/platform
```

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```
platform@VOSS:~$ web external list
external:
  myproxy:
    upstream: http://172.49.90.53:8888
```

```
platform@VOSS:~$ web external del myproxy
Updating will restart Nginx.
Do you wish to continue? y
You have new mail in /var/mail/platform
```

```
platform@VOSS:~$ web external list
external: value not set
```

# 15. High Availability and Disaster Recovery (DR)

## 15.1. High Availability Overview

High Availability (HA) is an approach to IT [system design](#) and configuration that ensures VOSS Automate is operational and accessible during a specified time frame. This is achieved using redundant hardware and resources. If there is a failure, an automatic failover will occur to the secondary database node.

This section outlines the configuration steps to deploy a HA enabled VOSS Automate Platform on VMware. It presupposes familiarity with the Installation Guide and Platform Guide - for the latter guide, in particular the topics on DR Failover and Recovery.

## 15.2. Default HA and DR scenario

VOSS Automate supports using off-the-shelf VMware tools.

High Availability is implemented using VMware HA clusters, with data accessed via a central storage facility (SAN). VMware monitors the primary server, and should it fail, another instance of the VM is automatically started on a different hardware instance. Since data is shared on the SAN, the new HA instance will have access to the full dataset.

Disaster Recovery is implemented by streaming data updates to a separate DR instance that remains powered on. If the primary server fails, the DR instance can take over operation. The switch-over to DR instance is scripted, but must be invoked manually.

During a HA failover, the HA instance assumes the primary IP address, and no reconfiguration of other UC elements is required. However, in the case of a DR failover, interaction with other UC elements should be considered.

- DNS can be used effectively to provide hostname abstraction of underlying IP addresses. In such a case, a DNS update will allow existing UC elements to seamlessly interact with the new DR instance.
- If DNS is not available, and the UC elements cannot be configured with the IP address of the DR instance, it is necessary for the DR instance to assume the primary IP address. In such a case, the DR and the primary IP addresses can be swapped using the CLI interface. Standard networking practices should be employed to ensure that the IP address is correctly routed, e.g. Stretched layer-2 vLAN, and ensuring that the Primary and DR instances are not operated with the same IP address.

The following failure points should be considered:

- Since the HA instance is started automatically if the primary instance fails, a slight interruption in service is expected, including VMware polling latency in determining that the primary server has failed, and the startup delay of the HA instance. This delay is around 3 minutes

- If data is corrupted on the SAN, the HA instance will start with the same corrupt code and data instances
- Since VMware is checking only for VM liveness, it is not able to check that the primary instance is functionally active.
- Data updates are transported to the DR instance. If data updates cannot be shipped by the primary instance, SNMP traps are generated informing administration of the problem. However, if this is not fixed timeously, it is possible for the DR instance to become out of sync. These delays could result in data loss between the primary and DR instances. Database updates are scheduled every 3 minutes and/or 16MB.
- There are certain manual steps that are required to bring the DR instance online. These steps are documented in the Platform Guide.

### 15.3. HA and DR scenario with Cisco VMDC geo-redundancy architecture

HA and DR instances can be geo-relocated at will within the capabilities of the underlying network architecture.

For example, it is feasible to extend a VMware HA cluster geographically using high speed data links and layer-2 stretched vLANs.

DR as implemented by the VOSS Automate system lends itself to geographical separation with streaming data replication to a second powered-on instance.

Interaction with other UC elements must be considered within the capabilities of the network, using either DNS for seamless transition, or IP reconfiguration either within the UC elements or the VOSS Automate system.

### 15.4. Configuring a HA System Platform on VMware

This is an optional step, however, for production servers it is highly recommended that they are run in a HA deployment configuration. This can be done by the client, but should be checked by a system representative

1. Log into VMware VSphere, then select **File > New >Cluster...**
2. Enter the Name, and select the Turn on VMware HA check box.
3. Make sure that the Enable Host Monitoring check box and Enable: Do not power on VMs that violate availability constraints radio buttons are selected.
4. Select the required default restart priority.
5. Select the VM Monitoring Only option from the VM Monitoring drop-down list, and set the Default Cluster Settings/Monitoring sensitivity to High.
6. Select the Disable EVC radio button, unless you know the exact version of CPU technologies that are enabled on your system.
7. Select the Store the swapfile in the same directory as the virtual machine (recommended) radio button.
8. Ensure the settings are all correct and click the **Finish** button.
9. Drag all of the machines that will be used into the newly created cluster.

10. Once done, they will be listed below the new cluster, with any VM's that were moved into the root of the cluster.
11. Select each of the Machines in the cluster then select the Configuration tab.
12. If Time Configuration is displayed in red, select Properties, then click the **Options** button.
13. Select NTP Settings, and then click the **Add** button.
14. Select the Restart NTP service to apply changes check box, and then click the **OK** button.
15. Select the relevant Cluster, and then select the Summary tab. There should be no configuration issues listed.

The production OVA is deployed as in the hardware specifications of the deployment topologies and installation steps and considerations indicated in the Installation Guide.

## 15.5. DR Failover and Recovery Overview

### 15.5.1. DR Failover

The VOSS Automate system makes use of database replication facilities during normal operation. During a failover, if 50% or more of the service resources are lost, the system will no longer function without manual intervention.

In this case, the following high level process should be followed.

1. Display the current cluster topology using **cluster status**.
2. Remove the dead nodes using **cluster del <ip>**. Power off the deleted node, or disable its Network Interface Card.
3. Once the cluster topology is adjusted, the cluster must be reprovisioned using **cluster provision**.
4. Afterward, the cluster status can be rechecked with **cluster status**.

See also: [Using the screen command](#).

Refer to the appropriate detailed DR scenarios for the complete sequence of DR steps.

### 15.5.2. Cluster Failure Scenarios

The status of the cluster can be displayed from the command-line on any node using the command:

**cluster status**

**Note:** In the case where a node is down, the command output will show *unknown*, for example:

```
platform@VOSS-UN-1:~$ cluster status

Data Centre: unknown
  application : unknown_192.168.100.4[192.168.100.4] (not responding)
  webproxy    : unknown_192.168.100.4[192.168.100.4] (not responding)
  database    : unknown_192.168.100.4[192.168.100.4] (not responding)
```

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```

Data Centre: jhb
  application : VOSS-UN-5[192.168.100.9]
               VOSS-UN-6[192.168.100.10]
  webproxy   : VOSS-UN-5[192.168.100.9]
               VOSS-WP-3[192.168.100.11]
               VOSS-UN-6[192.168.100.10]
  database   : VOSS-UN-5[192.168.100.9]
               VOSS-UN-6[192.168.100.10]
...

```

The system can automatically signal email and/or SNMP events in the event that a node is found to be down. Refer to the diagrams in the Installation Guide section on deployments.

### Loss of an Application role

The Web Proxy will keep directing traffic to alternate Application role servers. There is no downtime.

### Loss of a Web Proxy

Communication via the lost Web Proxy will fail, unless some another load balancing infrastructure is in place (DNS, external load balancer, VIP technology). The node can be installed as a HA pair so that the VMware infrastructure will restore the node if it fails. Downtime takes place while updating the DNS entry or returning the Web Proxy to service. For continued service, traffic can be directed to an alternate Web Proxy or directly to an Application node if available. Traffic can be directed manually (i.e. network elements must be configured to forward traffic to the alternate Web Proxy).

### Loss of a Database role

If the primary database service is lost, the system will automatically revert to the secondary database. The primary and secondary database nodes can be configured via the Command Line Interface (CLI) using **database weight <ip> <weight>**. For example, the primary can be configured with a weight of 40, and the secondary with a weight of 20. If both the primary and the secondary Database servers are lost, the remaining Database servers will vote to elect a new primary Database server. There is downtime (usually no more than a few seconds) during election and failover, with a possible loss of data in transit (a single transaction). The GUI web-frontend transaction status can be queried to determine if any transactions failed. The downtime for a Primary to Secondary failover is significantly less and the risk of data loss likewise reduced. A full election (with higher downtime and risk) is therefore limited only to cases of severe outages where it is unavoidable.

Although any values can be used, for 4 database nodes the weights: 40/30/20/10 is recommended and for 6 database nodes, 60/50/40/30/20/10. These numbers ensure that if a reprovision happens (when the primary data center goes offline for an indeterminate time), the remaining systems have weights that will allow a new primary to be chosen.

### Loss of a site

Unified and Database nodes have database roles. The status of the roles can be displayed using **cluster status**. If 50% or more of the database roles are down, then there is insufficient availability for the cluster to function as is. Either additional role servers must be added, or the nodes with down roles must be removed from the cluster and the cluster needs to be reprovisioned. If there is insufficient (less than 50% means the system is down) Database role availability, manual intervention is required to reprovision the system – downtime is dependent on the size of the cluster. Refer to the Platform Guide for details on DR Failover. Database role availability can be increased by adding Database roles, providing greater probability of automatic failover. To delete a failed node and replace it with a new one if database primary is for example lost: The node can be deleted using **cluster del <ip>**. Additional nodes can be deployed and added to the cluster with **cluster add <ip>**. The database weights can be

adjusted using **database weight <ip> <weight>**. Finally, the cluster can be reprovisioned with **cluster provision** (it is recommended that this step is run in a terminal opened with the **screen** command). This command is the same as **cluster provision fast**. The **fast** parameter is available for backwards compatibility and is the default behavior, which is to run the provisioning on all nodes in parallel. Use the command **cluster provision serial** on systems where the VMware host is under load.

The console output below shows examples of these commands.

The cluster status:

```
platform@cpt-bld2-cluster-01:~$ cluster status

Data Centre: jhb
  application : cpt-bld2-cluster-04[172.29.21.243]
                cpt-bld2-cluster-03[172.29.21.242]

  webproxy   : cpt-bld2-cluster-06[172.29.21.245]
                cpt-bld2-cluster-04[172.29.21.243]
                cpt-bld2-cluster-03[172.29.21.242]

  database   : cpt-bld2-cluster-04[172.29.21.243]
                cpt-bld2-cluster-03[172.29.21.242]

Data Centre: cpt
  application : cpt-bld2-cluster-02[172.29.21.241]
                cpt-bld2-cluster-01[172.29.21.240] (services down)

  webproxy   : cpt-bld2-cluster-05[172.29.21.244]
                cpt-bld2-cluster-02[172.29.21.241]
                cpt-bld2-cluster-01[172.29.21.240] (services down)

  database   : cpt-bld2-cluster-02[172.29.21.241]
                cpt-bld2-cluster-01[172.29.21.240] (services down)
```

Deleting a node:

```
platform@cpt-bld2-cluster-01:~$ cluster del 172.29.21.245
You are about to delete a host from the cluster. Do you wish to continue? y
Cluster successfully deleted node 172.29.21.245

Please run 'cluster provision' to reprovision the services in the cluster

Please note that the remote host may still be part of the database clustering
and should either be shut down or reprovisioned as a single node BEFORE this
cluster is reprovisioned
You have new mail in /var/mail/platform
```

Adding a node:

```
platform@cpt-bld2-cluster-01:~$ cluster add 172.29.21.245

Cluster successfully invited node 172.29.21.245
```

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Please run 'cluster provision' to provision the services in the cluster

Database weights: listing and adding

```
platform@cpt-bld2-cluster-01:~$ database weight list
172.29.21.240:
  weight: 5
172.29.21.241:
  weight: 3
172.29.21.243:
  weight: 2
172.29.21.244:
  weight: 1

platform@cpt-bld2-cluster-01:~$ database weight 172.29.21.240 10
172.29.21.240:
  weight: 10
172.29.21.241:
  weight: 3
172.29.21.243:
  weight: 2
172.29.21.244:
  weight: 1
```

### 15.5.3. Create a New VM Using the Platform-Install OVA

**Note:** If an OVA file is not available for your current release, you need to obtain the most recent release OVA for which there is an upgrade path to your release.

The steps below show the common setup of a *single node* from the OVA file - either for the purposes of:

- a standalone installation

If an OVA file is not available for your current release:

1. Obtain and install the most recent release OVA for which there is an upgrade path to your release.
2. Apply the Delta Bundle Upgrade steps for the current release to the OVA to upgrade it.

- a node installation during multinode installation - see [Notes on Multi-Node Installation](#)

If an OVA file is not available for your current release:

1. Obtain and install the most recent release OVA for which there is an upgrade path to your release.
2. Apply the Delta Bundle Upgrade steps for the current release *to the cluster* to upgrade it. Refer to the *Upgrade Guide with Delta Bundle*.

- or during a failover recovery

If an OVA file is not available for your current release:

1. Obtain and install the most recent release OVA for which there is an upgrade path to your release.



2. Add it to your cluster. Use the same configure options in the table below as were applied to the lost node.

Note that the node version mismatch in the cluster can be ignored, since the next upgrade step aligns the versions.

3. Apply the Delta Bundle Upgrade steps for the current release *to the cluster* to upgrade it.

For details, refer to the *Upgrade Guide with Delta Bundle* and to the specific scenario Disaster Recovery steps in the *Platform Guide*.

The steps will therefore be followed either once or multiple times during installation - in accordance with the required topology.

The downloaded OVA file is imported into VMware vCenter Server. Only one OVA file is used to deploy all the functional roles. You choose the specific node `role` when the installation wizard is run.

1. Log in to vSphere to access the ESXi Host.
2. Choose **File > Deploy OVF Template**.
3. Choose Source, browse to the location of the .ova file, and click **Next**.
4. On the Name and Location page, enter a Name for this server.
5. On the Deployment Configuration page, select the appropriate node type. (Refer to the list at the `role` option below.)
6. Choose the resource pool in which to locate the VM.
7. Choose the data store you want to use to deploy the new VM.
8. Choose the disk format to use when deploying the new VM.
  - For non-SSD-based drives in production environments, “thick provisioning” is mandatory. Thick Provision Eager Zeroed is recommended.
  - For SSD-based drives, “thin provisioning” is supported.
9. On the Network Mapping, choose your network on which this VM will reside.
10. Do not select Power on after deployment.
11. On the Ready to Complete page, click **Finish** to start the deployment.
12. After the VM is created, select the CD ROM configuration and verify the **Connect at Power On** check box is enabled. Also, verify the memory, CPU, and disk settings against the requirements shown in either the Single-node cluster (cluster-of-one) System Hardware Specification or Multinode Cluster Hardware Specification section in the Install Guide.
13. Power on the VM.
14. Configure the options in the installation wizard:

| Option | Option name       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1      | network device    | The network device name.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2      | IP                | The IP address of the server. The required format is with Classless Inter-Domain Routing (CIDR): ip/netmask. <sup>1</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 3      | gateway           | The IP address of the network gateway. <sup>Page 228, 1</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 4      | DNS               | The DNS server is optional. Ensure that the DNS server is capable of looking up all hostnames referred to, including NTP server and remote backup locations. <sup>1</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 5      | NTP               | The NTP server is mandatory to ensure that time keeping is accurate and synchronized among nodes in the same cluster. <sup>1</sup>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 6      | boot password     | Enable boot loader configuration password. See the example below.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 7      | hostname          | The hostname, not the fully qualified domain name (FQDN). The maximum character length for the hostname is 56.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8      | role              | <p>Note: only WebProxy, Application and Database nodes are used for a modular architecture installation.</p> <ul style="list-style-type: none"> <li>• A WebProxy role installs only the front-end web server together with ability to distribute load among multiple middleware nodes.</li> <li>• An Application node is the main transaction processing engine and includes a web server which can operate by itself, or route transactions from a web node.</li> <li>• A Database node provides persistent storage of data.</li> <li>• A Standalone node consists of the Web, Application, and Database roles on one node. For Single-node cluster (cluster-of-one).</li> <li>• A Unified node consists of the Web, Application, and Database roles on one node. On installation, the system needs to be clustered with other nodes and the cluster provisioned.</li> <li>• A General node used for M2UC, NBI.</li> </ul> |
| 9      | data center       | The system's geographic location (data center name, city, country that a customer can use to identify the system location). You cannot change this setting once set.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10     | platform password | Platform password must be at least eight characters long and must contain both uppercase and lowercase letters and at least one numeric or special character.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

<sup>1</sup> VOSS Automate supports IPv4 or IPv6

IPv6 allows the following input formats to be used:

- IPv6 Compressed, e.g.: ::ffff:c0a8:6403/64
- IPv6 Expanded (Shortened), e.g.: 0:0:0:0:ffff:c0a8:6403/64
- IPv6 Expanded, e.g.: 0000:0000:0000:0000:ffff:c0a8:6403/64

From Automate release 24.1 onwards, network addresses are in CIDR (Classless Inter-Domain Routing) format, for example: 192.168.100.3/27 or e00d::fafe:23/112. The use of a netmask in the 255.255.255.0 format is no longer supported.

**Note:** On a fresh installation, if you run the install on a network with a DHCP server and encounter an error: “Error: DNS server <DNS server> is either invalid or cannot be reached on the network” you can enter a valid DNS server address to continue the installation.

Once all details are entered, installation will commence. When installation is complete, the system will reboot. Since all services will be stopped, this takes some time.

### Notes on Passwords and Security

The default security protocol for the web server is TLSv1.2.

Password protection can be enabled on the VOSS Automate boot loader configuration from the install wizard upon first install and also from the CLI - see the topic on System Boot Passwords in the Platform Guide for commands to enable, disable or reset the boot password.

**Important:** The boot password is non-recoverable.

The console example below shows the boot password configuration output:

```
(1)          ip      (199.29.21.89)
(2)      netmask    (255.255.255.0)
(3)      gateway    (199.29.21.1)
(4)          dns     (199.29.88.56)
(5)          ntp     (199.29.88.56)
(6)  boot password  (disabled)
(7)      hostname   (atlantic)
(8)          role    (UNDEFINED)
(9)      data centre (earth)
(10) platform password (UNDEFINED)
Select option ? 6
Valid passwords must contain:
    at least one lower- and one upper-case letter,
    at least one numeric digit
    and a special character eg. !#$%&^*
Password: Please enter platform user password:
Please re-enter password
Password:
NOTE: The system boot password is now set for user platform.
```

When the boot password is set, the wizard will show:

```
(6)  boot password  (*****)
```

## Notes on Multi-Node Installation

According to the multi-node deployment topology and specification, the *role* of each VM installation is as indicated below.

- For each WebProxy instance, create a new VM using the platform-install OVA. For *role*, select **(3) WebProxy**. Specify the appropriate data center (Primary/DR site) for each WebProxy instance.
- *Standard Topology only*: For each Unified instance, create a new VM using the platform-install OVA. For *role*, select **(2) Unified**. Specify the appropriate data center (Primary/DR Site) for each Unified instance.

The following Unified nodes are required in the cluster:

- One Unified node as the Primary node at the Primary site
- One Unified node as the Secondary node at the Primary site
- Two Unified nodes as the Secondary nodes at the Disaster Recovery (DR) site

Note:

- For a six Node Multi Cluster deployment there are; two Unified nodes (one Primary and one Secondary) and one WebProxy node at the Primary site, and two Unified nodes (both Secondary) and one WebProxy node at the DR site.
- For an eight Node Multi Cluster deployment, there are four Unified nodes (one Primary and three Secondary) and one WebProxy node at the Primary site. Two Unified nodes (both Secondary) and one WebProxy node are at the DR site.

- *Modular Architecture Topology*

The following nodes are required in a typical Modular Architecture cluster:

- One Application node as the Primary node at the Primary site
- One additional Application node at the Primary site
- One Database node as the Primary Database node at the Primary site
- One additional Database node at the Primary site
- One Application node at the Disaster Recovery (DR) site
- One Database node at the Disaster Recovery (DR) site

---

**Note:** For a typical Modular Architecture cluster there is one WebProxy node at the Primary site and one WebProxy node at the DR site.

---

For each *Database* instance, create a new VM using the platform-install OVA. For *role*, select **(2) Database**. Specify the appropriate data center (Primary/DR Site) for each Database instance.

For each *Application* instance, create a new VM using the platform-install OVA. For *role*, select **(2) Application**. Specify the appropriate data center (Primary/DR Site) for each Application instance.

Also refer to Multinode Installation section in the Install Guide.

Detailed configuration can be applied from the Command Line Interface (CLI). Use **network help** or **network** for details. For example, domain can be configured using **network domain add <domain-name>**. For a geo-redundant deployment, the data center information entered in the wizard is equivalent to the location information.

## Finalize the Installation

When the installation of the OVA is complete, a sign-in prompt for the platform user is displayed. The system is ready for use.

Connect to newly deployed server CLI as the platform user.

The login message would for example looks the same as below:

```
Last login: Wed Nov  2 11:12:45 UTC 2016 from thwh on pts/6
Last failed login: Wed Nov  2 11:19:53 UTC 2016 from iza on ssh:notty
There were 2 failed login attempts since the last successful login.

host: dev-test, role: webproxy,application,database, load: 0.21, USERS: 3
date: 2016-11-02 11:19:57 +00:00, up: 14:19
network: 172.29.253.14, ntp: 172.29.1.15
HEALTH: NOT MONITORED
database: 31Gb
Failed logins: 2 since Wed Nov 02 11:19:53 2016 from iza

    mail - local mail management          keys - ssh/sftp credentials
    network - network management          backup - manage backups
    voss - voss management tools          log - manage system logs
    database - database management        notify - notifications control
    schedule - scheduling commands        selfservice - selfservice management
    diag - system diagnostic tools         system - system administration
    snmp - snmp configuration             user - manage users
    cluster - cluster management           drives - manage disk drives
    web - web server management           app - manage applications
    security - security update tools
```

If the user failed to log in prior to a successful login, the count, date and origin of the attempts are shown as Failed logins. A successful login resets this login count.

Run **app status** on all application nodes and ensure the services are all running and reporting the correct version before continuing.

**Note:** Return to Multinode Installation, Standalone Installation or Failover step to complete the overall installation or failover recovery procedure.

## 15.6. DR Failover and Recovery in a Unified Node Cluster Topology

### 15.6.1. Election of a New Primary and Failover

In the case where unified nodes fail, the system follows a failover procedure. For details on the failover and DR process, refer to the topics in the Platform Guide.

If the primary database is lost, the failover process involves the election of a new primary database by the remaining database nodes. Each node in a cluster is allocated a number of votes that are used in the failover election of a new primary database - the election of a running node with the highest database weight.

The database weights for a node can be seen as the priority value when running the **database config** command. Note that database weight of a node does not necessarily match its number of votes.

```
$ database config
date: 2016-04-25T09:50:34Z
members:
  172.29.21.101:27020:
    priority: 16
    stateStr: PRIMARY
  172.29.21.101:27030:
    stateStr: ARBITER
  172.29.21.102:27020:
    priority: 8
    stateStr: SECONDARY
  172.29.21.102:27030:
    stateStr: ARBITER
  172.29.21.103:27020:
    priority: 4
    stateStr: SECONDARY
  172.29.21.103:27030:
    stateStr: ARBITER
  172.29.21.104:27020:
    priority: 2
    stateStr: SECONDARY
myState: 1
ok: 1
set: DEVICEAPI
```

The maximum number of votes in a cluster should not exceed 7 and arbiter votes are added to nodes to provide a total of 7 votes.

The tables below show the system status and failover for a selection of scenarios for 6 node and 8 node clusters. Also refer to the topics on the specific DR scenarios. The abbreviations used are as follows:

- Pri : Primary site
- DR : DR site
- N : node. Primary node is N1, secondary node is N2.
- w : database weight
- v : vote
- a : arbiter vote

Not all scenarios are listed for 8 node clusters and example weights have been allocated.

- For a 6 node cluster with 4 database nodes and 2 sites, initial votes are as follows:  
Primary database node, nodes 2-3: 2 (1 + 1 arbiter) Secondary database nodes 4: 1 (no arbiter)

| <b>Pri N1<br/>w:40<br/>v:1<br/>a:1</b> | <b>Pri N2<br/>w:30<br/>v:1<br/>a:1</b> | <b>DR<br/>N3<br/>w:20<br/>v:1<br/>a:1</b> | <b>DR<br/>N4<br/>w:10<br/>v:1</b> | <b>Votes</b> | <b>System Status under scenario</b>                                                                         |
|----------------------------------------|----------------------------------------|-------------------------------------------|-----------------------------------|--------------|-------------------------------------------------------------------------------------------------------------|
| Up                                     | Up                                     | Up                                        | Up                                | 7            | System is functioning normally.                                                                             |
| Up                                     | Up                                     | Up                                        | Down                              | 6            | Scenario: Loss of a Non-primary Server in the DR Site. System continues functioning normally.               |
| Up                                     | Up                                     | Down                                      | Up                                | 6            | Scenario: Loss of a Non-primary Server in the DR Site. System continues functioning normally.               |
| Up                                     | Down                                   | Up                                        | Up                                | 6            | Scenario: Loss of a Non-primary Node in the Primary Site. System continues functioning normally.            |
| Down                                   | Up                                     | Up                                        | Up                                | 5            | Scenario: Loss of the Primary Database Server. Some downtime occurs. System automatically fails over to N2. |
| Down                                   | Down                                   | Up                                        | Up                                | 3            | Scenario: Loss of a Primary Site. Manual recovery required                                                  |
| Up                                     | Up                                     | Down                                      | Down                              | 4            | System continues functioning normally.                                                                      |
| Up                                     | Down                                   | Down                                      | Up                                | 3            | Manual recovery required                                                                                    |
| Up                                     | Down                                   | Up                                        | Down                              | 4            | System continues functioning normally.                                                                      |

- For an 8 node cluster with 6 database nodes and 2 sites, initial votes are as follows:

Primary database node: 2 (1 + 1 arbiter voting member) Secondary database nodes total: 5 (no arbiter votes)

The table here shows a representative selection of scenarios.

| Pri N1<br>w:60<br>v:1<br>a:1 | Pri N2<br>w:50<br>v:1 | Pri N3<br>w:40<br>v:1 | Pri N4<br>w:30<br>v:1 | DR<br>N5<br>w:20<br>v:1 | DR<br>N6<br>w:10<br>v:1 | Votes | System Status under scenario                                                                                    |
|------------------------------|-----------------------|-----------------------|-----------------------|-------------------------|-------------------------|-------|-----------------------------------------------------------------------------------------------------------------|
| Up                           | Up                    | Up                    | Up                    | Up                      | Up                      | 7     | System is functioning normally.                                                                                 |
| Up                           | Up                    | Up                    | Down                  | Down                    | Down                    | 4     | Scenarios: Loss of a Non-primary Node in the Primary and Secondary Site. System continues functioning normally. |
| Up                           | Up                    | Up                    | Up                    | Down                    | Up                      | 6     | Scenario: Loss of a Non-primary Server in the DR Site. System continues functioning normally.                   |
| Up                           | Down                  | Up                    | Up                    | Up                      | Up                      | 6     | Scenario: Loss of a Non-primary Node in the Primary Site. System continues functioning normally.                |
| Up                           | Down                  | Down                  | Up                    | Up                      | Up                      | 6     | Scenario: Loss of a Non-primary Node in the Primary Site. System continues functioning normally.                |
| Down                         | Up                    | Up                    | Up                    | Up                      | Up                      | 6     | Scenario: Loss of the Primary Database Server. Some downtime occurs. System automatically fails over to N2.     |
| Down                         | Down                  | Up                    | Up                    | Up                      | Up                      | 4     | Some downtime occurs. System automatically fails over to N3.                                                    |
| Down                         | Down                  | Down                  | Up                    | Up                      | Up                      | 3     | Manual recovery required                                                                                        |
| Down                         | Down                  | Down                  | Down                  | Up                      | Up                      | 2     | Scenario: Loss of a Primary Site. Manual recovery required                                                      |
| Up                           | Up                    | Down                  | Up                    | Up                      | Up                      | 6     | Scenario: Loss of a Non-primary Node in the Primary Site. System continues functioning normally.                |
| Up                           | Up                    | Down                  | Down                  | Up                      | Up                      | 5     | Scenario: Loss of a Non-primary Node in the Primary Site. System continues functioning normally.                |
| Up                           | Up                    | Down                  | Down                  | Down                    | Up                      | 4     | Scenarios: Loss of a Non-primary Node in the Primary and Secondary Site. System continues functioning normally. |
| Up                           | Up                    | Down                  | Down                  | Down                    | Down                    | 3     | Manual recovery required                                                                                        |
| Up                           | Down                  | Up                    | Down                  | Down                    | Down                    | 3     | Manual recovery required                                                                                        |

As the representative table above shows, the 8 node status and scenarios are similar for a number of permutations of nodes. For example, the failure of a single node N2, N3 or N4 results in the same scenario:

- Scenario: Loss of a Non-primary Node in the Primary Site. System continues functioning normally.

The list below shows individual nodes (N1 to N6) and groups of nodes that will result in the same failover scenario.

Upon recovery, there is typically a delay of 10-20 minutes in the continuance of transaction processing.

- N2, N3, N4
- N5, N6



- N2+N3, N2+N4, N3+N4
- N1+N2+N3, N1+N2+N4, N1+N3+N4
- N1+N5, N1+N6
- N2+N5, N2+N6, N3+N5, N3+N6, N4+N5, N4+N6
- N2+N3+N4
- N2+N3+N5, N2+N3+N6, N2+N4+N5, N2+N4+N6, N3+N4+N5, N3+N4+N6
- N5+N6

A failure in other groupings will require a manual recovery, for example, in such groups as:

- N1+N2+N3, N1+N2+N4, N1+N2+N5, N1+N2+N6, N1+N3+N4, N1+N3+N5, N1+N3+N6, N1+N4+N5, N1+N4+N6, N1+N5+N6
- N2+N3+N4+N5, N2+N3+N4+N6, N3+N4+N5+N6
- N1+N2+N3+N4, N1+N2+N3+N5, N1+N2+N3+N6, N1+N3+N4+N5, N1+N3+N4+N6, N1+N4+N5+N6
- N1+N2+N3+N4+N5, N1+N2+N3+N4+N6

### 15.6.2. DR Failover and Recovery Scenarios

A number of failover scenarios and recovery steps are shown. In each case, a node topology is assumed: 6 or 8 node clusters in 2 sites - primary and Disaster Recovery (DR). A node failure scenario is indicated and a set of recovery steps are provided.

The following scenarios that are covered:

- Power off of a node
- Loss of a non-primary node in the Primary site
- Loss of a non-primary server in the DR site
- Loss of the Primary Database Server
- Loss of a Primary Site
- Loss of a DR Site

For the scenarios below, the following procedures and definitions apply:

- In the event of a network failure or a temporary network outage affecting a single a node, the node will be inaccessible and the cluster will respond in the same way as if the node had failed. If network connectivity is then restored, no action is required, because the node will again start communicating with the other nodes in the cluster, provided no changes were made to that node during the outage window.
- In a clustered deployment, the datacentre would typically be two different datacentres, for example “Virginia” and “Seattle”. These can be thought of as a primary site and a DR (Disaster Recovery) site in case of a failure in the primary site. These two datacentres can exist on the same physical hardware, so the separation of the cluster is into two sets of three nodes.

When datacentres are defined during installation, the nodes of a cluster may or may not be in the same physical location. The cluster is designed to communicate across all nodes, regardless of their physical location.

- During recovery, the command **cluster provision** must be run every time a node is deleted from or added to a cluster, even if it is a replacement node. It is recommended that this step is run in a terminal opened with the **screen** command. See: [Using the screen command](#).
- During recovery and installation, the command **cluster prenode** must be run on every node.
- During recovery of 8 node clusters, database weights should be deleted and added again.

### 15.6.3. Scenario: Power Off and On of a Node

The scenario and recovery steps apply to Unified and Proxy nodes.

Node powered off

- Secondary nodes assume primary
- There is no cluster downtime and normal operations continue where the cluster is processing requests and transactions are committed successfully up to the point where a node is powered off.
- At this point, *all* transactions that are currently in flight at the node are lost and will not recover. The lost transactions have to be rerun.
- The lost transactions have to be replayed or rerun.

Bulk load transactions cannot be replayed and have to be rerun. Before resubmitting a failed Bulk load job, carry out the following command on the primary node CLI in order to manually clear each failure transaction that still has a Processing status *after a service restart*. Use the command:

**voss finalize\_transaction <Trans ID>**

The failed transaction status then changes from Processing to Fail. With the node still powered off, replaying the failed transactions is successful

Recovery steps if the node is powered off:

1. Power up the node. The node re-syncs. Run the **database config** command to verify the state of the database members. A typical output of the command would be:

```
$ database config
date: 2017-04-25T09:50:34Z
heartbeatIntervalMillis: 2000
members:
  172.29.21.41:27020:
    priority: 60.0
    stateStr: PRIMARY
    storageEngine: WiredTiger
  172.29.21.41:27030:
    priority: 1.0
    stateStr: ARBITER
    storageEngine: WiredTiger
  172.29.21.42:27020:
    priority: 50.0
    stateStr: SECONDARY
    storageEngine: WiredTiger
  172.29.21.43:27020:
    priority: 40.0
    stateStr: SECONDARY
```

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```

storageEngine: WiredTiger
172.29.21.44:27020:
  priority: 30.0
  stateStr: SECONDARY
  storageEngine: WiredTiger
172.29.21.45:27020:
  priority: 20.0
  stateStr: SECONDARY
  storageEngine: WiredTiger
172.29.21.46:27020:
  priority: 10.0
  stateStr: SECONDARY
  storageEngine: WiredTiger
myState: 1
ok: 1.0
set: DEVICEAPI
term: 38

```

Note that storageEngine will show as WiredTiger after the database engine upgrade to Wired Tiger when upgrading to VOSS-4-UC v17.4. Otherwise, the value is MMAPv1.

In other words, the database should not for example be any of: STARTUP, STARTUP2 or RECOVERING. Note however that it is sometimes expected that nodes are recovering or in startup, but then should change to a normal state after a period of time (depending on how far out of sync those members are).

A file system check may take place.

2. If a replacement node is not on standby, rebuild steps such as boot up, adding to cluster, setting database weight and re-provisioning may take 200-300 minutes, depending on hardware specifications.

It is recommended that standby nodes are available to be used for faster recovery.

---

**Note:** Upon cluster provision failure at any of the proxy nodes during provisioning, the following steps illustrate the cluster provisioning:

1. Run **database config** and check if nodes are either in STARTUP2 or SECONDARY or PRIMARY states with correct arbiter placement.
  2. Login to web proxy on both primary and secondary site and add a web weight using **web weight add <ip>:443 1** for all those nodes that you want to provide a web weight of 1 on the respective proxies.
  3. Run **cluster provision** to mitigate the failure (it is recommended that this step is run in a terminal opened with the **screen** command). See: [Using the screen command](#).
  4. Run **cluster run all app status** to check if all the services are up and running after cluster provisioning completes.
- 

**Note:** If the existing nodes in the cluster do not see the new incoming cluster after **cluster add**, try the following steps:

1. Run **cluster del <ip>** from the primary node, <ip> being the IP of the new incoming node.
2. Run **database weight del <ip>** from the primary node, <ip> being the IP of the new incoming node.
3. Log into any secondary node (non primary unified node) and run **cluster add <ip>**, <ip> being the IP of the new incoming node.

4. Run **database weight add <ip> <weight>** from the same session, <ip> being the IP of the new incoming node.
5. Use **cluster run database cluster list** to check if all nodes see the new incoming nodes inside the cluster.

#### 15.6.4. Scenario: Loss of a Non-primary Node in the Primary Site

- The administrator deployed the cluster into a Primary and DR site.
- The cluster is deployed following the Installation Guide.
- The example here is a typical cluster deployment of 6 nodes, where 4 nodes are database servers and 2 nodes are proxy servers.

However, this scenario also applies to a cluster deployment of 8 nodes: 6 database servers and 2 proxy servers. In the case where more than one non-primary node is lost on the Primary site, the relevant recovery steps are repeated.

The design is preferably split over 2 physical data centers.

```
Data Centre: jhb
    application : AS01[172.29.42.100]
                  AS02[172.29.42.101]

    webproxy :   PS01[172.29.42.102]
                  AS01[172.29.42.100]
                  AS02[172.29.42.101]

    database :   AS01[172.29.42.100]
                  AS02[172.29.42.101]

Data Centre: cpt
    application : AS03[172.29.21.100]
                  AS04[172.29.21.101]

    webproxy :   PS02[172.29.21.102]
                  AS03[172.29.21.100]
                  AS04[172.29.21.101]

    database :   AS03[172.29.21.100]
                  AS04[172.29.21.101]
```

#### Node Failure

- Normal operations continue where the cluster is processing requests and transactions are committed successfully up to the point where a loss of a non-primary node is experienced. In this 6-node example, AS02[172.29.42.101] failed while transactions were running.
- Examine the cluster status running **cluster status** to determine the failed state:

```
platform@AS01:~$ cluster status
```

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```

Data Centre: unknown
application : unknown_172.29.42.101[172.29.42.101] (not responding)

webproxy : unknown_172.29.42.101[172.29.42.101] (not responding)

database : unknown_172.29.42.101[172.29.42.101] (not responding)

Data Centre: jhb
application : AS01[172.29.42.100]

webproxy : PS01[172.29.42.102]
           AS01[172.29.42.100]

database : AS01[172.29.42.100]

Data Centre: cpt
application : AS03[172.29.21.100]
           AS04[172.29.21.101]

webproxy : PS02[172.29.21.102]
           AS03[172.29.21.100]
           AS04[172.29.21.101]

database : AS03[172.29.21.100]
           AS04[172.29.21.101]

```

- At this point, *all* transactions that are currently in flight are lost and will not recover.
- The lost transactions have to be replayed or rerun.

Bulk load transactions cannot be replayed and have to be rerun. Before resubmitting a failed Bulk load job, carry out the following command on the primary node CLI in order to manually clear each failure transaction that still has a Processing status *after a service restart*. Use the command:

**voss finalize\_transaction <Trans ID>**

The failed transaction status then changes from Processing to Fail.

- With the database server AS02[172.29.42.101] still down, replaying the failed transactions are successful.

Recovery Steps if the server that is lost, is unrecoverable:

1. A new unified node needs to be deployed. Ensure the server name, IP information and data centre name is the same as on the server that was lost.
2. Delete the failed node database weight (**database weight del <ip>**), for example **database weight del 172.29.42.101**
3. Run **cluster del 172.29.42.101**, because this server no longer exists. Power off the deleted node, or disable its Network Interface Card.
4. Run **cluster provision** on the cluster *without* the node to be added and then create the new unified node - see: [Create a New VM Using the Platform-Install OVA](#).
5. Switch on the newly installed server.

6. If the node will be a unified or web proxy node, run **cluster prepnod** on it.
7. From the primary unified node, run **cluster add <ip>**, with the IP address of the new unified server to add it to the existing cluster.
8. Add database weights so that the weights distributed throughout the cluster
  - Delete all database weights in the cluster. On a selected unified node, *for each unified node IP*, run **database weight del <IP>**.
  - Re-add all database weights in the cluster. *On each unified node*, for each unified node IP, run **database weight add <IP> <weight>**
  - Check weights - either individually for each node, or for the cluster by using the command:  
**cluster run application database weight list**  
Make sure all application nodes show correct weights.
9. Run **cluster provision primary <ip of current primary>** to join the new unified node to the cluster communications. It is recommended that this step is run in a terminal opened with the **screen** command.
10. If an OVA file was not available for your current release and you used the most recent release OVA for which there is an upgrade path to your release to create the new unified node, *re-apply* the Delta Bundle upgrade to the cluster. See the upgrade document for your release.  
  
Note that the new node version mismatch in the cluster can be ignored, since this upgrade step aligns the versions.

---

**Note:** Upon cluster provision failure at any of the proxy nodes during provisioning, the following steps illustrate the cluster provisioning:

1. Run **database config** and check if nodes are either in STARTUP2 or SECONDARY or PRIMARY states with correct arbiter placement.
  2. Login to web proxy on both primary and secondary site and add a web weight using **web weight add <ip>:443 1** for all those nodes that you want to provide a web weight of 1 on the respective proxies.
  3. Run **cluster provision** to mitigate the failure. It is recommended that this step is run in a terminal opened with the **screen** command.
  4. Run **cluster run all app status** to check if all the services are up and running after cluster provisioning completes.
- 

---

**Note:** If the existing nodes in the cluster do not see the new incoming cluster after **cluster add**, try the following steps:

1. Run **cluster del <ip>** from the primary node, <ip> being the IP of the new incoming node.
  2. Run **database weight del <ip>** from the primary node, <ip> being the IP of the new incoming node.
  3. Log into any secondary node (non primary unified node) and run **cluster add <ip>**, <ip> being the IP of the new incoming node.
  4. Run **database weight add <ip> <weight>** from the same session, <ip> being the IP of the new incoming node.
  5. Use **cluster run database cluster list** to check if all nodes see the new incoming nodes inside the cluster.
-

### 15.6.5. Scenario: Loss of a Non-primary Server in the DR Site

- The administrator deployed the cluster into a Primary and DR site.
- The cluster is deployed following the Installation Guide.
- The example is a cluster deployment: 6 nodes, where 4 nodes are database servers and 2 nodes are proxy servers.

However, this scenario also applies to a cluster deployment of 8 nodes: 6 database servers and 2 proxy servers.

The design is preferably split over 2 physical data centers.

#### Node Failure

- Normal operations continue where the cluster is processing requests and transactions are committed successfully up to the point where a loss of a non-primary node is experienced.

In this 6-node example, AS04[172.29.21.101] failed while transactions were running.

- Examine the cluster status running **cluster status** to determine the failed state:

```
Data Centre: unknown
    application : unknown_172.29.21.101[172.29.21.101] (not responding)

    webproxy : unknown_172.29.21.101[172.29.21.101] (not responding)

    database : unknown_172.29.21.101[172.29.21.101] (not responding)

Data Centre: jhb
    Application : AS01[172.29.42.100]
                  AS02[172.29.42.101]

    webproxy :    PS01[172.29.42.102]
                  AS01[172.29.42.100]
                  AS02[172.29.42.101]

    database :    AS01[172.29.42.100]
                  AS02[172.29.42.101]

Data Centre: cpt
    application : AS03[172.29.21.100]

    webproxy :    PS02[172.29.21.102]
                  AS03[172.29.21.100]

    database :    AS03[172.29.21.100]
```

- At this point, *all* transactions that are currently in flight are lost and will not recover.
- The lost transactions have to be replayed or rerun.

Bulk load transactions cannot be replayed and have to be rerun. Before resubmitting a failed Bulk load job, carry out the following command on the primary node CLI in order to manually clear each failure

transaction that still has a Processing status *after a service restart*. Use the command:

**voss finalize\_transaction <Trans ID>**

The failed transaction status then changes from Processing to Fail.

- With the database server AS04[172.29.21.101] still down, replaying the failed transactions are successful.

Recovery Steps if the server that is lost, is unrecoverable:

1. A new unified node needs to be deployed. Ensure the server name, IP information and datacentre name is the same as on the server that was lost.
2. Delete the failed node database weight (**database weight del <ip>**), for example **database weight del 172.29.21.101**
3. Run **cluster del 172.29.21.101**, because this server no longer exists. Power off the deleted node, or disable its Network Interface Card.
4. Run **cluster provision** on the cluster *without* the node to be added and then create the new unified node - see: [Create a New VM Using the Platform-Install OVA](#) and switch on the newly installed node.
5. If the node will be a unified or web proxy node, run **cluster prepnod** on it.
6. From the primary unified node, run **cluster add <ip>**, with the IP address of the new unified node to add it to the existing cluster.
7. Add database weights so that the weights distributed throughout the cluster
  - Delete all database weights in the cluster. On a selected unified node, *for each unified node IP*, run **database weight del <IP>**.
  - Re-add all database weights in the cluster. *On each unified node*, for each unified node IP, run **database weight add <IP> <weight>**
  - Check weights - either individually for each node, or for the cluster by using the command:  
**cluster run application database weight list**  
Make sure all application nodes show correct weights.
8. Run **cluster provision primary <IP of current primary>** to join the new unified node to the cluster communications. It is recommended that this step is run in a terminal opened with the **screen** command.
9. If an OVA file was not available for your current release and you used the most recent release OVA for which there is an upgrade path to your release to create the new unified node, *re-apply* the Delta Bundle upgrade to the cluster. See the upgrade document for your release.  
  
Note that the new node version mismatch in the cluster can be ignored, since this upgrade step aligns the versions.
10. If an Active/Passive configuration was enabled prior to failover, this should be reconfigured by logging in on the nodes on the DR site and running the command **voss workers 0**.

**Note:** Upon cluster provision failure at any of the proxy nodes during provisioning, the following steps illustrate the cluster provisioning:

1. Run **database config** and check if nodes are either in STARTUP2 or SECONDARY or PRIMARY states with correct arbiter placement.
2. Login to web proxy on both primary and secondary site and add a web weight using **web weight add <ip>:443 1** for all those nodes that you want to provide a web weight of 1 on the respective proxies.



3. Run **cluster provision** to mitigate the failure. It is recommended that this step is run in a terminal opened with the **screen** command.
4. Run **cluster run all app status** to check if all the services are up and running after cluster provisioning completes.

**Note:** If the existing nodes in the cluster do not see the new incoming cluster after **cluster add**, try the following steps:

1. Run **cluster del <ip>** from the primary node, <ip> being the IP of the new incoming node.
2. Run **database weight del <ip>** from the primary node, <ip> being the IP of the new incoming node.
3. Log into any secondary node (non primary unified node) and run **cluster add <ip>**, <ip> being the IP of the new incoming node.
4. Run **database weight add <ip> <weight>** from the same session, <ip> being the IP of the new incoming node.
5. Use **cluster run database cluster list** to check if all nodes see the new incoming nodes inside the cluster.

### 15.6.6. Scenario: Loss of the Primary Database Server

- The administrator deployed the cluster into a Primary and DR site.
- The cluster is deployed following the Installation Guide.
- The example is a typical cluster deployment: 6 nodes, where 4 nodes are database servers and 2 nodes are proxy servers.

However, this scenario also applies to a cluster deployment of 8 nodes: 6 database servers and 2 proxy servers. If non-primary database servers are also lost on the primary or DR site, then also follow the recovery steps for these nodes.

The design is preferably split over 2 physical data centers.

#### Node Failure

- Normal operations continue where the cluster is processing requests and transactions are committed successfully up to the point where a loss of a primary database server is experienced. In this scenario AS01[172.29.42.100] failed while transactions were running.
- Examine the cluster status running **cluster status** to determine the failed state:

```
Data Centre: unknown
  application : unknown_172.29.42.100[172.29.42.100] (not responding)

  webproxy : unknown_172.29.42.100[172.29.42.100] (not responding)

  database : unknown_172.29.42.100[172.29.42.100] (not responding)

Data Centre: jhb
  application : AS02[172.29.42.101]
```

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```

webproxy :    PS01[172.29.42.102]
              AS02[172.29.42.101]

database :    AS02[172.29.42.101]

Data Centre: cpt
application : AS03[172.29.21.100]
              AS04[172.29.21.101]

webproxy :    PS02[172.29.21.102]
              AS03[172.29.21.100]
              AS04[172.29.21.101]

database :    AS03[172.29.21.100]
              AS04[172.29.21.101]

```

- Some downtime occurs. This can be take up to 15 minutes. To speed up recovery, restart the services: **cluster run all app start**.
- The loss of the Primary database server will cause an election and the node with the highest weighting still running will become primary.
- Check the weights set in the cluster configuration: **database weight list**

```

platform@AS01:~$ database weight list
172.29.21.100:
  weight: 10
172.29.21.101:
  weight: 20
172.29.42.100:
  weight: 50
172.29.42.101:
  weight: 40

```

- The primary node 172.29.42.100 failed and therefore node 172.29.42.101 will become the primary node after election.
- To find the primary database, run **database primary**.

```

platform@AS02:~$ database primary
172.29.42.101

```

- At this point *all* transactions that are currently in flight are lost and will not recover.
- The lost transactions have to be replayed or rerun.

Bulk load transactions cannot be replayed and have to be rerun. Before resubmitting a failed Bulk load job, carry out the following command on the primary node CLI in order to manually clear each failure transaction that still has a Processing status *after a service restart*. Use the command:

**voss finalize\_transaction <Trans ID>**

The failed transaction status then changes from Processing to Fail.

- With the database server AS01[172.29.42.100] still down, replaying the failed transactions is successful.

Recovery Steps if the server that is lost, is unrecoverable:

Generally, **cluster provision** must be run every time a node is deleted or added, even if it is a replacement node. It is recommended that this step is run in a terminal opened with the **screen** command.

1. Delete its database weight (**database weight del <ip>**), in other words **database weight del 172.29.42.100**
2. Run **cluster del 172.29.42.100**, because this server no longer exists. Power off the deleted node, or disable its Network Interface Card.
3. Run **cluster provision primary 172.29.42.101** from the current primary node. It is recommended that this step is run in a terminal opened with the **screen** command.

This server should already have the highest weight, and its database weight can be checked with **database weight list**

If all the database weights are deleted and provisioning is run again with **cluster provision**, the CLI message is:

'Please select which of the database should be used as the remaining primary by running "database config", selecting a node to sync from (any node that says primary or secondary and is in a good state, i.e. not in a 'RECOVERING' or 'STARTUP' state ) and rerun provisioning with "cluster provision primary <db server ip from command above>"

4. A new unified node needs to be deployed. Ensure the server name, IP information and data centre name is the same as on the server that was lost.
5. Run **cluster provision** on the cluster *without* the node to be added and then create the new unified node - see: [Create a New VM Using the Platform-Install OVA](#).
6. Run **cluster prenode** on *all* servers.
7. Run **cluster add <ip>** from the primary unified node (current), with the IP address of the new unified server to add it to the existing cluster.
8. Check the output of the commands: **cluster list** and **cluster status** from the existing node. If the new node does not show up:
  - a. Run **cluster del <new node>**
  - b. Rerun the add of the node on *another* existing unified node, until the node shows up in **cluster list** and **cluster status**.
  - c. Verify that the node shows up from all existing nodes. The recovery process may be time consuming.
9. Delete all database weights in the cluster. On a selected unified node, *for each unified node IP*, run **database weight del <IP>**.
10. Re-add all database weights in the cluster. *On each unified node*, for each unified node IP, run **database weight add <IP> <weight>**, considering the following:
  - *For the new unified node*, add a database weight lower than that of the weight of the current primary if this will be a secondary, or higher if this will be the new primary.
  - If the lost primary unified node release version is 18.1-V4UC-Patch-Bundle-03b and if it will be the new primary, first set its weight lower than the current primary and re-apply the patch on it:  
**app install media/18.1-V4UC-Patch-Bundle-03b.script -force**

When done, check the database weights - either individually for each node, or for the cluster by using the command:

**cluster run application database weight list**

Make sure all application nodes show correct weights.

11. Make sure the new node is part of the cluster (run **cluster list**) and run **cluster provision primary 172.29.42.101** from the current primary. It is recommended that this step is run in a terminal opened with the **screen** command.

During the provision process, the role of primary will then be transferred from the current primary to the node with the highest weight. The role transfer may take a significant amount of time, depending on the database size.

During the process, typing **app status** from the new primary node will still show the database as not provisioned:

```
mongodb v11.5.3 (2018-07-01 14:35)
|-arbiter          running
|-database         running (not provisioned)
```

To check the progress of the transfer, the database log can be checked. Type **log follow mongodb/mongodb/mongodb.log**. When the transfer is complete, an entry will show sync done as in the example below:

```
2018-07-09T14:09:48.639986+00:00 un1 mongod.27020[129593]: [initial sync-0] initial_
↪sync done; took 5821s.
```

While the primary role transfer is in progress, the system can be used, but bulk database operations should not be carried out, because the sync may fall too far behind to complete.

12. If an OVA file was not available for your current release and you used the most recent release OVA for which there is an upgrade path to your release to create the new unified node, *re-apply* the Delta Bundle upgrade to the cluster. See the upgrade document for your release.

Note that the new node version mismatch in the cluster can be ignored, since this upgrade step aligns the versions.

**Note:** Upon cluster provision failure at any of the proxy nodes during provisioning, the following steps illustrate the cluster provisioning:

1. Run **database config** and check if nodes are either in STARTUP2 or SECONDARY or PRIMARY states with correct arbiter placement.
2. Login to web proxy on both primary and secondary site and add a web weight using **web weight add <ip>:443 1** for all those nodes that you want to provide a web weight of 1 on the respective proxies.
3. Run **cluster provision** to mitigate the failure.
4. Run **cluster run all app status** to check if all the services are up and running after cluster provisioning completes.

**Note:** If the existing nodes in the cluster do not see the new incoming cluster after **cluster add**, try the following steps:

1. Run **cluster del <ip>** from the primary node, <ip> being the IP of the new incoming node.

2. Delete all database weights. Run **database weight del <ip>** from the primary node, <ip> being the IP of the nodes, including the new incoming node.
3. Log into any secondary node (non primary unified node) and run **cluster add <ip>**, <ip> being the IP of the new incoming node.
4. Re-add all database weights. Run **database weight add <ip> <weight>** from the same session, <ip> being the IP of the nodes, including the new incoming node.
5. Use **cluster run database cluster list** to check if all nodes see the new incoming nodes inside the cluster.

### 15.6.7. Scenario: Loss of a Primary Site

- The administrator deployed the cluster into a Primary and DR site.
- The cluster is deployed following the Installation Guide.
- The example is a typical cluster deployment: 6 nodes, where 4 nodes are database servers and 2 nodes are proxy servers.

However, this scenario also applies to a cluster deployment of 8 nodes: 6 database servers and 2 proxy servers.

The design is preferably split over 2 physical data centers.

- The cluster might also be in two geographically dispersed areas. The cluster has to be installed in two different site names or data center names. In this scenario, a portion of the cluster is in Johannesburg and the other is in Cape Town, South Africa:

```
Data Centre: jhb
  application : AS01[172.29.42.100]
               AS02[172.29.42.101]

  webproxy   : AS01[172.29.42.100]
               AS02[172.29.42.101]
               PS01[172.29.42.102]

  database   : AS01[172.29.42.100]
               AS02[172.29.42.101]

Data Centre: cpt
  application : AS03[172.29.21.100]
               AS04[172.29.21.101]

  webproxy   : PS02[172.29.21.102]
               AS03[172.29.21.100]
               AS04[172.29.21.101]

  database   : AS03[172.29.21.100]
               AS04[172.29.21.101]
```

Primary site failure

- Normal operations continue where the cluster is processing requests and transactions are committed successfully up to the point where a loss of a Primary site is experienced. In this scenario, AS01[172.29.42.100], AS02[172.29.42.101] and PS01[172.29.42.102] failed while transactions were running.
- At this point, *all* transactions that are currently in flight are lost and will not recover.
- The lost transactions have to be replayed or rerun.

Bulk load transactions cannot be replayed and have to be rerun. Before resubmitting a failed Bulk load job, carry out the following command on the primary node CLI in order to manually clear each failure transaction that still has a Processing status *after a service restart*. Use the command:

**voss finalize\_transaction <Trans ID>**

The failed transaction status then changes from Processing to Fail.

- Examine the cluster status by running **cluster status** to determine the failed state:

```
Data Centre: unknown
  application : unknown_172.29.42.100[172.29.42.100] (not responding)
               unknown_172.29.42.101[172.29.42.101] (not responding)

  webproxy :   unknown_172.29.42.100[172.29.42.100] (not responding)
               unknown_172.29.42.101[172.29.42.101] (not responding)
               unknown_172.29.42.102[172.29.42.102] (not responding)

  database :   unknown_172.29.42.100[172.29.42.100] (not responding)
               unknown_172.29.42.101[172.29.42.101] (not responding)

Data Centre: jhb
  application :

  webproxy :

  database :

Data Centre: cpt
  application : AS03[172.29.21.100]
               AS04[172.29.21.101]

  webproxy :   PS02[172.29.21.102]
               AS03[172.29.21.100]
               AS04[172.29.21.101]

  database :   AS03[172.29.21.100]
               AS04[172.29.21.101]
```

- The cluster will be not be operational and manual intervention is needed to recover if a continued flow of transactions is required with a minimum of downtime.
- If it was possible to recover the lost nodes within a reasonable time frame, the cluster will recover automatically if the nodes that were down were brought back into the cluster array successfully.
- To recover the lost nodes and if they are unrecoverable, carry out the following recovery steps.

## Recovery Steps (two options):

Commands should be run on an operational unified node from the DR site. During the recovery of clusters, database weights should be deleted and added again.

1. Delete the failed node database weights from the cluster: **database weight del <ip>**
2. Run **cluster del <ip>** to remove the nodes at the failed primary site. Power off the deleted node, or disable its Network Interface Card.
3. At this point, you have two options:
  - a. Option A: provision half the cluster for a faster uptime of your DR site. Only the DR site will then be operational after the provision. You can also optionally add unified nodes to this cluster.
  - b. Option B: bring the full cluster back up at both the DR site and Primary site. You need to redeploy the Primary site nodes.
4. Option A: provision half the cluster or optionally adding 2 more unified nodes to it.
  - a. If you choose to add 2 more unified nodes to optionally create a cluster with 4 unified nodes, deploy the new nodes as follows.
    - i. Run **cluster provision** on the cluster *without* the node to be added and then create the new unified node - see: [Create a New VM Using the Platform-Install OVA](#).
    - ii. Run **cluster prepnode** on all new nodes.
    - iii. From a running unified node, run **cluster add <ip>**, with the IP address of the new unified node to add it to the existing cluster.
    - iv. Add the database weights nodes in the cluster at the DR site.
      - Delete all database weights in the cluster of the DR site. On a selected unified node, *for each unified node IP*, run **database weight del <IP>**.
      - Re-add all database weights in the cluster of the DR site. *On each unified node*, for each unified node IP, run **database weight add <IP> <weight>**, considering the following:  
*For the new unified node*, add a database weight lower than that of the weight of the current primary if this will be a secondary, or higher if this will be the new primary.
  - b. Run **cluster provision primary <ip>** (current primary IP) It is recommended that this step is run in a terminal opened with the **screen** command.
  - c. If an OVA file was not available for your current release and you used the most recent release OVA for which there is an upgrade path to your release to create the new unified node, *re-apply* the Delta Bundle upgrade to the cluster. See the upgrade document for your release.  
 Note that the new node version mismatch in the cluster can be ignored, since this upgrade step aligns the versions.
  - d. Check all services, nodes and weights - either individually for each node, or for the cluster by using the commands:
    - **cluster run all app status** (make sure no services are stopped/broken - the message 'suspended waiting for mongo' is normal on the fresh unifieds)
    - **cluster run application cluster list** (make sure all application nodes show 3 or 5 nodes)
    - **cluster run application database weight list** (make sure all application nodes show correct weights)
5. Option B: bring the full cluster back up at both the DR site and Primary site. You need to redeploy the Primary site nodes.

- a. Deploy 3 nodes: 2 as unified nodes and 1 as a proxy node. For an 8-node topology, deploy the number of Primary site unified nodes and the web proxy node that were lost.
  - i. Run **cluster provision** on the cluster *without* the node to be added and then create the new unified node - see: [Create a New VM Using the Platform-Install OVA](#).
  - ii. Run **cluster prepnode** on all new nodes.
  - iii. Run **cluster add <ip>** from the current primary unified node, with the IP address of the new unified node to add it to the existing cluster.
  - iv. Ensure the database weights are added back:
    - Delete all database weights in the cluster. On a selected unified node, *for each unified node IP*, run **database weight del <IP>**.
    - Re-add all database weights in the cluster. *On each unified node*, for each unified node IP, run **database weight add <IP> <weight>**, considering the following:  
*For a new unified node*, add a database weight lower than that of the weight of the current primary if this will be a secondary, or higher if this will be the new primary.
  - v. Run **cluster provision primary <ip>** (current primary IP), It is recommended that this step is run in a terminal opened with the **screen** command.  
 After provisioning, the node with the largest database weight will be the primary server.
  - vi. If an OVA file was not available for your current release and you used the most recent release OVA for which there is an upgrade path to your release to create the new unified node, *re-apply* the Delta Bundle upgrade to the cluster.  
 Note that the new node version mismatch in the cluster can be ignored, since this upgrade step aligns the versions.  
 See the upgrade document for your release.
- b. Check all services, nodes and weights - either individually for each node, or for the cluster by using the commands:
  - **cluster run all app status** (make sure no services are stopped/broken - the message 'suspended waiting for mongo' is normal on the fresh unifieds)
  - **cluster run application cluster list** (make sure all application nodes show 6 nodes - or 8 nodes for an 8-node topology).
  - **cluster run application database weight list** (make sure all application nodes show correct weights)
- c. Run **cluster provision primary <ip>**, where <ip> is *the current primary in the DR site*. It is recommended that this step is run in a terminal opened with the **screen** command. The six node (or eight node) cluster then pulls the data from this <ip> into the new primary server at the Primary site.

After provisioning, the database configuration can then be checked with **database config** to verify the primary node in the Primary site.



### 15.6.8. Scenario: Loss of a DR Site

- The administrator deployed the cluster into a Primary and DR site.
- The cluster is deployed following the Installation Guide.
- The example here is a cluster deployment of 6 nodes, where 4 nodes are database servers and 2 nodes are proxy servers.

However, this scenario also applies to a cluster deployment of 8 nodes: 6 database servers and 2 proxy servers.

The design is preferably split over 2 physical data centers.

- The cluster might also be in two geographically dispersed areas. The cluster has to be installed in two different site names or data center names. In this scenario, a portion of the cluster is in Johannesburg and the other is in Cape Town, South Africa:

```
Data Centre: jhb
  application : AS02[172.29.42.101]

  webproxy :   PS01[172.29.42.102]
               AS02[172.29.42.101]

  database :   AS02[172.29.42.101]

Data Centre: cpt
  application : AS03[172.29.21.100]
               AS04[172.29.21.101]

  webproxy :   PS02[172.29.21.102]
               AS03[172.29.21.100]
               AS04[172.29.21.101]

  database :   AS03[172.29.21.100]
               AS04[172.29.21.101]
```

#### DR site failure

- Normal operations continue where the cluster is processing requests and transactions are committed successfully up to the point where a loss of a DR site is experienced. In this scenario, AS03[172.29.21.100], AS04[172.29.21.101] and PS02[172.29.21.100] failed while transactions were running.
- At this point, *all* transactions that are currently in flight are lost and will not recover. The lost transactions have to be rerun.
- The lost transactions have to be replayed or rerun.

Bulk load transactions cannot be replayed and have to be rerun. Before resubmitting a failed Bulk load job, carry out the following command on the primary node CLI in order to manually clear each failure transaction that still has a Processing status *after a service restart*. Use the command:

**voss finalize\_transaction <Trans ID>**

The failed transaction status then changes from Processing to Fail.

- With the DR site still down, replaying the failed transactions is successful
- Examine the cluster status by running **cluster status** to determine the failed state:

```

Data Centre: unknown
  application : unknown_172.29.21.100[172.29.21.100] (not responding)
               unknown_172.29.21.101[172.29.21.101] (not responding)

  webproxy : unknown_172.29.21.100[172.29.21.100] (not responding)
             unknown_172.29.21.101[172.29.21.101] (not responding)
             unknown_172.29.21.102[172.29.21.102] (not responding)

  database : unknown_172.29.21.100[172.29.21.100] (not responding)
            unknown_172.29.21.101[172.29.21.101] (not responding)

Data Centre: jhb
  application : AS01[172.29.42.100]
               AS02[172.29.42.101]

  webproxy :   PS01[172.29.42.102]
               AS01[172.29.42.100]
               AS02[172.29.42.101]

  database :   AS01[172.29.42.100]
               AS02[172.29.42.101]

Data Centre: cpt
  application :

  webproxy :

  database :

```

- The cluster will be operational, but only on the Primary Site.
- You need to recover the lost nodes and if they are unrecoverable. Follow the recovery steps below.

#### Recovery Steps

1. Remove the database weights of the failed nodes from the cluster: **database weight del <ip>**
2. Run **cluster del <ip>** to remove the failed nodes from the existing half of the cluster. Power off the deleted node, or disable its Network Interface Card.
3. Run **cluster provision primary <ip>** before a new server is added. It is recommended that this step is run in a terminal opened with the **screen** command.
4. Redeploy the failed DR site nodes if the nodes are unrecoverable. Deploy 3 nodes: 2 as unified nodes and 1 as a proxy node. This applies to the DR site of a 6 node deployment or 8 node deployment.
5. Run **cluster provision primary** on the cluster *without* the node to be added and then create the new unified node - see: [Create a New VM Using the Platform-Install OVA](#).
6. If a node will be a unified or web proxy node, run **cluster prepnod** on it.
7. From the primary unified node, after the redeployment, run **cluster add <ip>** with the IP address of the new unified node to add it to the existing cluster. Run **cluster list** to make sure the nodes added in cluster.

8. Add the database weights nodes in the cluster.
  - Delete all database weights in the cluster. On a selected unified node, *for each unified node IP*, run **database weight del <IP>**.
  - Re-add all database weights in the cluster. *On each unified node*, for each unified node IP, run **database weight add <IP> <weight>**
9. Check all services, nodes and weights - either individually for each node, or for the cluster by using the commands:
  - **cluster run all app status** (make sure no services are stopped/broken - the message 'suspended waiting for mongo' is normal on the fresh unifieds)
  - **cluster run application cluster list** (make sure all application nodes show 6 nodes - or 8 nodes for an 8-node topology)
  - **cluster run application database weight list** (make sure all application nodes show correct weights)
10. Run **cluster provision primary <ip>** to ensure that a primary is selected for the provisioning stage. It is recommended that this step is run in a terminal opened with the **screen** command.  
 After provisioning, the database configuration can then be checked with the command **database config**.
11. If an OVA file was not available for your current release and you used the most recent release OVA for which there is an upgrade path to your release to create the new unified node, *re-apply* the Delta Bundle upgrade to the cluster. See the upgrade document for your release.  
 Note that the new node version mismatch in the cluster can be ignored, since this upgrade step aligns the versions.
12. If an Active/Passive configuration was enabled prior to failover, this should be reconfigured by logging in on the nodes on the DR site and running the command **voss workers 0**.

### 15.6.9. DR Failover and Recovery in a 2 Node Cluster

**Important:** A 2 node cluster will *not* fail over automatically.

With only two Unified nodes, with or without Web proxies, there is no High Availability. The database on the primary node is read/write, while the database on the secondary is read only.

Only redundancy is available.

- If the primary node fails, a manual delete of the primary node on the secondary and a cluster provision will be needed.
- If the secondary node fails, it needs to be replaced.

**Scenario: Loss of Primary Node**

- The administrator deployed the 2-node cluster.

```
$ cluster status

Data Centre: jhb
  application : AS01[172.29.42.100]
               AS02[172.29.42.101]

  webproxy :   AS01[172.29.42.100]
               AS02[172.29.42.101]

  database :   AS01[172.29.42.100]
               AS02[172.29.42.101]
```

Example database weights:

```
$ database weight list
172.29.42.100:
  weight: 20
172.29.42.101:
  weight: 10
```

- Node Failure: in the case where the primary node is lost on the Primary site:

```
$ cluster status

Data Centre: unknown
  application : unknown_172.29.248.100[172.29.248.100] (not responding)

  webproxy :   unknown_172.29.248.100[172.29.248.100] (not responding)

  database :   unknown_172.29.248.100[172.29.248.100] (not responding)

Data Centre: jhb
  application : AS02[172.29.248.101]

  webproxy :   AS02[172.29.248.101]

  database :   AS02[172.29.248.101]
```

## Recovery Steps

The primary node server is lost.

A. It is decided to fail over to the secondary node:

1. *On the secondary node*, remove the lost server from the cluster:

```
cluster del 172.29.248.100
```

2. *On the secondary node*, run **cluster provision** (it is recommended that this step is run in a terminal opened with the **screen** command). See: [Using the screen command](#).

On the secondary node, check:

```
$ cluster status

Data Centre: jhb
      application : AS02[172.29.248.101]

      webproxy   : AS02[172.29.248.101]

      database   : AS02[172.29.248.101]
```

B. It is decided to recover the primary node:

1. *On the secondary node*, remove the lost server from the cluster:

```
cluster del 172.29.248.100
```

2. *On the secondary node*, run **cluster provision** (it is recommended that this step is run in a terminal opened with the **screen** command).

On the secondary node, check:

```
$ cluster status

Data Centre: jhb
      application : AS02[172.29.248.101]

      webproxy   : AS02[172.29.248.101]

      database   : AS02[172.29.248.101]
```

3. Switch on the newly installed server.

*On the secondary node*, add the server. Run **cluster add 172.29.42.100**.

On either node, check:

```
$ cluster status

Data Centre: jhb
      application : AS01[172.29.42.100]
                  AS02[172.29.42.101]

      webproxy   : AS01[172.29.42.100]
                  AS02[172.29.42.101]
```

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```
database :    AS01[172.29.42.100]
             AS02[172.29.42.101]
```

4. Configure the primary database. *On the newly installed server*, run **cluster provision primary 172.29.42.100** (it is recommended that this step is run in a terminal opened with the **screen** command).

Check database configuration on both nodes, for example:

```
$ database config
date:
  $date: 1549450382862
heartbeatIntervalMillis: 2000
members:
  172.29.42.100:27020:
    priority: 20.0
    stateStr: PRIMARY
    storageEngine: WiredTiger
  172.29.42.100:27030:
    priority: 1.0
    stateStr: ARBITER
    storageEngine: Unknown
  172.29.42.101:27020:
    priority: 10.0
    stateStr: SECONDARY
    storageEngine: WiredTiger
myState: 1
ok: 1.0
set: DEVICEAPI
term: 8
```

### Scenario: Loss of Secondary Node - Replace

1. Remove the secondary node:

```
cluster del <secondary node IP>
```

2. Re-provision the cluster without the removed node:

```
cluster provision
```

3. Create a new secondary node: see [Create a New VM Using the Platform-Install OVA](#)

4. On the newly added node, run:

```
cluster prepnode
```

5. From the primary unified node, run the command below - with the IP address of the new unified server to add it to the existing cluster.

```
cluster add <secondary node IP>
```

6. Re-provision the cluster:

```
cluster provision primary <IP of current primary>
```

### 15.6.10. Scenario: Loss of Full Cluster

#### Background

- The administrator deployed a single-node cluster or deployed the cluster into a Primary and DR site.
- The cluster is deployed following the Installation Guide.
- The example is a typical cluster deployment: 6 nodes, where 4 nodes are database servers and 2 nodes are proxy servers.

However, this scenario also applies to a cluster deployment of 8 nodes: 6 database servers and 2 proxy servers.

The design is preferably split over 2 physical data centers.

- The cluster might also be in two geographically dispersed areas. The cluster has to be installed in two different site names or data center names.

#### Full cluster failure

- In this scenario, *all* nodes failed while transactions were running.
- At this point, *all* transactions that were in flight are lost and will not recover.
- The lost transactions have to be rerun.
- The cluster will not be operational and manual intervention is needed to recover.
- To recover the cluster, carry out the Recovery Steps.

#### Recovery Steps

##### Important:

- Prerequisite: a system backup exported to a remote backup location. The backup file on the remote location would typically have a format *<timestamp>.tar.gz*. This recovery procedure will *only* succeed if you have a valid recent backup to restore.
- For details, considerations and specific commands at each step below, refer to the “Standalone (single-node cluster) Installation” or “Multinode Installation” topic in the *Installation Guide*.

1. Ensure all traces of the previous nodes have been removed from the VMware environment.
2. Deploy fresh nodes as per the original topology.
  - Check deployment topologies and hardware requirements for Multinode Cluster with Unified Nodes, in the *Architecture and Hardware Specification Guide*.

- For new node deployment, see: [Create a New VM Using the Platform-Install OVA](#).
  - For the steps below, follow either the “Standalone (single-node cluster) Installation” or “Multinode Installation” topic in the *Installation Guide*:
3. Add each non-primary node to the cluster by running **cluster prepnode**.
  4. From the primary node, add each node to the cluster using the **cluster add <IP address of node>** command.
  5. For multi-node clusters:
    - a. On the primary node, set the database weights for each database node using the **database weight add <IP address of node> <weight>** command.
    - b. Restore a backup made from the highest weighted secondary database node in the original cluster.Follow the Import steps here: [Backup and Import to a New Environment](#).

Note: It is not necessary to run **cluster provision** again on the primary node. This action is included in the backup restore process.
  6. Ensure all services are up and running:

Run **cluster run all app status** to check if all the services are up and running after the restore completes.

---

**Note:** For multi-node clusters:

Upon cluster provision failure at any of the proxy nodes during provisioning, the following steps illustrate the cluster provisioning:

1. Run **database config** and check if nodes are either in STARTUP2 or SECONDARY or PRIMARY states with correct arbiter placement.
2. Login to web proxy on both primary and secondary site and add a web weight using **web weight add <ip>:443 1** for all those nodes that you want to provide a web weight of 1 on the respective proxies.
3. Run **cluster provision** to mitigate the failure.
4. Run **cluster run all app status** to check if all the services are up and running after cluster provisioning completes.

---

**Note:** For multi-node clusters:

If the existing nodes in the cluster do not see the new incoming cluster after **cluster add**, try the following steps:

1. Run **cluster del <ip>** from the primary node, <ip> being the IP of the new incoming node.
2. Delete all database weights. Run **database weight del <ip>** from the primary node, <ip> being the IP of the nodes, including the new incoming node.
3. Log into any secondary node (non primary unified node) and run **cluster add <ip>**, <ip> being the IP of the new incoming node.
4. Re-add all database weights. Run **database weight add <ip> <weight>** from the same session, <ip> being the IP of the nodes, including the new incoming node.



5. Use **cluster run database cluster list** to check if all nodes see the new incoming nodes inside the cluster.

## 15.7. DR Failover and Recovery in a Modular Cluster Topology

### 15.7.1. Modular Cluster: Election of a New Primary and Failover

In the case where nodes fail, the system follows a failover procedure. For details on the failover and DR process, refer to the topics in the Platform Guide.

If the primary database is lost, the failover process involves the election of a new primary database by the remaining database nodes. Each node in a cluster is allocated a number of votes that are used in the failover election of a new primary database - the election of a running node with the highest database weight.

The database weights for a node can be seen as the **priority** value when running the **database config** command.

**Note:** The database weight of a node does not necessarily match its number of votes.

For voting on a modular system, arbiters are added to the database nodes (N1 and N2) on the primary site, but the secondary site database node (N3) arbiter will be unused.

```
members:
  192.168.100.4:27020:
    priority: 30.0
    stateStr: SECONDARY
    storageEngine: WiredTiger
  192.168.100.4:27030:
    priority: 30.0
    stateStr: ARBITER
    storageEngine: WiredTiger
  192.168.100.6:27020:
    priority: 40.0
    stateStr: PRIMARY
    storageEngine: WiredTiger
  192.168.100.6:27030:
    priority: 40.0
    stateStr: ARBITER
    storageEngine: WiredTiger
  192.168.100.8:27020:
    priority: 10.0
    stateStr: SECONDARY
    storageEngine: WiredTiger
```

The maximum number of votes in a cluster should not exceed 5 and arbiter votes are added to nodes to provide a total of 5 votes.

The tables below show the system status and failover for a selection of scenarios for a 6 node cluster. Also refer to the topics on the specific DR scenarios. The abbreviations used are as follows:

- Pri : Primary site
- DR : DR site
- N : node. Primary node is N1, secondary node is N2.
- w : database weight
- v : vote
- a : arbiter vote
- For example, for a 6 node cluster with 3 database nodes and 2 sites, initial votes per node are as follows:

Primary database nodes (N1, N2): 2 (each 1 + 1 arbiter) Secondary database node (N3): 1 (no arbiter vote)

| Pri N1 w:40 v:1 a:1 | Pri N2 w:30 v:1 a:1 | DR N3 w:10 v:1 | Votes | System Status under scenario                                                                                |
|---------------------|---------------------|----------------|-------|-------------------------------------------------------------------------------------------------------------|
| Up                  | Up                  | Up             | 5     | System is functioning normally.                                                                             |
| Up                  | Up                  | Down           | 4     | Scenario: Loss of a Non-primary Server in the DR Site. System continues functioning normally.               |
| Up                  | Up                  | Up             | 5     | Scenario: Loss of an Application Server. System continues functioning normally. Some transactions may hang. |
| Up                  | Down                | Up             | 3     | Scenario: Loss of a Non-primary Node in the Primary Site. System continues functioning normally.            |

| Pri N1 w:40 v:1 a:1 | Pri N2 w:30 v:1 a:1 | DR N3 w:10 v:1 | Votes | System Status under scenario                                                                                |
|---------------------|---------------------|----------------|-------|-------------------------------------------------------------------------------------------------------------|
| Down                | Up                  | Up             | 3     | Scenario: Loss of the Primary Database Server. Some downtime occurs. System automatically fails over to N2. |
| Down                | Down                | Up             | 1     | Scenario: Loss of a Primary Site. Manual recovery required.                                                 |
| Up                  | Down                | Down           | 2     | Scenario: Loss of all secondary nodes. Manual recovery required.                                            |
| Down                | Up                  | Down           | 2     | Scenario: Loss of all Primary and DR nodes. Manual recovery required.                                       |

### 15.7.2. DR Failover and Recovery Scenarios in a Modular Cluster

A number of failover scenarios and recovery steps are shown. In each case, a node topology is assumed: 8 node clusters in 2 sites - primary and Disaster Recovery (DR).

- The example is a typical cluster deployment: 8 nodes, where 3 nodes are database servers, 3 nodes are application nodes and 2 nodes are proxy servers.

A node failure scenario is indicated and a set of recovery steps are provided.

The following scenarios that are covered:

- Power Off and On of a Node in a Modular Cluster
- Loss of an app node: Modular Cluster
- Loss of the Primary Database Server in a Modular Cluster
- Loss of a non-primary database: Modular Cluster
- Loss of a Primary Site in a Modular Cluster
- Loss of a DR Site in a Modular Cluster
- Loss of Full Cluster in a Modular Cluster

#### Background

For the scenarios below, the following procedures and definitions apply:

- In the event of a network failure or a temporary network outage affecting a single a node, the node will be inaccessible and the cluster will respond in the same way as if the node had failed. If network connectivity is then restored, no action is required, because the node will again start communicating with the other nodes in the cluster, provided no changes were made to that node during the outage window.
- In a clustered deployment, the data center would typically be two different data centers, for example “Virginia” and “Seattle”. These can be thought of as a primary site and a DR (Disaster Recovery) site in case of a failure in the primary site. These two data centers can exist on the same physical hardware, so the separation of the cluster is into two sets of three nodes.

When data centers are defined during installation, the nodes of a cluster may or may not be in the same physical location. The cluster is designed to communicate across all nodes, regardless of their physical location.

- During recovery, the command **cluster provision** must be run every time a node is deleted from or added to a cluster, even if it is a replacement node. It is recommended that this step is run in a terminal opened with the **screen** command. See: [Using the screen command](#).
- During recovery and installation, the command **cluster prenode** must be run on every node.
- During recovery of 8 node clusters, database weights should be deleted and added again.

### 15.7.3. Scenario: Power Off and On of a Node in a Modular Cluster

The scenario and recovery steps apply to database, application and Proxy nodes.

Node powered off

- Secondary database node assumes primary
- There is no cluster downtime and normal operations continue where the cluster is processing requests and transactions are committed successfully up to the point where a node is powered off.
- At this point, *all* transactions that are currently in flight at the node are lost and will not recover. The lost transactions have to be rerun.
- The lost transactions have to be replayed or rerun.

Bulk load transactions cannot be replayed and have to be rerun. Before resubmitting a failed Bulk load job, carry out the following command on an application node CLI in order to manually clear each failure transaction that still has a Processing status *after a service restart*. Use the command:

**voss finalize\_transaction <Trans ID>**

The failed transaction status then changes from Processing to Fail. With the node still powered off, replaying the failed transactions is successful

Recovery steps if the node is powered off:

1. Power up the node. The node re-syncs.

For a database node, run the **database config** command to verify the state of the database members. A typical output of the command would be:

```
$ database config
date: 2017-04-25T09:50:34Z
heartbeatIntervalMillis: 2000
members:
  172.29.21.41:27020:
    priority: 60.0
    stateStr: PRIMARY
    storageEngine: WiredTiger
  172.29.21.41:27030:
    priority: 1.0
    stateStr: ARBITER
    storageEngine: WiredTiger
  172.29.21.42:27020:
    priority: 50.0
    stateStr: SECONDARY
    storageEngine: WiredTiger
  172.29.21.43:27020:
    priority: 40.0
    stateStr: SECONDARY
    storageEngine: WiredTiger
  172.29.21.44:27020:
    priority: 30.0
    stateStr: SECONDARY
    storageEngine: WiredTiger
  172.29.21.45:27020:
    priority: 20.0
```

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```

stateStr: SECONDARY
storageEngine: WiredTiger
172.29.21.46:27020:
priority: 10.0
stateStr: SECONDARY
storageEngine: WiredTiger
myState: 1
ok: 1.0
set: DEVICEAPI
term: 38

```

Note that storageEngine will show as WiredTiger after the database engine upgrade to Wired Tiger when upgrading VOSS-4-UC 17.4. Otherwise, the value is MMAPv1.

In other words, the database should not for example be any of: STARTUP, STARTUP2 or RECOVERING. Note however that it is sometimes expected that nodes are recovering or in startup, but then should change to a normal state after a period of time (depending on how far out of sync those members are).

A file system check may take place.

2. If a replacement node is not on standby, rebuild steps such as boot up, adding to cluster, setting database weight and re-provisioning may take 200-300 minutes, depending on hardware specifications.

It is recommended that standby nodes are available to be used for faster recovery.

---

**Note:** Upon cluster provision failure at any of the proxy nodes during provisioning, the following steps illustrate the cluster provisioning:

1. Run **database config** and check if nodes are either in STARTUP2 or SECONDARY or PRIMARY states with correct arbiter placement.
  2. Login to web proxy on both primary and secondary site and add a web weight using **web weight add <ip>:443 1** for all those nodes that you want to provide a web weight of 1 on the respective proxies.
  3. Run **cluster provision** to mitigate the failure (it is recommended that this step is run in a terminal opened with the **screen** command). See: [Using the screen command](#).
  4. Run **cluster run all app status** to check if all the services are up and running after cluster provisioning completes.
- 

**Note:** If the existing nodes in the cluster do not see the new incoming cluster after **cluster add**, try the following steps:

1. Run **cluster del <ip>** from the primary database node, <ip> being the IP of the new incoming node.
  2. For database nodes, run **database weight del <ip>** from the primary database node, <ip> being the IP of the new incoming node.
  3. Log into primary database node and run **cluster add <ip>**, <ip> being the IP of the new incoming node.
  4. For database nodes, run **database weight add <ip> <weight>** from the same session, <ip> being the IP of the new incoming node.
  5. Use **cluster run database cluster list** to check if all nodes see the new incoming nodes inside the cluster.
-

### 15.7.4. Scenario: Loss of an app node: Modular Cluster

- The administrator deployed the cluster into a Primary and DR site.
  - The cluster is deployed following the Installation Guide.
  - The example is a typical cluster deployment: 8 nodes, where 3 nodes are database servers, 3 nodes are application nodes and 2 nodes are proxy servers.
- The design is preferably split over 2 physical data centers.

#### Application Node Failure

- Normal operations continue where the cluster is processing requests and transactions are committed successfully up to the point where a loss of a app node is experienced. In this 8-node example, AS02[172.29.42.101] failed while transactions were running.
- Examine the cluster status running **cluster status** to determine the failed state:

```
Data Centre: unknown
    application : unknown_172.29.42.101[172.29.42.101] (not responding)

Data Centre: jhb
    application : AS01[172.29.42.100]
    webproxy   : PS01[172.29.42.102]
    database    : DB01[172.29.42.103]
                DB02[172.29.42.104]

Data Centre: cpt
    application : AS03[172.29.21.100]
    webproxy    : PS02[172.29.21.102]
    database     : DB03[172.29.21.101]
```

- At this point, *all* transactions that are currently in flight are lost and will not recover.
- The lost transactions have to be replayed or rerun.

Bulk load transactions cannot be replayed and have to be rerun. Before resubmitting a failed Bulk load job, carry out the following command on an application node in order to manually clear each failure transaction that still has a Processing status *after a service restart*. Use the command:

**voss finalize\_transaction <Trans ID>**

The failed transaction status then changes from Processing to Fail.

## Recovery steps

If the server that is lost, is unrecoverable:

1. A new app node needs to be deployed. Ensure the server name, IP information and data centre name is the same as on the server that was lost.
2. Run **cluster del <IP of lost app node>**, because this server no longer exists. Power off the deleted node, or disable its Network Interface Card.
3. Run **cluster provision** on the cluster *without* the node to be added and then create the *new app node* at the *required data center* - see: [Create a New VM Using the Platform-Install OVA](#).
4. Switch on the newly installed server.
5. Run **cluster prepnode** on the new app node.
6. From the primary database node, run **cluster add <ip>**, with the IP address of the new app node to add it to the existing cluster.
7. From the primary database node, run **cluster provision** to join the new app node to the cluster communications. It is recommended that this step is run in a terminal opened with the **screen** command.
8. If an OVA file was not available for your current release and you used the most recent release OVA for which there is an upgrade path to your release to create the new unified node, *re-apply* the Delta Bundle upgrade to the cluster.

---

**Important:** Re-apply any patches and services (for example, Phone Based Registration) to this node that were added after the initial Delta Bundle upgrade.

---

Note that the new node version mismatch in the cluster can be ignored, since this upgrade step aligns the versions.

9. On the new app node, check the number of queues using **voss queues** and if the number is *less than* 2, set the queues to 2 with **voss queues 2**.

---

**Note:** Applications are reconfigured and the voss-queue process is restarted.

---

10. If the app node was replaced on the DR site and an Active/Passive configuration was enabled prior to failover, this should be reconfigured by logging in on the nodes on the DR site and running the command **voss workers 0**.

See the upgrade document for your release.

---

**Note:** Upon cluster provision failure at any of the proxy nodes during provisioning, the following steps illustrate the cluster provisioning:

1. Run **database config** and check if nodes are either in STARTUP2 or SECONDARY or PRIMARY states with correct arbiter placement.
2. Login to web proxy on both primary and secondary site and add a web weight using **web weight add <ip>:443 1** for all those nodes that you want to provide a web weight of 1 on the respective proxies.
3. Run **cluster provision** to mitigate the failure. It is recommended that this step is run in a terminal opened with the **screen** command.

4. Run **cluster run all app status** to check if all the services are up and running after cluster provisioning completes.

**Note:** If the existing nodes in the cluster do not see the new incoming cluster after **cluster add**, try the following steps:

1. Run **cluster del <ip>** from the primary database node, <ip> being the IP of the new incoming node.
2. Log into any other node (not the new node) and run **cluster add <ip>**, <ip> being the IP of the new incoming node.

### 15.7.5. Scenario: Loss of the Primary Database Server in a Modular Cluster

- The administrator deployed the cluster into a Primary and DR site.
  - The cluster is deployed following the Installation Guide.
  - The example is a typical cluster deployment: 8 nodes, where 3 nodes are database servers, 3 nodes are application nodes and 2 nodes are proxy servers.
- The design is preferably split over 2 physical data centers.

#### Database Node Failure

- Normal operations continue where the cluster is processing requests and transactions are committed successfully up to the point where a loss of a primary database server is experienced. In this scenario DB01[172.29.42.103] failed while transactions were running.
- Examine the cluster status running **cluster status** to determine the failed state:

```
Data Centre: unknown
    database : unknown_172.29.42.103[172.29.42.103] (not responding)

Data Centre: jhb
    application : AS01[172.29.42.100]
                AS02[172.29.42.101]

    webproxy :   PS01[172.29.42.102]

    database :   DB02[172.29.42.104]

Data Centre: cpt
    application : AS03[172.29.21.100]

    webproxy :   PS02[172.29.21.102]

    database :   DB03[172.29.21.101]
```

- Some downtime occurs. This can be take up to 15 minutes. To speed up recovery, restart the services: **cluster run all app start**.



- The loss of the primary database server will cause an election and the database node with the highest weighting still running will become primary.
- Check the weights set in the cluster configuration: **database weight list**

```
[ new example for modular needed ]
platform@AS01:~$ database weight list
172.29.21.101:
    weight: 20
172.29.42.103:
    weight: 50
172.29.42.104:
    weight: 40
```

- The primary database node 172.29.42.103 failed and therefore node 172.29.42.104 will become the primary database node after election.
- To find the primary database, run **database primary**.

```
platform@AS02:~$ database primary
172.29.42.104
```

- At this point *all* transactions that are currently in flight are lost and will not recover.
- The lost transactions have to be replayed or rerun.

Bulk load transactions cannot be replayed and have to be rerun. Before resubmitting a failed Bulk load job, carry out the following command on the primary node CLI in order to manually clear each failure transaction that still has a Processing status *after a service restart*. Use the command:

**voss finalize\_transaction <Trans ID>**

The failed transaction status then changes from Processing to Fail.

- With the database server DB01[172.29.42.103] still down, replaying the failed transactions is successful.

## Recovery Steps

If the server that is lost, is unrecoverable:

Generally, **cluster provision** must be run every time a node is deleted or added, even if it is a replacement node. It is recommended that this step is run in a terminal opened with the **screen** command.

1. Delete its database weight (**database weight del <ip>**), in other words **database weight del 172.29.42.103**
2. Run **cluster del 172.29.42.103**, because this server no longer exists. Power off the deleted node, or disable its Network Interface Card.
3. *Only* run **cluster provision primary 172.29.42.104** from the current primary database node if **database config** shows *no* primary. Else only run **cluster provision** from the current primary node. It is recommended that this step is run in a terminal opened with the **screen** command.

This server should already have the highest weight, and its database weight can be checked with **database weight list**

If all the database weights are deleted and provisioning is run again with **cluster provision**, the CLI message is:

'Please select which of the database should be used as the remaining primary by running "database config", selecting a node to sync from (any node that says primary or secondary and is in a good state, i.e. not in a 'RECOVERING' or 'STARTUP' state ) and rerun provisioning with "cluster provision primary <db server ip from command above>"

4. A new database node needs to be deployed. Ensure the server name, IP information and data centre name is the same as on the server that was lost.

5. Run **cluster provision** on the cluster *without* the node to be added.

Create the *new database node* at the *required data center* - see: [Create a New VM Using the Platform-Install OVA](#).

6. Run **cluster prepnode** on *all* servers.
7. Run **cluster add <ip>** from an existing node, with the IP address of the new database server to add it to the existing cluster.
8. Check the output of the commands: **cluster list** and **cluster status** from the existing node. If the new node does not show up:
  - a. Run **cluster del <new node>**
  - b. Rerun the add of the node on *another* node, until the node shows up in **cluster list** and **cluster status**.
  - c. Verify that the node shows up from all existing nodes. The recovery process may be time consuming.
9. Delete all database weights in the cluster. On a selected database node, *for each database node IP*, run **database weight del <IP>**.
10. Re-add all database weights in the cluster. *On each database node*, for each database node IP, run **database weight add <IP> <weight>**, considering the following:
  - *For the new database node*, add a database weight lower than that of the weight of the current primary if this will be a secondary, or higher if this will be the new primary.

When done, check the database weights - either individually for each node, or for the cluster by using the command:

#### **cluster run application database weight list**

Make sure all database nodes show correct weights.

11. Make sure the new node is part of the cluster (run **cluster list**) and run **cluster provision primary 172.29.42.104** from the *current primary* (where 172.29.42.104 is an example). It is recommended that this step is run in a terminal opened with the **screen** command.

During the provision process, the role of primary will then be transferred from the current primary to the node with the highest weight. The role transfer may take a significant amount of time, depending on the database size.

During the process, typing **app status** from the new primary node will still show the database as not provisioned:

```
mongodb v21.1.1 (2021-05-09 13:36)
  | -arbiter           running
  | -database         running (not provisioned)
```

To check the progress of the transfer, the database log can be checked. Type **log follow mongodb/mongodb/mongodb.log**. When the transfer is complete, an entry will show sync done as in the example below:

```
2021-05-10T14:09:48.639986+00:00 un1 mongod.27020[129593]: [initial sync-0] initial_
↪sync done; took 5821s.
```

While the primary role transfer is in progress, the system can be used, but bulk database operations should not be carried out, because the sync may fall too far behind to complete.

12. If an OVA file was not available for your current release and you used the most recent release OVA for which there is an upgrade path to your release to create the new unified node, *re-apply* the Delta Bundle upgrade to the cluster.

Note that the new node version mismatch in the cluster can be ignored, since this upgrade step aligns the versions.

See the upgrade document for your release.

---

**Note:** Upon cluster provision failure at any of the proxy nodes during provisioning, the following steps illustrate the cluster provisioning:

1. Run **database config** and check if nodes are either in STARTUP2 or SECONDARY or PRIMARY states with correct arbiter placement.
  2. Login to web proxy on both primary and secondary site and add a web weight using **web weight add <ip>:443 1** for all those nodes that you want to provide a web weight of 1 on the respective proxies.
  3. Run **cluster provision** to mitigate the failure.
  4. Run **cluster run all app status** to check if all the services are up and running after cluster provisioning completes.
- 

---

**Note:** If the existing nodes in the cluster do not see the new incoming cluster after **cluster add**, try the following steps:

1. Run **cluster del <ip>** from the primary node, <ip> being the IP of the new incoming node.
  2. Delete all database weights. Run **database weight del <ip>** from the primary database node, <ip> being the IP of the nodes, including the new incoming node.
  3. Log into a non primary database node and run **cluster add <ip>**, <ip> being the IP of the new incoming node.
  4. Re-add all database weights. Run **database weight add <ip> <weight>** from the same session, <ip> being the IP of the nodes, including the new incoming node.
  5. Use **cluster run database cluster list** to check if all nodes see the new incoming nodes inside the cluster.
-

### 15.7.6. Scenario: Loss of a non-primary database: Modular Cluster

- The administrator deployed the cluster into a Primary and DR site.
- The cluster is deployed following the Installation Guide.
- The example is a typical cluster deployment: 8 nodes, where 3 nodes are database servers, 3 nodes are application nodes and 2 nodes are proxy servers.

The design is preferably split over 2 physical data centers.

#### Database Node Failure

- Normal operations continue where the cluster is processing requests and transactions are committed successfully up to the point where a loss of a non-primary node is experienced.

In this example, DB02[172.29.42.104] failed while transactions were running.

- Examine the cluster status running **cluster status** to determine the failed state:

Data Centre: unknown

database : unknown\_172.29.42.104[172.29.42.104] (**not** responding)

Data Centre: jhb

application : AS01[172.29.42.100]

AS02[172.29.42.101]

webproxy : PS01[172.29.42.102]

database : DB01[172.29.42.103]

Data Centre: cpt

application : AS03[172.29.21.100]

webproxy : PS02[172.29.21.102]

database : DB03[172.29.21.101]

- At this point, *all* transactions that are currently in flight are lost and will not recover.
- The lost transactions have to be replayed or rerun.

Bulk load transactions cannot be replayed and have to be rerun. Before resubmitting a failed Bulk load job, carry out the following command on an application node in order to manually clear each failure transaction that still has a Processing status *after a service restart*. Use the command:

**voss finalize\_transaction <Trans ID>**

The failed transaction status then changes from Processing to Fail.

- With the database server DB02[172.29.42.104] still down, replaying the failed transactions are successful.

## Recovery steps

If the server that is lost, is unrecoverable:

1. A new database node needs to be deployed. Ensure the server name, IP information and data center name is the same as on the server that was lost.
2. Delete the failed node database weight (**database weight del <ip>**), for example **database weight del 172.29.42.104**
3. Run **cluster del 172.29.42.104**, because this server no longer exists. Power off the deleted node, or disable its Network Interface Card.
4. Run **cluster provision** on the cluster *without* the node to be added.

Then create the *new database node* at the *required data center* - see: [Create a New VM Using the Platform-Install OVA](#) and switch on the newly installed node.

5. From the primary database node, run **cluster add <ip>**, with the IP address of the new database node to add it to the existing cluster.
6. Add database weights so that the weights distributed throughout the cluster
  - Delete all database weights in the cluster. On the primary database node, *for each database node IP*, run **database weight del <IP>**.
  - Re-add all database weights in the cluster. *On each database node*, for each database node IP, run **database weight add <IP> <weight>**
  - Check weights - either individually for each node, or for the cluster by using the command:

**cluster run application database weight list**

Make sure all database nodes show correct weights.

7. Run **cluster provision** to join the new database node to the cluster communications. It is recommended that this step is run in a terminal opened with the **screen** command.
8. If an OVA file was not available for your current release and you used the most recent release OVA for which there is an upgrade path to your release to create the new database node, *re-apply* the Delta Bundle upgrade to the cluster.

Note that the new node version mismatch in the cluster can be ignored, since this upgrade step aligns the versions.

See the upgrade document for your release.

---

**Note:** Upon cluster provision failure at any of the proxy nodes during provisioning, the following steps illustrate the cluster provisioning:

1. Run **database config** and check if nodes are either in STARTUP2 or SECONDARY or PRIMARY states with correct arbiter placement.
2. Login to web proxy on both primary and secondary site and add a web weight using **web weight add <ip>:443 1** for all those nodes that you want to provide a web weight of 1 on the respective proxies.
3. Run **cluster provision** to mitigate the failure. It is recommended that this step is run in a terminal opened with the **screen** command.
4. Run **cluster run all app status** to check if all the services are up and running after cluster provisioning completes.

**Note:** If the existing nodes in the cluster do not see the new incoming cluster after **cluster add**, try the following steps:

1. Run **cluster del <ip>** from the primary database node, <ip> being the IP of the new incoming node.
2. Run **database weight del <ip>** from the primary database node, <ip> being the IP of the new incoming node.
3. Log into any non primary database node and run **cluster add <ip>**, <ip> being the IP of the new incoming node.
4. Run **database weight add <ip> <weight>** from the same session, <ip> being the IP of the new incoming node.
5. Use **cluster run database cluster list** to check if all nodes see the new incoming nodes inside the cluster.

### 15.7.7. Scenario: Loss of a Primary Site in a Modular Cluster

- The administrator deployed the cluster into a primary and DR site.
  - The cluster is deployed following the Installation Guide.
  - The example is a typical cluster deployment: 8 nodes, where 3 nodes are database servers, 3 nodes are application nodes and 2 nodes are proxy servers.
- The design is preferably split over 2 physical data centers.
- The cluster might also be in two geographically dispersed areas. The cluster has to be installed in two different site names or data center names. In this scenario, a portion of the cluster is in Johannesburg and the other is in Cape Town, South Africa.

#### Primary site failure

- Normal operations continue where the cluster is processing requests and transactions are committed successfully up to the point where a loss of a primary site is experienced. In this scenario, the following nodes failed while transactions were running:
  - AS01[172.29.42.100]
  - AS02[172.29.42.101]
  - PS01[172.29.42.102]
  - DB01[172.29.42.103]
  - DB02[172.29.42.104]
- At this point, *all* transactions that are currently in flight are lost and will not recover.
- The lost transactions have to be replayed or rerun.

Bulk load transactions cannot be replayed and have to be rerun. Before resubmitting a failed Bulk load job, carry out the following command on the primary node CLI in order to manually clear each failure transaction that still has a Processing status *after a service restart*. Use the command:

**voss finalize\_transaction <Trans ID>**

The failed transaction status then changes from Processing to Fail.

- Examine the cluster status by running **cluster status** to determine the failed state:

```
Data Centre: unknown
      application : unknown_172.29.42.100[172.29.42.100] (not responding)
                  unknown_172.29.42.101[172.29.42.101] (not responding)

      webproxy :    unknown_172.29.42.102[172.29.42.102] (not responding)

      database :    unknown_172.29.42.103[172.29.42.104] (not responding)
                  unknown_172.29.42.103[172.29.42.103] (not responding)

Data Centre: jhb
      application :

      webproxy :

      database :

Data Centre: cpt
      application : AS03[172.29.21.100]

      webproxy :    PS02[172.29.21.102]

      database :    DB03[172.29.21.101]
```

- The cluster will not be operational and manual intervention is needed to recover if a continued flow of transactions is required with a minimum of downtime.
- If it was possible to recover the lost nodes within a reasonable time frame, the cluster will recover automatically if the nodes that were down were brought back into the cluster array successfully.
- To recover the lost nodes and if they are unrecoverable, carry out the following recovery steps.

### Recovery Steps (two options):

Commands should be run on an operational unified node from the DR site. During the recovery of clusters, database weights should be deleted and added again.

1. Delete the failed node database weights from the cluster: **database weight del <ip>**
2. Run **cluster del <ip>** to remove the nodes at the failed primary site. Power off the deleted node, or disable its Network Interface Card.
3. At this point, you have two options:
  - a. Option A: provision half the cluster for a faster uptime of your DR site. Only the DR site will then be operational after the provision. You can also optionally add nodes to this cluster.
  - b. Option B: bring the full cluster back up at both the DR site and primary site. You need to redeploy the primary site nodes.
4. Option A: provision half the cluster or optionally adding 2 more nodes to it.
  - a. If you choose to add 2 more nodes to optionally create a cluster with 2 application and 2 database nodes, deploy the new nodes as follows.

- i. Run **cluster provision** on the cluster *without* the node to be added and then create the *new application and database nodes* at the *required data center* - see: [Create a New VM Using the Platform-Install OVA](#).
- ii. Run **cluster prepnode** on all new nodes.
- iii. From a running database node, run **cluster add <ip>**, with the IP address of each new node to add it to the existing cluster.
- iv. Add the database weights nodes in the cluster at the DR site.
  - Delete all database weights in the cluster of the DR site. On a selected database node, *for each database node IP*, run **database weight del <IP>**.
  - Re-add all database weights in the cluster of the DR site. *On each database node*, for each database node IP, run **database weight add <IP> <weight>**, considering the following:  
*For the new database node*, add a database weight lower than that of the weight of the current primary if this will be a secondary, or higher if this will be the new primary.

- b. Run **database config** to determine if you have a primary database. If not, run **cluster provision primary <ip>** (current primary IP) It is recommended that this step is run in a terminal opened with the **screen** command. If you do have a primary database, only run **cluster provision**.
- c. If an OVA file was not available for your current release and you used the most recent release OVA for which there is an upgrade path to your release to create the new unified node, *re-apply* the Delta Bundle upgrade to the cluster.

Note that the new node version mismatch in the cluster can be ignored, since this upgrade step aligns the versions.

See the upgrade document for your release.

- d. Check all services, nodes and weights - either individually for each node, or for the cluster by using the commands:
  - **cluster run all app status** (make sure no services are stopped/broken - the message 'suspended waiting for mongo' is normal on the fresh database nodes)
  - **cluster run application cluster list** (make sure all nodes show)
  - **cluster run application database weight list** (make sure all database nodes show correct weights)
5. Option B: bring the full cluster back up at both the DR site and primary site. You need to redeploy the primary site nodes.
  - a. Deploy 5 nodes: 2 database nodes, 2 application nodes and 1 proxy node.
    - i. Run **cluster provision** on the cluster *without* the node to be added and then create the new application, proxy and database nodes at the *required data center* - see: [Create a New VM Using the Platform-Install OVA](#).
    - ii. Run **cluster prepnode** on all new nodes.
    - iii. Run **cluster add <ip>** from the current primary database node, with the IP address of each new node to add it to the existing cluster.
    - iv. Ensure the database weights are added back:
      - Delete all database weights in the cluster. On a selected database node, *for each database node IP*, run **database weight del <IP>**.



- Re-add all database weights in the cluster. *On each database node*, for each database node IP, run **database weight add <IP> <weight>**, considering the following:

*For a new database node*, add a database weight lower than that of the weight of the current primary if this will be a secondary, or higher if this will be the new primary.

- v. Since the primary database node is newly added, run **cluster provision primary <ip>** (current primary IP). It is recommended that this step is run in a terminal opened with the **screen** command.

After provisioning, the node with the largest database weight will be the primary server.

- vi. If an OVA file was not available for your current release and you used the most recent release OVA for which there is an upgrade path to your release to create the new unified node, *re-apply* the Delta Bundle upgrade to the cluster.

Note that the new node version mismatch in the cluster can be ignored, since this upgrade step aligns the versions.

See the upgrade document for your release.

- b. Check all services, nodes and weights - either individually for each node, or for the cluster by using the commands:

- **cluster run all app status** (make sure no services are stopped/broken - the message 'suspended waiting for mongo' is normal on the fresh database nodes)
- **cluster run application cluster list** (make sure all nodes show)
- **cluster run application database weight list** (make sure all database nodes show correct weights)

- c. Run **cluster provision primary <ip>**, where <ip> is *the current primary database in the DR site*. It is recommended that this step is run in a terminal opened with the **screen** command. The six node (or eight node) cluster then pulls the data from this <ip> into the new primary database server at the primary site.

After provisioning, the database configuration can then be checked with **database config** to verify the primary database node in the primary site.

- d. On the new app nodes, check the number of queues using **voss queues** and if the number is *less than 2*, set the queues to 2 with **voss queues 2**.

---

**Note:** Applications are reconfigured and the voss-queue process is restarted.

---

### 15.7.8. Scenario: Loss of a DR Site in a Modular Cluster

- The administrator deployed the cluster into a Primary and DR site.
- The cluster is deployed following the Installation Guide.
- The example is a typical cluster deployment: 8 nodes, where 3 nodes are database servers, 3 nodes are application nodes and 2 nodes are proxy servers.

The design is preferably split over 2 physical data centers.

- The cluster might also be in two geographically dispersed areas. The cluster has to be installed in two different site names or data center names. In this scenario, a portion of the cluster is in jhb and the other is in cpt.

**DR site failure**

- Normal operations continue where the cluster is processing requests and transactions are committed successfully up to the point where a loss of a DR site is experienced. In this scenario, the following nodes failed while transactions were running:

- AS03[172.29.21.100]
- PS02[172.29.21.101]
- DB03[172.29.21.102]

- At this point, *all* transactions that are currently in flight are lost and will not recover. The lost transactions have to be rerun.
- The lost transactions have to be replayed or rerun.

Bulk load transactions cannot be replayed and have to be rerun. Before resubmitting a failed Bulk load job, carry out the following command on the primary node CLI in order to manually clear each failure transaction that still has a Processing status *after a service restart*. Use the command:

**voss finalize\_transaction <Trans ID>**

The failed transaction status then changes from Processing to Fail.

- With the DR site still down, replaying the failed transactions is successful
- Examine the cluster status by running **cluster status** to determine the failed state:

```
Data Centre: unknown
  application : unknown_172.29.21.100[172.29.21.100] (not responding)

  webproxy :    unknown_172.29.21.101[172.29.21.101] (not responding)

  database :    unknown_172.29.21.102[172.29.21.102] (not responding)

Data Centre: jhb
  application : AS01[172.29.42.100]
                AS02[172.29.42.101]

  webproxy :    PS01[172.29.42.102]

  database :    DB01[172.29.42.103]
                DB02[172.29.42.104]

Data Centre: cpt
  application :

  webproxy :

  database :
```

- The cluster will be operational, but only on the primary site.
- You need to recover the lost nodes and if they are unrecoverable. Follow the recovery steps below.

## Recovery Steps

1. Remove the database weights of the failed database nodes from the cluster: **database weight del <ip>**
2. Run **cluster del <ip>** to remove the failed nodes from the existing half of the cluster. Power off the deleted node, or disable its Network Interface Card.
3. Run **cluster provision** from the primary database node before a new server is added. It is recommended that this step is run in a terminal opened with the **screen** command.
4. Redeploy the failed DR site nodes if the nodes are unrecoverable. Deploy 3 nodes: 1 application, 1 database and 1 proxy node.
5. Run **cluster provision** from the primary database node on the cluster *without* the node to be added and then create the new node at the *required data center* - see: [Create a New VM Using the Platform-Install OVA](#).
6. Run **cluster prepnode** on all nodes.
7. From the primary database node, after the redeployment, run **cluster add <ip>** with the IP address of the new nodes to add them to the existing cluster. Run **cluster list** to make sure the nodes added in cluster.
8. Add the database weights nodes in the cluster.
  - Delete all database weights in the cluster. On a selected database node, *for each database node IP*, run **database weight del <IP>**.
  - Re-add all database weights in the cluster. *On each database node*, for each database node IP, run **database weight add <IP> <weight>**
9. Check all services, nodes and weights - either individually for each node, or for the cluster by using the commands:
  - **cluster run all app status** (make sure no services are stopped/broken - the message 'suspended waiting for mongo' is normal on the fresh database nodes)
  - **cluster run application cluster list** (make sure all nodes show)
  - **cluster run application database weight list** (make sure all database nodes show correct weights)
10. Run **cluster provision** on the primary database node to ensure that a primary is selected for the provisioning stage. It is recommended that this step is run in a terminal opened with the **screen** command.  
 After provisioning, the database configuration can then be checked with the command **database config**.
11. If an OVA file was not available for your current release and you used the most recent release OVA for which there is an upgrade path to your release to create the new unified node, *re-apply* the Delta Bundle upgrade to the cluster.  
 Note that the new node version mismatch in the cluster can be ignored, since this upgrade step aligns the versions.  
 See the upgrade document for your release.
12. If an Active/Passive configuration was enabled prior to failover, this should be reconfigured by logging in on the *application* nodes on the DR site and running the command **voss workers 0**.
13. On the new app nodes, check the number of queues using **voss queues** and if the number is *less than* 2, set the queues to 2 with **voss queues 2**.

---

**Note:** Applications are reconfigured and the `voss-queue` process is restarted.

---

### 15.7.9. Scenario: Loss of Full Cluster in a Modular Cluster

#### Background

- The administrator deployed the cluster into a primary and DR site.
- The cluster is deployed following the Installation Guide.
- The example is a typical cluster deployment: 8 nodes, where 3 nodes are database servers, 3 nodes are application nodes and 2 nodes are proxy servers.  
The design is preferably split over 2 physical data centers.
- The cluster might also be in two geographically dispersed areas. The cluster has to be installed in two different site names or data center names.

#### Full cluster failure

- In this scenario, *all* nodes failed while transactions were running.
- At this point, *all* transactions that were in flight are lost and will not recover.
- The lost transactions have to be rerun.
- The cluster will not be operational and manual intervention is needed to recover.
- To recover the cluster, carry out the Recovery Steps.

#### Recovery Steps

---

##### Important:

- Prerequisite: a system backup exported to a remote backup location. The backup file on the remote location would typically have a format `<timestamp>.tar.gz`. This recovery procedure will *only* succeed if you have a valid recent backup to restore.
  - For details, considerations and specific commands at each step below, refer to the “Modular Cluster Multinode Installation” topic in the *Installation Guide*.
- 

1. Ensure all traces of the previous nodes have been removed from the VMware environment.
2. Deploy fresh nodes as per the original topology.
  - Check topologies and hardware requirements in the *Architecture and Hardware Specification Guide*.
  - For new *node type* deployment at the *required data center*, see: [Create a New VM Using the Platform-Install OVA](#).
  - For the steps below, follow the “Modular Cluster Installation” topics in the *Installation Guide*:
3. Add each node to the cluster by running **cluster prenode**.

4. From the primary database node, add each node to the cluster using the **cluster add <IP address of node>** command.
5. On the primary database node, set the database weights for each database node using the **database weight add <IP address of node> <weight>** command.
6. Restore a backup made from the highest weighted secondary database node in the original cluster.

Follow the Import steps here: [Backup and Import to a New Environment](#).

Note: It is not necessary to run **cluster provision** again on the primary node. This action is included in the backup restore process.

7. On the new app nodes, check the number of queues using **voss queues** and if the number is *less than* 2, set the queues to 2 with **voss queues 2**.

---

**Note:** Applications are reconfigured and the voss-queue process is restarted.

---

8. Ensure all services are up and running:

Run **cluster run all app status** to check if all the services are up and running after the restore completes.

---

**Note:**

- Upon cluster provision failure at any of the proxy nodes during provisioning, the following steps illustrate the cluster provisioning:
    1. Run **database config** and check if nodes are either in STARTUP2 or SECONDARY or PRIMARY states with correct arbiter placement.
    2. Login to web proxy on both primary and secondary site and add a web weight using **web weight add <ip>:443 1** for all those nodes that you want to provide a web weight of 1 on the respective proxies.
    3. Run **cluster provision** to mitigate the failure.
    4. Run **cluster run all app status** to check if all the services are up and running after cluster provisioning completes.
  - If the existing nodes in the cluster do not see the new incoming cluster after **cluster add**, try the following steps:
    1. Run **cluster del <ip>** from the primary node, <ip> being the IP of the new incoming node.
    2. Delete all database weights. Run **database weight del <ip>** from the primary node, <ip> being the IP of the nodes, including the new incoming node.
    3. Log into any secondary node (non primary unified node) and run **cluster add <ip>** ,<ip> being the IP of the new incoming node.
    4. Re-add all database weights. Run **database weight add <ip> <weight>** from the same session, <ip> being the IP of the nodes, including the new incoming node.
    5. Use **cluster run database cluster list** to check if all nodes see the new incoming nodes inside the cluster.
-

## 16. Troubleshooting

### 16.1. Platform User Password Recovery Procedure

The steps below describe how to reset the VOSS Automate platform user password if you forget the password and you are not able to access the CLI via platform user.

1. Log in to VMWare and choose the VOSS Automate Virtual Machine (VM).
2. Right-click the VM and choose **Edit Settings**.
3. Disconnect the network adapter by un-checking the **Connected** check box. This ensures that transactions are not lost.
4. Click the **VM Options** tab, **During the next boot, force entry into the BIOS setup screen** check-box is checked.
5. Click the **OK** button to apply the settings.
6. Open the VOSS Automate display (**Launch Virtual Machine Console**).
7. Under the **Power** menu option, click the reboot button (**Restart Guest**).
8. In the VM console, press F10 and **YES** to exit the BIOS (Do not make any changes in the BIOS). The next step needs to be performed quickly before the VOSS Automate system boots.
9. While the cursor highlights the first GRUB console entry (Ubuntu), press e. For username, enter: platform and password = boot password configured during setup.
10. Navigate to the second to the last line which starts with linux and ends with fsck.repair=yes.
11. Navigate to the end of the line after =yes, add a space and add init=/bin/bash.
12. Press Ctrl-x in order to boot the system.
13. When the system has booted, on the console at the root@(none):/# prompt, enter commands as follows:

|                                          |                                                                    |
|------------------------------------------|--------------------------------------------------------------------|
| mount -o remount,rw /                    |                                                                    |
| passwd platform                          | Type in and confirm a new password. Check for the success message. |
| mount -o rw /var/log                     | Allow counters to be reset.                                        |
| /sbin/pam_tally2 --reset --user platform | Reset the failed password attempt counter.                         |
| sync                                     | Force a file system sync.                                          |
| exit                                     | Exit the console.                                                  |

14. Reconnect the VM network adapter under the **Edit Settings** option.
15. Power off the VM and power on the VM again.
16. When the system boots, choose the default highlighted GRUB entry (not recovery mode).
17. Allow the disk checks to complete if they do run.
18. You can now log in as platform user with the password set above.

## 16.2. 'No Space Left on Device' Error

You receive the following error message while backing up or restoring VOSS Automate on a virtual machine: 'No Space Left on Device.' You can create a new virtual disk on the node with the primary database and then reassign the VOSS Automate data to the new disk. The new disk has enough space for you to perform the backup or restore operation.

---

**Important:** If you wish to revert to a *smaller* disk size or back to your original disk size after following the steps below, contact VOSS support.

---

1. In VMware, add a disk on the node that contains the primary database:
  - a. From the VM menu, click **Edit Settings**.
  - b. Click **Add**. The Add Hardware Wizard opens.
  - c. Select Hard Disk and then click Next.
  - d. Select Create a new virtual disk and then click Next.
  - e. Set the capacity to be the same as the database disk: 250 GB.
  - f. Accept the default file name and location, or click **Browse** to select a different location.
  - g. Click **Finish**.

Your guest operating system recognizes the new virtual disk as a new, blank hard disk.

---

**Note:** If the steps above do not succeed on your version of VMWare, first turn off the virtual machine that contains the primary database, carry out the steps and then turn on the virtual machine.

---

2. Log in to the platform account on the virtual machine and run the **drives list** command.
  3. In the command output, note the following information, which you will use in the next step:
    - The name of the new disk in the 'Unused disks' section
    - The identifier of the current disk, 'services:backups,' in the 'Used disks and mountpoints' section
  4. Run the following command: **drives reassign <new disk name> services:backups**
- All current data is moved to the new disk. You can continue with your backup or restore operation.

## 16.3. Loss of the whole cluster and redeploying new servers

**Important:** Backups should be created and restored in a **screen** session - see: [Using the screen command](#).

The high level redeploy and backup restore steps are as follows:

- Redeploy the cluster.
- Store the backup you want to restore in a different location.
- Recreate the remote backups on the primary node using **backup create <loc-name> <URI>**.
- Copy the saved backup under the new UID folder on the remote backup server.
- Do a **backup list**

For example:

```
pxetest:
  URI: sftp://sftpusr:*****@172.29.42.249/AS03
  Backups:
    1 backups have been created - most recently 2014-08-21 10:24
```

A **backup restore** can now be run on the primary.

The example console output below shows the steps and process:

Identifying the database primary:

```
platform@AS01:~$ database primary
172.29.42.100
```

Listing the backups:

```
platform@AS01:~$ backup list
localbackup:
  URI: file:///backups
  Backups:
    2 backups have been created - most recently 2014-08-21 17:59
pxetest:
  URI: sftp://sftpusr:*****@172.29.42.249/AS01
  Backups:
    2 backups have been created - most recently 2014-08-21 12:54
```

You have new mail in /var/mail/platform

Restoring the backup:

```
platform@AS01:~$ backup restore pxetest 2014-08-21 12:54
Services will be restarted during the restore. Do you wish to continue? y
Application <name>-deviceapi processes stopped.
Stopping Application while performing database restore
```

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```

----- AS02, ip=172.29.42.101, role=webproxy,application,database, loc=cpt

Stopping nginx:proxy

----- AS01, ip=172.29.42.100, role=webproxy,application,database, loc=cpt

Application nginx processes stopped.

----- AS02, ip=172.29.42.101, role=webproxy,application,database, loc=cpt

Application nginx processes stopped.

----- AS04, ip=172.29.21.191, role=webproxy,application,database, loc=jhb

Application nginx processes stopped.

----- AS03, ip=172.29.21.190, role=webproxy,application,database, loc=jhb

Application nginx processes stopped.
System restore starting from
  sftp://sftpusr:sftpusr@172.29.42.249/AS01/ba1e37deff1309edcc2595bf46c6bfc2a99ca164
  (1408625665)
Local and Remote metadata are synchronized, no sync needed.
Last full backup date: Thu Aug 21 12:54:25 2014
Successfully restored to
  /backups/appdata/restore_temp_1408699183, moving to /backups/appdata
Removing temporary files in /backups/appdata/restore_temp_1408699183
local
Dropping database <name>_FILES before restoring
MongoDB shell version: 2.6.1
connecting to: 127.0.0.1:27020/<name>_FILES
[object Object]
Repairing database <name>_FILES before restoring
MongoDB shell version: 2.6.1
connecting to: 127.0.0.1:27020/<name>_FILES
[object Object]
Dropping database PLATFORM before restoring
MongoDB shell version: 2.6.1
connecting to: 127.0.0.1:27020/PLATFORM
[object Object]
Repairing database PLATFORM before restoring
MongoDB shell version: 2.6.1
connecting to: 127.0.0.1:27020/PLATFORM

```

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```

[object Object]
Dropping database <name> before restoring
MongoDB shell version: 2.6.1
connecting to: 127.0.0.1:27020/<name>
[object Object]
Repairing database <name> before restoring
MongoDB shell version: 2.6.1
connecting to: 127.0.0.1:27020/<name>
[object Object]
Dropping database <name>_LOCKING before restoring
MongoDB shell version: 2.6.1
connecting to: 127.0.0.1:27020/<name>_LOCKING
[object Object]
Repairing database <name>_LOCKING before restoring
MongoDB shell version: 2.6.1
connecting to: 127.0.0.1:27020/<name>_LOCKING
[object Object]
Dropping database admin before restoring
MongoDB shell version: 2.6.1
connecting to: 127.0.0.1:27020/admin
[object Object]
Repairing database admin before restoring
MongoDB shell version: 2.6.1
connecting to: 127.0.0.1:27020/admin
[object Object]
Trying with oplogReplay
Trying without oplogReplay
restore successfull
Restarting services

Application  processes stopped.

Application  processes started.

System settings have changed, please reboot using 'system reboot'

```

## 16.4. Error Messages

The tables below provide:

- an error code range reference
- message details of the error codes

To inspect application log messages from the command line, set the debug level on and view the app log. Refer to the Platform Guide for more details.

```

voss set_debug 1
log view voss-deviceapi/app.log

```

The message strings are shown in their template format: references to specific properties are shown as placeholders that are represented by {} .

**Note:** For AuthError codes, the following rules apply:

- For API version 11.5.3 and below, only the **AuthError\_11\_5\_3** table messages apply.
- For API greater than 11.5.3, **AuthError** table messages override the corresponding **AuthError\_11\_5\_3** table messages, while the unchanged **AuthError\_11\_5\_3** table messages still apply.

| RuleError | Message                                                                                                      | HTTP Code |
|-----------|--------------------------------------------------------------------------------------------------------------|-----------|
| 15000     | Invalid hierarchy for this operation. Please select new hierarchy.                                           | 449       |
| 15001     | Multiple devices found at this Hierarchy level. Please select device.                                        | 449       |
| 15002     | Multiple network device lists (NDL) found at this Hierarchy. Please select a NDL.                            | 449       |
| 15003     | Network device list reference (NDLR) not found at this Hierarchy.                                            | 449       |
| 15004     | Network device list (NDL) with pkid [{}] not found in available list. Please check NDL rule at the Hierarchy | 400       |
| 15005     | No network device lists (NDL) found at this Hierarchy.                                                       | 449       |
| 15999     | Error, (UNHANDLED_ERROR)                                                                                     | 400       |

| TransactionError | Message                                                                                                                                        | HTTP Code |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 23000            | Unable to determine Transaction ID.                                                                                                            | 400       |
| 23001            | Transaction must be registered with valid user details.                                                                                        | 400       |
| 23002            | Transaction not found.                                                                                                                         | 404       |
| 23003            | Transaction must be viewed with valid user details.                                                                                            | 400       |
| 23004            | { } (MAX_INSTANCES_EXCEEDED)                                                                                                                   | 400       |
| 23005            | Invalid Transaction State: { }                                                                                                                 | 400       |
| 23006            | Transaction canceled.                                                                                                                          | 400       |
| 23007            | Transaction must be registered with the hierarchy in which it is executing.                                                                    | 400       |
| 23008            | Transaction must be registered with model_type if pkid is provided.                                                                            | 400       |
| 23010            | The current filter caused a long running request. Please add more filter fields, use Case Sensitive or change the criteria types to one of {}. | 400       |
| 23011            | Invalid choices field [{}].                                                                                                                    | 400       |
| 23012            | The [{0}] condition on field [{1}], is not allowed.                                                                                            | 400       |
| 23013            | Invalid start and end date range provided in filter.                                                                                           | 400       |
| 23014            | Invalid start and end ID range provided in filter.                                                                                             | 400       |
| 23015            | Invalid ID value in filter                                                                                                                     | 400       |
| 23999            | Error, { } (UNHANDLED_ERROR)                                                                                                                   | 400       |

| ListUtilError | Message                                   | HTTP Code |
|---------------|-------------------------------------------|-----------|
| 20000         | Invalid query dictionary, expected 1 key! | 400       |
| 20999         | Error, (UNHANDLED_ERROR)                  | 400       |

| AllError | Message   | HTTP Code |
|----------|-----------|-----------|
| 999999   | All Error | 400       |

| ForeignKeyError | Message                                                                       | HTTP Code |
|-----------------|-------------------------------------------------------------------------------|-----------|
| 24000           | Could not resolve foreign key to {model_type} with {attr_name}: {attr_value}. | 400       |
| 24999           | Error, {} (UNHANDLED_ERROR)                                                   | 400       |

| ChoicesError | Message                                                      | HTTP Code |
|--------------|--------------------------------------------------------------|-----------|
| 26000        | Instance context for choices not valid, instance: {instance} | 400       |
| 26999        | Error, {} (UNHANDLED_ERROR)                                  | 400       |

| CnfError | Message                                                                                                                                                                                                                  | HTTP Code |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 40000    | Device change notifications are not supported for device {}.                                                                                                                                                             | 400       |
| 40001    | Device change notification data for device {} has been lost. Tracking data has been repaired and collector process will continue. Some changes may have been lost, please run a full sync on the device.                 | 400       |
| 40002    | Device change notification tracking data for device {} has become corrupted. Tracking data has been repaired and collector process will continue. Some changes may have been lost, please run a full sync on the device. | 400       |
| 40003    | Device change notification tracking DB write for device {} failed. The collector process will continue to attempt DB writes. Please investigate the database write failure. {}                                           | 400       |
| 40004    | Device change notification data DB write for device {} failed. The collector process will continue to attempt DB writes. Please investigate the database write failure. {}                                               | 400       |
| 40005    | Unable to repair device change notification tracking data for device {}. {}                                                                                                                                              | 400       |
| 40006    | Too many unprocessed changes recorded for device {}. No new changes will be recorded until at least {} changes are processed. Please configure and run the necessary data syncs.                                         | 400       |
| 40008    | Could not update pending changes data for device {}. {}.                                                                                                                                                                 | 400       |
| 40010    | Unable to clear device change notifications for device {}. {}.                                                                                                                                                           | 400       |

| PackageError | Message                                                                                 | HTTP Code |
|--------------|-----------------------------------------------------------------------------------------|-----------|
| 17000        | Unable to load package. Package ({{}}) depends on ({{}}) but it does not exist.         | 400       |
| 17001        | Unable to load package. Package ({{}}) requires ({{}} {{}}) but {} is currently loaded. | 400       |
| 17999        | Unable to load package. {}                                                              | 400       |

| CascadeDeleteError | Message                                                           | HTTP Code |
|--------------------|-------------------------------------------------------------------|-----------|
| 13000              | Hierarchy path or pkid required                                   | 400       |
| 13001              | Could not delete {} out of {} resources.                          | 400       |
| 13002              | Could not move the following resources that failed to delete: {}. | 400       |
| 13999              | Error, (UNHANDLED_ERROR)                                          | 400       |

| WebExError | Message                                                | HTTP Code |
|------------|--------------------------------------------------------|-----------|
| 31000      | [{{}}] Site Name or Site ID must at least be specified | 400       |

| CertificateError | Message                                                                                         | HTTP Code |
|------------------|-------------------------------------------------------------------------------------------------|-----------|
| 25001            | Certificate request cannot be exported while 'Generate Certificate Signing Request' is not set. | 400       |
| 25002            | Certificate can only be imported when 'Generate Certificate Signing Request' is set.            | 400       |
| 25003            | Certificate upload failed.                                                                      | 400       |
| 25004            | Uploaded file is not a certificate in .pem format.                                              | 400       |
| 25005            | The SSL certificate expired.                                                                    | 400       |
| 25006            | Public key cannot be exported while 'Generate Certificate Signing Request' is set.              | 400       |
| 25999            | Error, {} (UNHANDLED_ERROR)                                                                     | 400       |

| FileUploadError | Message                                                     | HTTP Code |
|-----------------|-------------------------------------------------------------|-----------|
| 39000           | Can not determine supported file extensions.                | 400       |
| 39001           | '{}' does not have a valid file extension.                  | 400       |
| 39002           | File is too large. Maximum permitted file size is {} bytes. | 400       |

| BulkLoadError | Message                                                                                                                                           | HTTP Code |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 10000         | File Upload Error for File Name : ({})                                                                                                            | 400       |
| 10001         | File Encoding Error : ({})                                                                                                                        | 400       |
| 10002         | Only valid Excel xlsx files are accepted                                                                                                          | 400       |
| 10003         | General Error; ({})                                                                                                                               | 400       |
| 10004         | {success} out of {total} items loaded successfully.                                                                                               | 400       |
| 10005         | Resource data was not found in worksheet '{worksheet}'.                                                                                           | 400       |
| 10006         | Both parallel and serial are not allowed in '{worksheet}'.                                                                                        | 400       |
| 10007         | Differing parallel_transaction_limit values are not allowed in '{worksheet}'.                                                                     | 400       |
| 10008         | Invalid value of '{limit}' for parallel_transaction_limit header in '{worksheet}', should be left blank or a number between 1 and 100(inclusive). | 400       |
| 10010         | Data does not conform to schema; ({})                                                                                                             | 400       |
| 10011         | Hierarchy not specified for row with data; ({})                                                                                                   | 400       |
| 10012         | '{user}' is not permitted access to resources at '{hierarchy}'.                                                                                   | 403       |
| 10020         | Hierarchy '{hierarchy}' was not found.                                                                                                            | 400       |
| 10021         | Action '{action}' not allowed.                                                                                                                    | 400       |
| 10022         | Action '{action}' not allowed for model '{model}'.                                                                                                | 400       |
| 10030         | User '{username}' is not allowed to {operation} {model_type}.                                                                                     | 403       |

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| BulkLoadError | Message                                                                                                  | HTTP Code |
|---------------|----------------------------------------------------------------------------------------------------------|-----------|
| 10040         | Fields do not exist in {model}: {fields}.                                                                | 400       |
| 10041         | No search fields specified in row.                                                                       | 400       |
| 10042         | More than one resource found. Search fields '{search}'.                                                  | 400       |
| 10043         | Resource not found. Search fields '{search}'.                                                            | 400       |
| 10044         | Malformed search fields: {fields}.                                                                       | 400       |
| 10045         | Malformed fields{message}: {fields}.                                                                     | 400       |
| 10046         | Can not find meta actions for specified resource instance.                                               | 400       |
| 10047         | Malformed entity header '{header}' in cell '{cell}' worksheet '{sheet}'.                                 | 400       |
| 10050         | Can not enforce data type '{data_type}' on '{data}'. Row data: {row_data}                                | 400       |
| 10051         | An internal error occurred while processing workbook '{filename}'{note}                                  | 400       |
| 10052         | The specified meta_prefix '{meta_prefix}' in sheet '{sheet_name}' is invalid.                            | 400       |
| 10053         | The specified meta_prefix '{meta_prefix}' in sheet '{sheet_name}' was not found in base headers.         | 400       |
| 10054         | The following base headers '{headers}' in '{sheet_name}' are prefixed, but meta_prefix is not specified. | 400       |
| 10061         | No match for device '{device}'.                                                                          | 400       |
| 10062         | XLSX File Error: ({} )                                                                                   | 400       |

| CnfWarning | Message                                                                                                | HTTP Code |
|------------|--------------------------------------------------------------------------------------------------------|-----------|
| 45000      | Unprocessed changes at 75%% of limit for device {}. Please configure and run the necessary data syncs. | 400       |

| DataSyncError | Message                                                                                                      | HTTP Code |
|---------------|--------------------------------------------------------------------------------------------------------------|-----------|
| 29000         | Could not find user executing data sync operation.                                                           | 500       |
| 29001         | User [{}] does not have {} {} permissions.                                                                   | 403       |
| 29002         | Could not establish a test connection to the device. Verify that your device connection details are correct. | 400       |
| 29003         | Aborting operation. Reason: {}                                                                               | 400       |
| 29004         | {} (CRITICAL_SUBTRANSACTION_ERROR)                                                                           | 400       |
| 29005         | Auth Error while testing connection to device                                                                | 400       |
| 29999         | Error, {} (UNHANDLED_ERROR)                                                                                  | 500       |

| WorkflowError | Message                                                                      | HTTP Code |
|---------------|------------------------------------------------------------------------------|-----------|
| 7000          | Workflow not found                                                           | 400       |
| 7001          | Maximum workflow recursion depth exceeded                                    | 400       |
| 7002          | Invalid workflow script identifier {}                                        | 400       |
| 7003          | Specified workflow script name {} not found                                  | 400       |
| 7004          | Error looking up workflow script names against API                           | 400       |
| 7005          | Invalid workflow action                                                      | 400       |
| 7006          | {} (FAILED)                                                                  | 400       |
| 7007          | Advanced Find Options invalid - Resource not found with options {}           | 400       |
| 7008          | {} (CONDITION_CONSTRAINT)                                                    | 400       |
| 7009          | Advanced Find Options invalid - More than one resource found with options {} | 400       |
| 7010          | Network Device List {} does not contain an entry for type {}                 | 400       |
| 7011          | Workflow operation Sync not supported for type {}                            | 400       |
| 7012          | No target device found for Workflow Sync operation                           | 400       |
| 7999          | Unexpected error occurred.                                                   | 400       |

| ExpectError | Message                                                    | HTTP Code |
|-------------|------------------------------------------------------------|-----------|
| 35000       | The expect binary is not present in the path on the server | 500       |
| 35001       | There was an error executing the expect script : {}        | 500       |

| ResourceError | Message                                                                  | HTTP Code |
|---------------|--------------------------------------------------------------------------|-----------|
| 4000          | Error, Cannot delete Hierarchy until all resources under it are removed  | 400       |
| 4001          | Error, Duplicate Resource Found. {}                                      | 400       |
| 4002          | Resource Not Found {}                                                    | 404       |
| 4003          | Failed to save {}. {}                                                    | 400       |
| 4004          | Failed to save {}. {}                                                    | 400       |
| 4005          | Model Type cannot be None when adding a new Resource                     | 400       |
| 4006          | Resource Parent {} not found                                             | 400       |
| 4007          | Resource Meta structure corrupt for {}                                   | 400       |
| 4008          | Cannot create a Resource without a Parent Hierarchy                      | 400       |
| 4009          | Failed to save {}. {}                                                    | 400       |
| 4010          | Cannot find Resource relation {}                                         | 400       |
| 4011          | Cannot find target device for model type {} in current hierarchy context | 400       |
| 4012          | Cannot find summary attr [{}] in schema root                             | 400       |

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| ResourceError | Message                                                                                           | HTTP Code |
|---------------|---------------------------------------------------------------------------------------------------|-----------|
| 4013          | Cannot perform operation, model {} already has one or more instances                              | 400       |
| 4014          | Cannot perform operation, resource is part of domain model {}                                     | 400       |
| 4015          | Resource Meta structure corrupt. {}                                                               | 400       |
| 4016          | Badly-formed schema; 'properties' missing for data type 'object'                                  | 400       |
| 4017          | Cannot perform operation, model {} is already referenced by one or more resources: {}             | 400       |
| 4018          | Failed to execute {}. {}                                                                          | 400       |
| 4019          | One or more errors occurred during import                                                         | 400       |
| 4020          | Transaction resource failed with errors {}                                                        | 400       |
| 4021          | Resources are not of the same type                                                                | 400       |
| 4022          | Model type for Resources not found                                                                | 400       |
| 4023          | Cannot move Hierarchy Node {} to {}                                                               | 400       |
| 4024          | Resource move failed with error {}                                                                | 400       |
| 4025          | Invalid business key {}, expected {}                                                              | 400       |
| 4026          | Cascade delete failed with error {}                                                               | 400       |
| 4027          | Invalid business key for import. Did not expect path, found {}.                                   | 400       |
| 4028          | Resource move failed, Device at source hierarchy [{}] is different from the target hierarchy [{}] | 400       |
| 4029          | Resource [{}] cannot be accessed by user [{}]                                                     | 403       |
| 4030          | Cannot perform operation. Hierarchy Node Type [{}] is reserved.                                   | 400       |
| 4031          | Search index is not up to date. Please notify your administrator before proceeding                | 400       |
| 4032          | Attempting to create hierarchy node '{}' is not permitted.                                        | 403       |
| 4033          | Could not update reference cache, from: {}, reference: {}, error: {}                              | 403       |
| 4034          | Resource move failed, hierarchy [{}] of type [{}] does not contain an NDLR                        | 400       |
| 4035          | CCM User Group [{}] not allowed.                                                                  | 400       |
| 4999          | Unhandled Resource Error                                                                          | 400       |

| MacroError | Message                                                                                   | HTTP Code |
|------------|-------------------------------------------------------------------------------------------|-----------|
| 6000       | Template must be a dictionary - got {}                                                    | 400       |
| 6001       | No hierarchy supplied                                                                     | 400       |
| 6002       | Invalid macro specified: {}                                                               | 400       |
| 6003       | Macro lookup of {} failed at hierarchy {}                                                 | 400       |
| 6004       | Macro lookup of {} returned multiple values {} at hierarchy {}                            | 400       |
| 6005       | Macro lookup of {} failed when fetching from {} at hierarchy {}                           | 400       |
| 6006       | Macro lookup failed for field {} in context {}                                            | 400       |
| 6007       | Macro lookup failed for field {} in context {}, type str or int expected not type dict {} | 400       |
| 6008       | Macro function {} not found                                                               | 400       |
| 6009       | Macro function arguments error - {}                                                       | 400       |
| 6010       | Macro function error - {}                                                                 | 400       |
| 6011       | Unexpected business key format - {}                                                       | 400       |
| 6012       | Conditional Logic error occurred - {}                                                     | 400       |
| 6013       | Custom Macro function {} not found                                                        | 400       |
| 6014       | Custom Macro function {} not secure or contains invalid strings                           | 400       |
| 6015       | Could not parse the WhereClause Error:{} WhereClause:{} Please check quotation            | 400       |
| 6016       | Lookup field {} not supported/permitted.                                                  | 400       |
| 6017       | Filter field: {} not in fields: {}.                                                       | 400       |
| 6018       | Incorrect hierarchy direction, {}. Allowed: {}.                                           | 400       |
| 6019       | Error in macro function '{}' - {}                                                         | 400       |
| 6999       | Error, (UNHANDLED_ERROR)                                                                  | 400       |

| InternalError | Message                            | HTTP Code |
|---------------|------------------------------------|-----------|
| 1000          | Cannot import Python model name {} | 404       |
| 1001          | Python Type error                  | 400       |
| 1002          | {} must be an integer              | 400       |
| 1003          | Improperly configured settings, {} | 400       |

| GraphLookupError | Message                                                               | HTTP Code |
|------------------|-----------------------------------------------------------------------|-----------|
| 37000            | Cannot perform operation, Resource with pkid [{}] cannot be accessed. | 403       |

| AuthError | Message                                                         | HTTP Code |
|-----------|-----------------------------------------------------------------|-----------|
| 27000     | { } (INCORRECT_PASSWORD_ERROR)                                  | 401       |
| 27001     | { } (PASSWORD_VERIFICATION_ERROR)                               | 401       |
| 27009     | Please enter a valid username and password.                     | 401       |
| 27013     | External (SSO or LDAP) authentication is required.              | 401       |
| 27014     | Please enter valid answers to security questions.               | 401       |
| 27024     | Login not allowed currently. Please contact your administrator. | 403       |

| ModelError | Message                                                                                     | HTTP Code |
|------------|---------------------------------------------------------------------------------------------|-----------|
| 5000       | [{ }] Child model exists; ({ })                                                             | 400       |
| 5001       | [{ }] Model already exists; ({ })                                                           | 400       |
| 5002       | One or more data sync errors occurred; ({ })                                                | 400       |
| 5003       | [{ }] The helper cannot instantiate a model it does not recognize; ({ })                    | 400       |
| 5004       | [{ }] The specified resource could not be found; ({ })                                      | 404       |
| 5005       | [{ }] A single model instance was expected but more than one was found; ({ })               | 404       |
| 5006       | [{ }] Attempt to modify a read-only model failed; ({ })                                     | 400       |
| 5007       | [{ }] Attempt to modify a read-only model field failed; ({ })                               | 400       |
| 5008       | [{ }] Data does not conform to schema; { }                                                  | 400       |
| 5009       | [{ }] Validation failed; { }                                                                | 400       |
| 5010       | [{ }] Error manipulating schema; ({ })                                                      | 400       |
| 5011       | [{ }] Error generating schema; ({ })                                                        | 400       |
| 5012       | [{ }] Invalid foreign key to { } for business keys { }                                      | 400       |
| 5013       | [{ }] Badly-formed schema; ({ })                                                            | 400       |
| 5014       | [{ }] Error deriving field value; { }                                                       | 400       |
| 5015       | Singleton constraint violated: Only one instance of [{ }] is allowed per { }.               | 400       |
| 5016       | The existing device in [{ }] model cannot be modified, it is referenced by other resources. | 400       |
| 5017       | [{ }] Invalid foreign key to { } for value { }                                              | 400       |
| 5018       | [{ }] Operation not supported for model instance; ({ })                                     | 405       |
| 5019       | [{ }] Operation not supported; ({ })                                                        | 405       |
| 5020       | Unable to determine workflow for operation '{ }'                                            | 400       |
| 5021       | Workflow '{ }' not found                                                                    | 400       |
| 5022       | Workflow operation '{ }' clashes with an existing model attribute/method                    | 400       |
| 5023       | Unable to execute { } workflow. { }                                                         | 400       |
| 5024       | Unable to compile data for provisioning workflow for { }, error { }                         | 400       |
| 5025       | [{ }] Connection timeout error after ({ }) seconds                                          | 400       |

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| ModelError | Message                                                                                                       | HTTP Code |
|------------|---------------------------------------------------------------------------------------------------------------|-----------|
| 5026       | [{} Connection error; ({}]                                                                                    | 400       |
| 5027       | [{} API retry error; ({}]                                                                                     | 503       |
| 5028       | [{} Authentication error; ({}]                                                                                | 400       |
| 5029       | [{} Attempt to add a contradicting rule; ({}]                                                                 | 400       |
| 5030       | [{} Phones of this type must be added as gateway endpoints                                                    | 400       |
| 5031       | [{} Unable to add NDLR to hierarchy node containing device models belonging to devices not referenced by NDLR | 400       |
| 5032       | [{} Unable to query API with available data [{}]                                                              | 400       |
| 5033       | Retries exhausted; ({}]                                                                                       | 400       |
| 5050       | Password cannot be reused.                                                                                    | 400       |
| 5051       | New password must have {} characters different from old password.                                             | 400       |
| 5052       | User cannot change their password more than once within {} day(s). Please contact your administrator.         | 400       |
| 5053       | Password does not meet minimum length required.                                                               | 400       |
| 5054       | Password {}.                                                                                                  | 400       |
| 5200       | Invalid connection parameters for {}. Username and Password must specified for BASIC authentication method.   | 400       |
| 5201       | Invalid connection parameters for {}. Token must specified for OAUTH authentication method.                   | 400       |
| 5202       | [{} {}] Unable to render model template [{}]. TEMPLATE: {} CONTEXT: {}                                        | 400       |
| 5203       | [{} {}] Unable to parse API response. RESPONSE: {}                                                            | 400       |
| 5204       | Invalid connection parameters for {}. Hierarchy must be specified.                                            | 400       |
| 5205       | [{} Invalid paging parameters: page_size {} page_offset {}                                                    | 400       |
| 5206       | [{} Paging required: page_size {} page_offset {}                                                              | 400       |
| 5207       | [{} External response exceeded memory limit [{} [{} {}]                                                       | 400       |
| 5208       | [{} Template output exceeded memory limit [{} [{}]                                                            | 400       |
| 5209       | [{} Bad override for [{}]                                                                                     | 400       |
| 5210       | [{} Session expired. The session cache has been cleared and the next request will go through successfully.    | 400       |
| 5211       | [{} Unable to authenticate using session based auth. {}                                                       | 400       |
| 5212       | [{} Cannot add device {}                                                                                      | 400       |
| 5215       | [{} Disallowed input [{}]                                                                                     | 400       |
| 5270       | [{} Request start over required: {}                                                                           | 400       |
| 5280       | Request start over attempts exhausted {}                                                                      | 400       |
| 5290       | AXL request pagination error                                                                                  | 400       |
| 5998       | [{0}] {1}                                                                                                     | 400       |
| 5999       | Error, {}. (UNHANDLED_ERROR)                                                                                  | 400       |

| ApiError | Message                                                                                                                                        | HTTP Code |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 3000     | Hierarchy context may not be None, please select Hierarchy                                                                                     | 400       |
| 3001     | Error, Incorrect request format                                                                                                                | 400       |
| 3002     | Error, Unhandled method for URL                                                                                                                | 400       |
| 3003     | Invalid import file specified. {}                                                                                                              | 400       |
| 3004     | Invalid export URL specified. {}                                                                                                               | 400       |
| 3005     | Error, Invalid list view sort key [{}]. Valid options are {}                                                                                   | 400       |
| 3006     | Error, Invalid list direction [{}]. Valid options are {}                                                                                       | 400       |
| 3007     | Error, No schema available during list view                                                                                                    | 400       |
| 3008     | Provisioning Workflow error [{}]                                                                                                               | 400       |
| 3009     | Nothing to export                                                                                                                              | 400       |
| 3010     | List delete failed, error [{}]                                                                                                                 | 400       |
| 3011     | List size not allowed, requested [{}], maximum [{}]                                                                                            | 400       |
| 3012     | List sort by hierarchy path not allowed                                                                                                        | 400       |
| 3013     | Function not implemented                                                                                                                       | 400       |
| 3014     | Attribute field name required                                                                                                                  | 400       |
| 3015     | Hierarchy path [{}] not found.                                                                                                                 | 400       |
| 3016     | Model type list [{}] not found at or above the current hierarchy.                                                                              | 400       |
| 3017     | Bulk update failed, error [{}].                                                                                                                | 400       |
| 3018     | Bulk operation {} failed, error [{}].                                                                                                          | 400       |
| 3019     | Schemas of data being imported have cyclic foreign keys {}.                                                                                    | 400       |
| 3020     | Imported {} out of {} items successfully.                                                                                                      | 400       |
| 3021     | {} is a required GET parameter.                                                                                                                | 400       |
| 3022     | Invalid Range HTTP header: {}                                                                                                                  | 400       |
| 3023     | {} is an invalid GET parameter.                                                                                                                | 400       |
| 3024     | Resource pkid(s) must be specified                                                                                                             | 400       |
| 3025     | Request was throttled.                                                                                                                         | 429       |
| 3026     | Invalid UTC date format given: {0}, requires: {1} or {2}                                                                                       | 400       |
| 3027     | The current filter caused a long running request. Please add more filter fields, use Case Sensitive or change the criteria types to one of {}. | 400       |
| 3028     | Model Instance Filter [{}] not found at or above the current hierarchy.                                                                        | 400       |
| 3029     | Purge failed, error [{}]                                                                                                                       | 400       |
| 3030     | Model Type List of [{}] type not valid for [{}] sync.                                                                                          | 400       |
| 3031     | Model Instance Filter of [{}] type not valid for [{}] sync.                                                                                    | 400       |
| 3032     | {} GET parameter has an invalid value.                                                                                                         | 400       |
| 3999     | Unhandled API Error                                                                                                                            | 400       |

| AuthError_11_5_3 | Message                                                                                       | HTTP Code |
|------------------|-----------------------------------------------------------------------------------------------|-----------|
| 27000            | { } (INCORRECT_PASSWORD_ERROR)                                                                | 403       |
| 27001            | { } (PASSWORD_VERIFICATION_ERROR)                                                             | 403       |
| 27002            | { } (USER_NOT_FOUND_ERROR)                                                                    | 404       |
| 27003            | { } (LOGIN_NOT_ALLOWED_ERROR)                                                                 | 403       |
| 27004            | Account locked. Please contact your administrator.                                            | 403       |
| 27005            | Too many failed login attempts for this user account. Try again later.                        | 403       |
| 27006            | Too many failed login attempts from this computer. Try again later.                           | 403       |
| 27007            | Your Web browser doesn't appear to have cookies enabled. Cookies are required for logging in. | 400       |
| 27008            | User is not allowed to log in.                                                                | 403       |
| 27009            | Please enter a valid username and password.                                                   | 403       |
| 27010            | This account is inactive.                                                                     | 403       |
| 27011            | User account password must be changed before any API requests are authorized.                 | 403       |
| 27012            | { } (ACCOUNT_DISABLED)                                                                        | 403       |
| 27013            | External (SSO or LDAP) authentication is required.                                            | 403       |
| 27014            | Please enter valid answers to security questions.                                             | 403       |
| 27015            | Password reset is not available for user.                                                     | 403       |
| 27016            | Security questions and answers not set up.                                                    | 403       |
| 27017            | User can not log in to this interface.                                                        | 403       |
| 27018            | User is disabled due to inactivity                                                            | 403       |
| 27019            | User is not allowed to login. Please contact your administrator.                              | 403       |
| 27020            | Login is currently disabled due to a temporary overload. Please try again later.              | 503       |
| 27021            | User is not allowed to log in. Maximum user login sessions has been reached.                  | 403       |

| DatabaseError | Message                                                                       | HTTP Code |
|---------------|-------------------------------------------------------------------------------|-----------|
| 2000          | Cannot setup Mongo DB collection {}                                           | 400       |
| 2001          | Find failed with spec={}, fields={}, skip={}, limit={}, sort_by={}, err={}    | 400       |
| 2002          | Find one failed with spec={}, fields={}, err={}                               | 400       |
| 2003          | Get archive history failed with spec={}, fields={}, skip={}, limit={}, err={} | 400       |
| 2004          | Remove failed with spec={}, err={}                                            | 400       |
| 2005          | Find and modify failed with spec={}, modify={}, err={}                        | 400       |
| 2006          | Save failed with spec={}, modify={}, err={}                                   | 400       |
| 2007          | Count failed for {}                                                           | 400       |
| 2008          | Find failed with spec={}, fields={}, err={}                                   | 400       |
| 2009          | Duplicate error with spec={}, modify={}, err={}                               | 400       |
| 2010          | Found more than one record with spec={}                                       | 400       |
| 2100          | Error, Cannot connect to RESOURCE database collection                         | 400       |
| 2101          | Error, Cannot connect to DATA database collection                             | 400       |
| 2102          | Error, Cannot connect to ARCHIVE database collection                          | 400       |
| 2103          | Aggregate failed with group_by={}, match={}, aggregations={}, sort={}, err={} | 400       |
| 2104          | Bulk insert failed, err={}                                                    | 400       |
| 2106          | Bulk write failed, err={}                                                     | 400       |
| 2107          | Distinct failed with key={}, spec={}, err={}                                  | 400       |
| 2108          | Explain not implemented for {}                                                | 400       |
| 2999          | Unhandled Database Error                                                      | 400       |

| Authentication-ProxyError | Message                                                                                                                                                       | HTTP Code |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 32000                     | Cannot decode target user from authentication proxy. Error: {}                                                                                                | 400       |
| 32001                     | Insufficient target user details specified by authentication proxy. Target user details must be contained in a JSON-formatted object with an email attribute. | 400       |
| 32002                     | User [{}] is not a valid authentication proxy.                                                                                                                | 400       |
| 32003                     | Proxy user must be at a hierarchy above that of the target user.                                                                                              | 400       |
| 32004                     | Error, {} (UNHANDLED_ERROR)                                                                                                                                   | 500       |

| LibSchemaError | Message                                            | HTTP Code |
|----------------|----------------------------------------------------|-----------|
| 9000           | Unhandled schema property error: [{}]              | 400       |
| 9001           | Unhandled schema and data processing error: [{}]   | 400       |
| 9002           | Data type incorrect, property: {}, not of type: {} | 400       |
| 9999           | Error, (UNHANDLED_ERROR)                           | 400       |

| RbacError | Message                                                                                                                                                                                               | HTTP Code |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 16000     | Permission denied: {}.                                                                                                                                                                                | 400       |
| 16001     | User not found.                                                                                                                                                                                       | 400       |
| 16002     | Role not specified; User [{}]                                                                                                                                                                         | 400       |
| 16003     | Access profile not specified; User [{}], Role [{}]                                                                                                                                                    | 400       |
| 16004     | Role not found; User [{}], Role [{}]                                                                                                                                                                  | 400       |
| 16005     | Access profile not found; User [{}], Role [{}], Access Profile [{}]                                                                                                                                   | 400       |
| 16006     | User [{username}] is not allowed to {operation} attribute(s) of {model_type} resource [{pkid}]. Attribute(s) in breach: {breach_attrs}. This operation must be performed by the user's administrator. | 403       |
| 16007     | User [{username}] is not allowed to {operation} {model_type} resource [{pkid}]. This operation must be performed by the user's administrator.                                                         | 403       |
| 16008     | Invalid authorization token detected.                                                                                                                                                                 | 403       |
| 16009     | Role not found; Hierarchy [{}], Role [{}]                                                                                                                                                             | 400       |
| 16010     | Access profile [{}] not found for Role [{}] in or above Hierarchy [{}]                                                                                                                                | 400       |
| 16011     | Access profile of role [{}] is not a subset of the request user's.                                                                                                                                    | 400       |
| 16012     | SelfService Access Profile [{}] for Role [{}] at Hierarchy [{}] must not be created outside 'sys' hierarchy.                                                                                          | 400       |
| 16999     | Error, (UNHANDLED_ERROR)                                                                                                                                                                              | 400       |

| SsoSettingsError | Message                                                           | HTTP Code |
|------------------|-------------------------------------------------------------------|-----------|
| 30000            | Invalid certificate file found.                                   | 400       |
| 30001            | Invalid key file found.                                           | 400       |
| 30002            | Validity must not be negative or larger than {} hours ({} years). | 400       |

| ApiVersionError | Message                                                       | HTTP Code |
|-----------------|---------------------------------------------------------------|-----------|
| 38000           | Invalid API header version specified: {}.                     | 400       |
| 38001           | No API version mapping defined.                               | 400       |
| 38002           | API header version: {} and API parameter version: {} mismatch | 400       |



| <b>ExportError</b> | <b>Message</b>                                                                | <b>HTTP Code</b> |
|--------------------|-------------------------------------------------------------------------------|------------------|
| 36000              | The export format is not specified in request.                                | 400              |
| 36001              | The specified export format is not supported.                                 | 415              |
| 36002              | The worksheet was not initialized and can not be exported.                    | 500              |
| 36100              | License audit file transfer failed.                                           | 400              |
| 36101              | tool/DataExtract failed for '{}'.                                             | 400              |
| 36102              | A malformed record with pkid: '{}' and model_type: '{}' has been encountered. | 400              |

| <b>DataImportError</b> | <b>Message</b>                                                    | <b>HTTP Code</b> |
|------------------------|-------------------------------------------------------------------|------------------|
| 11000                  | Multiple json files {} found in zip archive root; only 1 expected | 400              |
| 11001                  | Import file validation failed with: {}                            | 400              |
| 11999                  | Error, (UNHANDLED_ERROR)                                          | 400              |

| <b>InterfaceError</b> | <b>Message</b>                                        | <b>HTTP Code</b> |
|-----------------------|-------------------------------------------------------|------------------|
| 50000                 | Invalid interface value [{}] for header 'X_INTERFACE' | 403              |
| 50001                 | No access profile associated with Interface [{}]      | 403              |

| <b>BulkLoad-MacroError</b> | <b>Message</b>                                          | <b>HTTP Code</b> |
|----------------------------|---------------------------------------------------------|------------------|
| 60000                      | Data type must be {}                                    | 400              |
| 60001                      | Invalid bulk load macro format {}. Supported format: {} | 400              |

| <b>MigrationError</b> | <b>Message</b>              | <b>HTTP Code</b> |
|-----------------------|-----------------------------|------------------|
| 21000                 | Post condition failed. {}   | 400              |
| 21999                 | Error, {} (UNHANDLED_ERROR) | 400              |

| <b>CryptoError</b> | <b>Message</b>                      | <b>HTTP Code</b> |
|--------------------|-------------------------------------|------------------|
| 19000              | Cryptography validation failed; {}. | 400              |
| 19999              | Error, (UNHANDLED_ERROR)            | 400              |

| <b>Saml2SsoError</b> | <b>Message</b>                                                                                       | <b>HTTP Code</b> |
|----------------------|------------------------------------------------------------------------------------------------------|------------------|
| 14000                | Could not find SSO settings; Hierarchy: {}.                                                          | 400              |
| 14001                | Found multiple SSO settings, only one expected; Hierarchy: {}.                                       | 400              |
| 14002                | Could not find SSO Identity Provider; Hierarchy: {}, IDP uri: {}.                                    | 400              |
| 14003                | Could not resolve SSO Identity Provider; Hierarchy: {}, IDP uri: {}.                                 | 400              |
| 14004                | System generated certificate expected but not specified in data/SsoSettings.                         | 400              |
| 14005                | System generated certificate has an invalid private key.                                             | 400              |
| 14006                | System generated certificate has an invalid certificate.                                             | 400              |
| 14007                | Unknown principal: {}.                                                                               | 400              |
| 14008                | Unsupported binding: {}.                                                                             | 400              |
| 14009                | Verification error: {}.                                                                              | 400              |
| 14010                | SubjectConfirmation is used but there is no NotOnOrAfter attribute                                   | 400              |
| 14012                | NotBefore and NotOnOrAfter should be present when using either in Condition                          | 400              |
| 14013                | OneTimeUse element should be present when neither NotBefore nor NotOnOrAfter attributes in Condition | 400              |
| 14014                | Only one OneTimeUse element should be present in Condition                                           | 400              |
| 14015                | Unencrypted assertions are not allowed                                                               | 400              |
| 14016                | The session cannot be used yet                                                                       | 400              |
| 14999                | Error: {}. (UNHANDLED_ERROR)                                                                         | 400              |

| <b>ScriptError</b> | <b>Message</b>           | <b>HTTP Code</b> |
|--------------------|--------------------------|------------------|
| 8000               | Script not found         | 400              |
| 8002               | Syntax error on line {}  | 400              |
| 8003               | Could not connect to {}  | 400              |
| 8004               | Authentication failed {} | 400              |
| 8999               | Error, (UNHANDLED_ERROR) | 400              |

| <b>Hierarchy-BasedAccessError</b> | <b>Message</b>                                                                                                      | <b>HTTP Code</b> |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------|------------------|
| 22000                             | Invalid traversal argument: '{}'; Traversal must be one of {}.                                                      | 400              |
| 22001                             | {model_type} with {attr_name} {attr_value} is only permitted at the following hierarchy type(s): {hierarchy_types}. | 403              |
| 22999                             | Error, {} (UNHANDLED_ERROR)                                                                                         | 400              |

| TestConnection-Error | Message                                                           | HTTP Code |
|----------------------|-------------------------------------------------------------------|-----------|
| 12000                | Please specify the model type of the device connection parameters | 400       |
| 12999                | Error, (UNHANDLED_ERROR)                                          | 400       |

| SysError | Message                           | HTTP Code |
|----------|-----------------------------------|-----------|
| 0        | Error, Mongo service not started  | 400       |
| 1        | Error, Server too busy            | 400       |
| 2        | Error, Celery service not started | 400       |

| PlatformError | Message                                           | HTTP Code |
|---------------|---------------------------------------------------|-----------|
| 28000         | Could not execute platform command; Exit code: {} | 500       |
| 28999         | Error, {} (UNHANDLED_ERROR)                       | 500       |

| InternalApiUser-Error | Message                            | HTTP Code |
|-----------------------|------------------------------------|-----------|
| 18000                 | Authorization user [{}] not found. | 400       |
| 18999                 | Error, (UNHANDLED_ERROR)           | 400       |

| SystemMonitoringError | Message                              | HTTP Code |
|-----------------------|--------------------------------------|-----------|
| 70000                 | Aggregate {} is not supported by {}  | 400       |
| 72051                 | Connectivity failure                 | 400       |
| 72052                 | Slow connection                      | 400       |
| 72053                 | Utilization approaching limit        | 400       |
| 72054                 | Transactions queued for too long     | 400       |
| 72055                 | Transactions processing for too long | 400       |

| RisApiError | Message                               | HTTP Code |
|-------------|---------------------------------------|-----------|
| 80000       | RIS API data collection failed for {} | 400       |

| ThemeError | Message                                                                                                     | HTTP Code |
|------------|-------------------------------------------------------------------------------------------------------------|-----------|
| 90000      | Theme name {} is reserved for system use. Please choose another name. RIS API data collection failed for {} | 400       |

| ClientShapeError | Message                    | HTTP Code |
|------------------|----------------------------|-----------|
| 100000           | File operation error: '{}' | 400       |

| ClientShapeWarning | Message                                                     | HTTP Code |
|--------------------|-------------------------------------------------------------|-----------|
| 105000             | System has not yet been linked to an account in ClientShape | 400       |
| 105001             | System is already linked to an account in ClientShape       | 400       |
| 105002             | System has already been registered in ClientShape           | 400       |

| NumberInventory-Error | Message                                                                                    | HTTP Code |
|-----------------------|--------------------------------------------------------------------------------------------|-----------|
| 110000                | Number inventory threshold reached: '{}'                                                   | 400       |
| 111000                | Failed to write the User Number Inventory CSV file to the configured NFS destination: '{}' | 400       |

| License Checking | Message                        | HTTP Code |
|------------------|--------------------------------|-----------|
| 120000           | <LicenseCheckError>            |           |
| 120001           | <LicenseCheckExpiredError>     |           |
| 120002           | <LicenseCheckExpiryNotice>     |           |
| 120003           | <LicenseCheckServiceError>     |           |
| 120004           | <LicenseCheckAppNotReadyError> |           |
| 120000-120999    |                                |           |

| License Audit   | Message                                                       | HTTP Code |
|-----------------|---------------------------------------------------------------|-----------|
| 140000          | The software version of the platform could not be determined. | 400       |
| 140000 - 140099 |                                                               |           |

# 17. Appendices

## 17.1. MIBs

### 17.1.1. MIB List

**Important:** The VOSS Automate system uses standard MIBs that are usually deployed as part of a Network Management System (NMS). No VOSS Automate specific MIBs are added. The standard MIBs can for example be inspected from on-line resources, such as <http://www.mibdepot.com>.

The default net-SNMP packages that ship with VOSS Automate include:

- ACCOUNTING-CONTROL-MIB
- ADSL-LINE-EXT-MIB
- ADSL-LINE-MIB
- ADSL-TC-MIB
- ADSL2-LINE-MIB
- ADSL2-LINE-TC-MIB
- AGENTX-MIB
- AGGREGATE-MIB
- ALARM-MIB
- APM-MIB
- APPC-MIB
- APPLETALK-MIB
- APPLICATION-MIB
- APPN-DLUR-MIB
- APPN-MIB
- APPN-TRAP-MIB
- APS-MIB
- ARC-MIB
- ATM-ACCOUNTING-INFORMATION-MIB

- ATM-MIB
- ATM-TC-MIB
- ATM2-MIB
- BGP4-MIB
- BRIDGE-MIB
- CAPWAP-BASE-MIB
- CAPWAP-DOT11-MIB
- CHARACTER-MIB
- CIRCUIT-IF-MIB
- CLNS-MIB
- COPS-CLIENT-MIB
- DECNET-PHIV-MIB
- DIAL-CONTROL-MIB
- DIFFSERV-CONFIG-MIB
- DIFFSERV-DSCP-TC
- DIFFSERV-MIB
- DIRECTORY-SERVER-MIB
- DISMAN-EVENT-MIB
- DISMAN-EXPRESSION-MIB
- DISMAN-NSLOOKUP-MIB
- DISMAN-PING-MIB
- DISMAN-SCHEDULE-MIB
- DISMAN-SCRIPT-MIB
- DISMAN-TRACEROUTE-MIB
- DLSW-MIB
- DNS-RESOLVER-MIB
- DNS-SERVER-MIB
- DOCS-BPI-MIB
- DOCS-CABLE-DEVICE-MIB
- DOCS-IETF-BPI2-MIB
- DOCS-IETF-CABLE-DEVICE-NOTIFICATION-MIB
- DOCS-IETF-QOS-MIB
- DOCS-IETF-SUBMGT-MIB
- DOCS-IF-MIB
- DOT12-IF-MIB
- DOT12-RPTR-MIB

- DOT3-EPON-MIB
- DOT3-OAM-MIB
- DPI20-MIB
- DS0-MIB
- DS0BUNDLE-MIB
- DS1-MIB
- DS3-MIB
- DSA-MIB
- DSMON-MIB
- DVB-RCS-MIB
- EBN-MIB
- EFM-CU-MIB
- ENTITY-MIB
- ENTITY-SENSOR-MIB
- ENTITY-STATE-MIB
- ENTITY-STATE-TC-MIB
- ETHER-CHIPSET-MIB
- EtherLike-MIB
- FC-MGMT-MIB
- FCIP-MGMT-MIB
- FDDI-SMT73-MIB
- FIBRE-CHANNEL-FE-MIB
- FLOW-METER-MIB
- FORCES-MIB
- FR-ATM-PVC-SERVICE-IWF-MIB
- FR-MFR-MIB
- FRAME-RELAY-DTE-MIB
- FRNETSERV-MIB
- FRSLD-MIB
- Finisher-MIB
- GMPLS-LABEL-STD-MIB
- GMPLS-LSR-STD-MIB
- GMPLS-TC-STD-MIB
- GMPLS-TE-STD-MIB
- GSMP-MIB
- HC-ALARM-MIB

- HC-PerfHist-TC-MIB
- HC-RMON-MIB
- HCNUM-TC
- HDLSL2-SHDSL-LINE-MIB
- HOST-RESOURCES-MIB
- HOST-RESOURCES-TYPES
- HPR-IP-MIB
- HPR-MIB
- IBM-6611-APPN-MIB
- IF-CAP-STACK-MIB
- IF-INVERTED-STACK-MIB
- IF-MIB
- IFCP-MGMT-MIB
- IGMP-STD-MIB
- INET-ADDRESS-MIB
- INTEGRATED-SERVICES-GUARANTEED-MIB
- INTEGRATED-SERVICES-MIB
- INTERFACETOPN-MIB
- IP-FORWARD-MIB
- IP-MIB
- IPATM-IPMC-MIB
- IPFIX-MIB
- IPMCAST-MIB
- IPMROUTE-STD-MIB
- IPOA-MIB
- IPS-AUTH-MIB
- IPSEC-SPD-MIB
- IPV6-FLOW-LABEL-MIB
- IPV6-ICMP-MIB
- IPV6-MIB
- IPV6-MLD-MIB
- IPV6-TC
- IPV6-TCP-MIB
- IPV6-UDP-MIB
- ISCSI-MIB
- ISDN-MIB



- ISIS-MIB
- ISNS-MIB
- ITU-ALARM-MIB
- ITU-ALARM-TC-MIB
- Job-Monitoring-MIB
- L2TP-MIB
- LANGTAG-TC-MIB
- LM-SENSORS-MIB
- LMP-MIB
- MALLOC-MIB
- MAU-MIB
- MGMD-STD-MIB
- MIDCOM-MIB
- MIOX25-MIB
- MIP-MIB
- MOBILEIPV6-MIB
- MPLS-FTN-STD-MIB
- MPLS-L3VPN-STD-MIB
- MPLS-LC-ATM-STD-MIB
- MPLS-LC-FR-STD-MIB
- MPLS-LDP-ATM-STD-MIB
- MPLS-LDP-FRAME-RELAY-STD-MIB
- MPLS-LDP-GENERIC-STD-MIB
- MPLS-LDP-STD-MIB
- MPLS-LSR-STD-MIB
- MPLS-TC-STD-MIB
- MPLS-TE-STD-MIB
- MSDP-MIB
- MTA-MIB
- Modem-MIB
- NAT-MIB
- NEMO-MIB
- NET-SNMP-AGENT-MIB
- NET-SNMP-EXAMPLES-MIB
- NET-SNMP-EXTEND-MIB
- NET-SNMP-MIB

- NET-SNMP-MONITOR-MIB
- NET-SNMP-PASS-MIB
- NET-SNMP-SYSTEM-MIB
- NET-SNMP-TC
- NET-SNMP-VACM-MIB
- NETWORK-SERVICES-MIB
- NHRP-MIB
- NOTIFICATION-LOG-MIB
- OPT-IF-MIB
- OSPF-MIB
- OSPF-TRAP-MIB
- OSPFV3-MIB
- P-BRIDGE-MIB
- PARALLEL-MIB
- PIM-BSR-MIB
- PIM-MIB
- PIM-STD-MIB
- PINT-MIB
- PKTC-IETF-EVENT-MIB
- PKTC-IETF-MTA-MIB
- PKTC-IETF-SIG-MIB
- POLICY-BASED-MANAGEMENT-MIB
- POWER-ETHERNET-MIB
- PPP-BRIDGE-NCP-MIB
- PPP-IP-NCP-MIB
- PPP-LCP-MIB
- PPP-SEC-MIB
- PTOPO-MIB
- PW-ATM-MIB
- PW-ENET-STD-MIB
- PW-MPLS-STD-MIB
- PW-STD-MIB
- PW-TC-STD-MIB
- PW-TDM-MIB
- PerfHist-TC-MIB
- Printer-MIB

- Q-BRIDGE-MIB
- RADIUS-ACC-CLIENT-MIB
- RADIUS-ACC-SERVER-MIB
- RADIUS-AUTH-CLIENT-MIB
- RADIUS-AUTH-SERVER-MIB
- RADIUS-DYNAUTH-CLIENT-MIB
- RADIUS-DYNAUTH-SERVER-MIB
- RAQMON-MIB
- RAQMON-RDS-MIB
- RDBMS-MIB
- RFC1155-SMI
- RFC1213-MIB
- RFC1381-MIB
- RFC1382-MIB
- RFC1414-MIB
- RIPv2-MIB
- RMON-MIB
- RMON2-MIB
- ROHC-MIB
- ROHC-RTP-MIB
- ROHC-UNCOMPRESSED-MIB
- RS-232-MIB
- RSERPOOL-MIB
- RSTP-MIB
- RSVP-MIB
- RTP-MIB
- SCSI-MIB
- SCTP-MIB
- SFLOW-MIB
- SIP-COMMON-MIB
- SIP-MIB
- SIP-SERVER-MIB
- SIP-TC-MIB
- SIP-UA-MIB
- SLAPM-MIB
- SMON-MIB

- SMUX-MIB
- SNA-NAU-MIB
- SNA-SDLC-MIB
- SNMP-COMMUNITY-MIB
- SNMP-FRAMEWORK-MIB
- SNMP-IEEE802-TM-MIB
- SNMP-MPD-MIB
- SNMP-NOTIFICATION-MIB
- SNMP-PROXY-MIB
- SNMP-REPEATER-MIB
- SNMP-SSH-TM-MIB
- SNMP-TARGET-MIB
- SNMP-TSM-MIB
- SNMP-USER-BASED-SM-MIB
- SNMP-USM-AES-MIB
- SNMP-USM-DH-OBJECTS-MIB
- SNMP-VIEW-BASED-ACM-MIB
- SNMPv2-CONF
- SNMPv2-M2M-MIB
- SNMPv2-MIB
- SNMPv2-PARTY-MIB
- SNMPv2-PDU
- SNMPv2-SMI
- SNMPv2-TC
- SNMPv2-TM
- SNMPv2-USEC-MIB
- SONET-MIB
- SOURCE-ROUTING-MIB
- SSPM-MIB
- SYSAPPL-MIB
- SYSLOG-MSG-MIB
- SYSLOG-TC-MIB
- T11-FC-FABRIC-ADDR-MGR-MIB
- T11-FC-FABRIC-CONFIG-SERVER-MIB
- T11-FC-FABRIC-LOCK-MIB
- T11-FC-FSPF-MIB

- T11-FC-NAME-SERVER-MIB
- T11-FC-ROUTE-MIB
- T11-FC-RSCN-MIB
- T11-FC-SP-AUTHENTICATION-MIB
- T11-FC-SP-POLICY-MIB
- T11-FC-SP-SA-MIB
- T11-FC-SP-TC-MIB
- T11-FC-SP-ZONING-MIB
- T11-FC-VIRTUAL-FABRIC-MIB
- T11-FC-ZONE-SERVER-MIB
- T11-TC-MIB
- TCP-ESTATS-MIB
- TCP-MIB
- TCPIPX-MIB
- TE-LINK-STD-MIB
- TE-MIB
- TIME-AGGREGATE-MIB
- TN3270E-MIB
- TN3270E-RT-MIB
- TOKEN-RING-RMON-MIB
- TOKENRING-MIB
- TOKENRING-STATION-SR-MIB
- TPM-MIB
- TRANSPORT-ADDRESS-MIB
- TRIP-MIB
- TRIP-TC-MIB
- TUNNEL-MIB
- UCD-DEMO-MIB.inc
- UCD-DEMO-MIB
- UCD-DISKIO-MIB.inc
- UCD-DISKIO-MIB
- UCD-DLMOD-MIB.inc
- UCD-DLMOD-MIB
- UCD-IPFILTER-MIB.inc
- UCD-IPFILTER-MIB
- UCD-IPFWACC-MIB.inc

- UCD-IPFWACC-MIB
- UCD-SNMP-MIB-OLD
- UCD-SNMP-MIB.inc
- UCD-SNMP-MIB
- UDP-MIB
- UDPLITE-MIB
- UPS-MIB
- URI-TC-MIB
- VDSL-LINE-EXT-MCM-MIB
- VDSL-LINE-EXT-SCM-MIB
- VDSL-LINE-MIB
- VDSL2-LINE-MIB
- VDSL2-LINE-TC-MIB
- VPN-TC-STD-MIB
- VRRP-MIB
- WWW-MIB
- IANA-ADDRESS-FAMILY-NUMBERS-MIB
- IANA-CHARSET-MIB
- IANA-FINISHER-MIB
- IANA-GMPLS-TC-MIB
- IANA-IPPM-METRICS-REGISTRY-MIB
- IANA-ITU-ALARM-TC-MIB
- IANA-LANGUAGE-MIB
- IANA-MALLOC-MIB
- IANA-MAU-MIB
- IANA-PRINTER-MIB
- IANA-PWE3-MIB
- IANA-RTPROTO-MIB
- IANATn3270eTC-MIB
- IANAIfType-MIB
- IPFIX-SELECTOR-MIB

For further information on how to add a MIB, see:

[http://www.net-snmp.org/wiki/index.php/TUT:Using\\_and\\_loading\\_MIBS](http://www.net-snmp.org/wiki/index.php/TUT:Using_and_loading_MIBS)

## 17.2. Data Export Types

### 17.2.1. Analogue line MGCP Data Export

Filename: <YYYY-MM-DD\_HHMM>\_analogue\_line\_mgcp.json.gz

Layout:

| ELEMENT       | DESCRIPTION AND SOURCE FIELD                        | DATA TYPE | VERSION |
|---------------|-----------------------------------------------------|-----------|---------|
| provider_name | Name of the Provider                                | string    | v2      |
| reseller_name | Name of the Reseller                                | string    | v2      |
| customer_name | name of the customer                                | string    | v1      |
| division_name | Intermediate Node (e.g Division or other node)      | string    | v1      |
| location_name | Site Name                                           | string    | v1      |
| hierarchy     | The full hierarchy path for the item being exported | string    | v1      |

- ELEMENT: usernames
  - DESCRIPTION: List of users assigned to the analog port
  - SOURCE FIELD: device/cucm/User.userid
  - DATA TYPE: Array of strings
  - VERSION: v1
- ELEMENT: gateway
  - DESCRIPTION: name of the gateway that the port is on
  - SOURCE FIELD: device/cucm/GatewayEndpointAnalogAccess.domainName
  - DATA TYPE: string
  - VERSION: v1
- ELEMENT: port\_number
  - DESCRIPTION: gateway port for this configuration
  - SOURCE FIELD: device/cucm/GatewayEndpointAnalogAccess.endpoint.port.portNumber
  - DATA TYPE: string
  - VERSION: v1
- ELEMENT: port\_type
  - DESCRIPTION: the type of port for this gateway (typically FXS for analog)
  - SOURCE FIELD: device/cucm/GatewayEndpointAnalogAccess.endpoint.product
  - DATA TYPE: string
  - VERSION: v1
- ELEMENT: description

- DESCRIPTION: description of the gateway
- SOURCE FIELD: device/cucm/GatewayEndpointAnalogAccess.endpoint.description
- DATA TYPE: string
- VERSION: v1
- ELEMENT: cucm\_dn
  - DESCRIPTION: Internal Number assigned to the device profile (as configured in the PBX)
  - SOURCE FIELD: device/cucm/GatewayEndpointAnalogAccess.endpoint.port.lines.line.0.dirn.pattern
  - DATA TYPE: string
  - VERSION: v1
- ELEMENT: E164Members
  - DESCRIPTION: Array of E164 numbers and ranges assigned to pilot\_number in the case of N-1 mapped lines
  - SOURCE FIELD: device/cucm/GatewayEndpointAnalogAccess.endpoint.port.lines.line.0.dirn.pattern
  - DATA TYPE: string
  - VERSION: v4
- ELEMENT: E164Members.e164\_number
  - DESCRIPTION: E164 number in the case of N-1 mapped lines
  - DATA TYPE: string
  - VERSION: v4
- ELEMENT: E164Members.e164\_range
  - DESCRIPTION: E164 range of E164Members.e164\_number in the case of N-1 mapped lines
  - DATA TYPE: string
  - VERSION: v4
- ELEMENT: E164
  - DESCRIPTION: External Number (E164 number) assigned to the device profile
  - SOURCE FIELD: device/cucm/GatewayEndpointAnalogAccess.endpoint.port.lines.line.0.dirn.pattern
  - DATA TYPE: string
  - VERSION: v1

#### Example

```
[
{
  "division_name": "Intermed1",
  "usernames": [],
  "location_name": "Site1",
  "description": "",
  "port_number": 0,
  "hierarchy": "sys.171FDD8C03A6.Prov1.Resell1.Cust1.Intermed1.Intermed1_1.Site1",
  "gateway": "site_1_endpoint_1_gateway_name",
```

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```

    "E164": "s1e1_e164_value",
    "port_type": "Cisco MGCP FXS Port",
    "reseller_name": "Resel1",
    "provider_name": "Prov1",
    "cucm_dn": "11111",
    "customer_name": "Cust1"
  },
  {
    "division_name": "Intermed1",
    "usernames": [],
    "location_name": "Site1",
    "description": "",
    "port_number": 1,
    "hierarchy": "sys.171FDD8C03A6.Prov1.Resel1.Cust1.Intermed1.Intermed1_1.Site1",
    "gateway": "site_1_endpoint_2_gateway_name",
    "E164": "",
    "port_type": "Cisco MGCP FXS Port",
    "reseller_name": "Resel1",
    "provider_name": "Prov1",
    "cucm_dn": "",
    "customer_name": "Cust1"
  },
  {
    "division_name": "Intermed2",
    "usernames": [
      "fred",
      "bob"
    ],
    "location_name": "Site2",
    "description": "",
    "port_number": 1,
    "hierarchy": "sys.171FDD8C03A6.Prov2.Resel2.Cust2.Intermed2.Site2",
    "gateway": "site_2_endpoint_1_gateway_name",
    "E164": "",
    "port_type": "Cisco MGCP FXS Port",
    "reseller_name": "Resel2",
    "provider_name": "Prov2",
    "cucm_dn": "333333",
    "customer_name": "Cust2"
  }
]

```

### 17.2.2. Analogue Line SCCP Data Export

Filename: <YYYY-MM-DD\_HHMM>\_analogue\_line\_sccp.json.gz

Layout:

| ELEMENT       | DESCRIPTION AND SOURCE FIELD                                                                                      | DATA TYPE        | VERSION |
|---------------|-------------------------------------------------------------------------------------------------------------------|------------------|---------|
| provider_name | Name of the Provider                                                                                              | string           | v2      |
| reseller_name | Name of the Reseller                                                                                              | string           | v2      |
| customer_name | name of the customer                                                                                              | string           | v1      |
| division_name | Intermediate Node (e.g Division or other node)                                                                    | string           | v1      |
| location_name | Site Name                                                                                                         | string           | v1      |
| hierarchy     | The full hierarchy path for the item being exported                                                               | string           | v1      |
| usernames     | List of users assigned to the analog port<br>device/cucm/User.userid                                              | Array of strings | v1      |
| gateway       | name of the gateway that the port is on<br>device/cucm/GatewaySccpEndpoints.domainName                            | string           | v1      |
| port_number   | gateway port for this configuration<br>device/cucm/GatewaySccpEndpoints.endpoint.index                            | string           | v1      |
| port_type     | the type of port for this gateway (typically FXS for analog)<br>device/cucm/GatewaySccpEndpoints.endpoint.product | string           | v1      |
| description   | description of the gateway<br>device/cucm/GatewaySccpEndpoints.endpoint.description                               | string           | v1      |
| E164Members   | Array of E164 numbers and ranges assigned to<br>pilot_number in the case of N-1 mapped lines                      | string           | v4      |

- ELEMENT: cucm\_dn
  - DESCRIPTION: Internal Number assigned to the device profile (as configured in the PBX)
  - SOURCE FIELD: device/cucm/GatewaySccpEndpoints.endpoint.lines.line.0.dirn.pattern
  - DATA TYPE: string
  - VERSION: v1
- ELEMENT: E164
  - DESCRIPTION: External Number (E164 number) assigned to the device profile
  - SOURCE FIELD: device/cucm/GatewaySccpEndpoints.endpoint.lines.line.0.dirn.pattern
  - DATA TYPE: string
  - VERSION: v1
- ELEMENT: E164Members.e164\_number
  - DESCRIPTION: E164 number in the case of N-1 mapped lines
  - DATA TYPE: string
  - VERSION: v4
- ELEMENT: E164Members.e164\_range

- DESCRIPTION: E164 range of E164Members.e164\_number in the case of N-1 mapped lines
- DATA TYPE: string
- VERSION: v4

#### Example

```
[
{
  "division_name": "Intermed1",
  "usernames": [
    "test_userid"
  ],
  "location_name": "Site1",
  "description": "AN202AAAA202000",
  "port_number": 0,
  "hierarchy": "sys.48D13080D77F.Prov1.Resell1.Cust1.Intermed1.Intermed1_1.Site1",
  "gateway": "SKIGW202AAAA202",
  "E164": "test_e164",
  "port_type": "Analog Phone",
  "reseller_name": "Resell1",
  "provider_name": "Prov1",
  "cucm_dn": "\\+155545",
  "customer_name": "Cust1"
}
]
```

### 17.2.3. Call Pickup Group Data Export

(New report in version 2)

Filename: <YYYY-MM-DD\_HHMM>\_call\_pickup\_group.json.gz

Layout:

| ELEMENT                | DESCRIPTION AND SOURCE FIELD                                                                       | DATA TYPE | VERSION |
|------------------------|----------------------------------------------------------------------------------------------------|-----------|---------|
| provider_name          | Name of the Provider                                                                               | string    | v2      |
| reseller_name          | Name of the Reseller                                                                               | string    | v2      |
| customer_name          | Name of the Customer                                                                               | string    | v2      |
| division_name          | Intermediate Node (e.g Division or other node)                                                     | string    | v2      |
| location_name          | Name of the Site                                                                                   | string    | v2      |
| hierarchy              | The full hierarchy path for the item being exported                                                | string    | v2      |
| pickup_group_name      | The name of the Call Pickup Group<br>device/cucm/CallPickupGroup.name                              | string    | v2      |
| pickup_group_number    | The DN for the Call Pickup Group<br>device/cucm/CallPickupGroup.pattern                            | string    | v2      |
| pickup_group_partition | The route partition for the Call Pickup Group DN<br>device/cucm/CallPickupGroup.routePartitionName | string    | v2      |
| member                 | Array of member lines                                                                              | array     | v2      |
| member.cucm_dn         | Description of the directory number and partition<br>device/cucm/Line.pattern                      | string    | v2      |
| member.partition       | Route partition associated with the member directory number<br>device/cucm/Line.routePartitionName | string    | v2      |

#### Example

```
[
  {
    "provider_name": "CS-P",
    "reseller_name": "CS-NB",
    "customer_name": "CustomerName",
    "division_name": "",
    "location_name": "AAA-Boston",
    "hierarchy": "sys.hcs.CS-P.CS-NB.CustomerName.AAA-Boston",
    "pickup_group_name": "Support",
    "pickup_group_number": "80000",
    "pickup_group_partition": "Cu1-AllowVm-PT",
    "member": [
      {
        "cucm_dn": "50409",
        "partition": "Cu1-AllowVm-PT"
      }
    ]
  }
]
```

### 17.2.4. Contact Center Enterprise Data Export

Filename: <YYYY-MM-DD\_HHMM>\_contact\_center\_enterprise.json.gz

Layout:

| ELEMENT          | DESCRIPTION AND SOURCE FIELD                                        | DATA TYPE | VERSION |
|------------------|---------------------------------------------------------------------|-----------|---------|
| provider_name    | Name of the Provider                                                | string    | v2.2    |
| reseller_name    | Name of the Reseller                                                | string    | v2.2    |
| customer_name    | name of the customer                                                | string    | v2.2    |
| division_name    | Intermediate Node (e.g Division or other node)                      | string    | v2.2    |
| location_name    | Site Name                                                           | string    | v2.2    |
| hierarchy        | The full hierarchy path for the item being exported                 | string    | v2.2    |
| Name             | Contact Center Username<br>device/ccdm/Agent.Name                   | string    | v2.2    |
| PeripheralNumber | Skill group peripheral number<br>device/ccdm/Agent.PeripheralNumber | integer   | v2.2    |
| Supervisor       | User type<br>device/ccdm/Agent.Supervisor                           | boolean   | v2.2    |

Example

```
[
{
  "division_name": "",
  "Supervisor": false,
  "Name": "standalone_ccdm_user_2",
  "hierarchy": "sys.hcs.Provider_01.Reseller_01.Customer_01.Site_01",
  "reseller_name": "Reseller_01",
  "location_name": "Site_01",
  "provider_name": "Provider_01",
  "PeripheralNumber": 2,
  "customer_name": "Customer_01"
}
]
```

### 17.2.5. Contact Center Express Data Export

Filename: <YYYY-MM-DD\_HHMM>\_contact\_center\_express.json.gz

Layout:

| ELEMENT       | DESCRIPTION AND SOURCE FIELD                                       | DATA TYPE | VERSION |
|---------------|--------------------------------------------------------------------|-----------|---------|
| provider_name | Name of the Provider                                               | string    | v2.2    |
| reseller_name | Name of the Reseller                                               | string    | v2.2    |
| customer_name | name of the customer                                               | string    | v2.2    |
| division_name | Intermediate Node (e.g Division or other node)                     | string    | v2.2    |
| location_name | Site Name                                                          | string    | v2.2    |
| hierarchy     | The full hierarchy path for the item being exported                | string    | v2.2    |
| username      | Contact Center Express username                                    | string    | v2.2    |
| userID        | CUCM user ID<br>device/uccx/Agent.userID                           | string    | v2.2    |
| firstName     | Agent first name<br>device/uccx/Agent.firstName                    | string    | v2.2    |
| lastName      | Agent last name<br>device/uccx/Agent.lastName                      | string    | v2.2    |
| extension     | Agent extension<br>device/uccx/Agent.extension                     | string    | v2.2    |
| teamName      | Contact Center Express team name<br>device/uccx/Agent.teamName     | string    | v2.2    |
| type          | Contact Center Express user type<br>device/uccx/Agent.type         | string    | v2.2    |
| autoAvailable | Availability status of the user<br>device/uccx/Agent.autoAvailable | boolean   | v2.2    |

#### Example

```
[
{
  "division_name": "",
  "location_name": "Site_01",
  "firstName": "user_46",
  "extension": 2,
  "hierarchy": "sys.hcs.Provider_01.Reseller_01.Customer_01.Site_01",
  "lastName": "Latame",
  "userID": "user_46",
  "teamName": "Default",
  "reseller_name": "Reseller_01",
  "provider_name": "Provider_01",
  "customer_name": "Customer_01",
  "type": "Agent",
  "autoAvailable": false
}
]
```

### 17.2.6. Customer Data Export

(New report in version 2)

Filename: <YYYY-MM-DD\_HHMM>\_customer.json.gz

Layout:

| ELEMENT       | DESCRIPTION AND SOURCE FIELD                        | DATA TYPE | VERSION |
|---------------|-----------------------------------------------------|-----------|---------|
| provider_name | Name of the Provider                                | string    | v2      |
| reseller_name | Name of the Reseller                                | string    | v2      |
| customer_name | Name of the Customer                                | string    | v2      |
| hierarchy     | The full hierarchy path for the item being exported | string    | v2      |
| account_id    | The customer's account identifier                   | string    | v2      |
| external_id   | An externally defined identifier for the customer   | string    | v2      |

Example

```
[
  {
    "provider_name": "CS-P",
    "reseller_name": "CS-NB",
    "customer_name": "Customer1",
    "hierarchy": "sys.hcs.CS-P.CS-NB.Customer1",
    "account_id": "ABCXYZ",
    "external_id": ""
  }
]
```

### 17.2.7. Extension Mobility Data Export

Filename: <YYYY-MM-DD\_HHMM>\_extension\_mobility.json.gz

Layout:

| ELEMENT                 | DESCRIPTION AND FIELD SOURCE                                                                                                   | DATA TYPE | VERSION |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------|-----------|---------|
| provider_name           | Name of the Provider                                                                                                           | string    | v2      |
| reseller_name           | Name of the Reseller                                                                                                           | string    | v2      |
| customer_name           | name of the customer                                                                                                           | string    | v1      |
| division_name           | Intermediate Node (e.g Division or other node)                                                                                 | string    | v1      |
| location_name           | Site Name                                                                                                                      | string    | v1      |
| hierarchy               | The full hierarchy path for the item being exported                                                                            | string    | v1      |
| username                | the username of the owner of device profile<br>device/cucm/User.userid                                                         | string    | v1      |
| device_type             | Model the extension mobility profile is setup as<br>device/cucm/DeviceProfile.product                                          | string    | v1      |
| device_profile_name     | Name of the extension mobility profile<br>device/cucm/DeviceProfile.name                                                       | string    | v2      |
| lines                   | Array of objects containing line information                                                                                   | array     | v1      |
| lines.cucm_dn           | Internal Number assigned to the device profile (as configured in the PBX)<br>device/cucm/DeviceProfile.lines.line.dirn.pattern | string    | v1      |
| lines.line_order        | Line index.<br>device/cucm/DeviceProfile.lines.line.index                                                                      | integer   | v2      |
| lines.E164              | External Number (E164 number) assigned to the device profile<br>device/cucm/DeviceProfile.lines.line.dirn.pattern              | string    | v1      |
| E164Members             | Array of E164 numbers and ranges assigned to cucm_dn in the case of N-1 mapped lines                                           | string    | v4      |
| E164Members.e164_number | E164 number in the case of N-1 mapped lines                                                                                    | string    | v4      |
| E164Members.e164_range  | E164 range of E164Members.e164_number in the case of N-1 mapped lines                                                          | string    | v4      |

Example:

```
[
{
  "division_name": "Intermed1",
  "username": "ba_user2",
  "location_name": "Site1",
  "hierarchy": "sys.822AF46F8FD3.Prov1.Resel1.Cust1.Intermed1.Intermed1_1.Site1",
  "lines": [
    {
      "line_order": 1,
      "cucm_dn": "50407",
      "E164": "91107"
    },
    {
      "line_order": 2,
      "cucm_dn": "50408",
```

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```

        "E164": "91108"
    }
],
"device_type": "Cisco 9971",
"device_profile_name": "ba_user2-UDP",
"reseller_name": "Resell1",
"provider_name": "Prov1",
"customer_name": "Cust1"
},
{
    "division_name": "Intermed2",
    "username": "",
    "location_name": "Site2",
    "hierarchy": "sys.822AF46F8FD3.Prov2.Resell2.Cust2.Intermed2.Site2",
    "lines": [],
    "device_type": "Cisco 9971",
    "device_profile_name": "ba_user3-UDP",
    "reseller_name": "Resell2",
    "provider_name": "Prov2",
    "customer_name": "Cust2"
}
]

```

### 17.2.8. FMC Data Export

(New report in version 2)

This report includes users who have the FMC feature configured. The report includes the destination configured and an indication of whether the service is currently enabled or disabled (based on v2 FMC with CIM-based FMC). Any users without the FMC feature configured will not appear in the file. This report is only populated if the FMC adaptation is installed on the system - the file will be blank on systems without any users configured or if the adaptation is not installed.

Filename: <YYYY-MM-DD\_HHMM>\_fmc.json.gz

Layout:

| ELEMENT       | DESCRIPTION AND SOURCE FIELD                                                                                                 | DATA TYPE | VERSION |
|---------------|------------------------------------------------------------------------------------------------------------------------------|-----------|---------|
| provider_name | Name of the Provider                                                                                                         | string    | v2      |
| reseller_name | Name of the Reseller                                                                                                         | string    | v2      |
| customer_name | Name of the Customer                                                                                                         | string    | v2      |
| division_name | Intermediate Node (e.g Division or other node)                                                                               | string    | v2      |
| location_name | Name of the Site                                                                                                             | string    | v2      |
| hierarchy     | The full hierarchy path for the item being exported                                                                          | string    | v2      |
| username      | The userid of the remote destination profile<br>data/GS_FMC_UserExtended_DAT.username                                        | string    | v2      |
| destination   | The mobile number associated with CIM device<br>data/GS_FMC_UserExtended_DAT.fmc.mobile                                      | string    | v2      |
| fmc_enabled   | An indication of whether fixed mobile convergence is enabled for the destination<br>data/GS_FMC_UserExtended_DAT.fmc.enabled | boolean   | v2      |

#### Example

```
[
  {
    "provider_name": "CS-P",
    "reseller_name": "CS-NB",
    "customer_name": "AAAGlobal",
    "division_name": "",
    "location_name": "AAA-Boston",
    "hierarchy": "sys.hcs.CS-P.CS-NB.AAAGlobal.AAA-Boston",
    "username": "ba_user4",
    "destination": "08212345678",
    "fmc_enabled": true
  }
]
```

### 17.2.9. Hunt Group Data Export

Filename: <YYYY-MM-DD\_HHMM>\_hunt\_group.json.gz

Layout:

| ELEMENT                 | DESCRIPTION                                                                                                                                 | DATA TYPE | VERSION |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------|
| provider_name           | Name of the Provider                                                                                                                        | string    | v2      |
| reseller_name           | Name of the Reseller                                                                                                                        | string    | v2      |
| customer_name           | name of the customer                                                                                                                        | string    | v1      |
| division_name           | Intermediate Node (e.g Division or other node)                                                                                              | string    | v1      |
| hierarchy               | The full hierarchy path for the item being exported                                                                                         | string    | v1      |
| location_name           | Site Name                                                                                                                                   | string    | v1      |
| hunt_group_name         | Name assigned to the hunt group                                                                                                             | string    | v1      |
| pilot_number            | the internal number assigned as the pilot for the hunt group (as configured in the PBX)<br>device/cucm/HuntPilot.pattern                    | string    | v1      |
| E164                    | the external number (Full E164 format) assigned as the pilot for the hunt group (as configured in the PBX)<br>device/cucm/HuntPilot.pattern | string    | v1      |
| lines                   | Array of objects containing line information<br>device/cucm/LineGroup                                                                       | array     | v1      |
| lines.cucm_dn           | Internal Number assigned to the device profile (as configured in the PBX)<br>device/cucm/LineGroup.members.member.directoryNumber.          | string    | v1      |
| lines.line_group_name   | Name of the line group<br>device/cucm/LineGroup.members.member.name                                                                         | string    | v2      |
| E164Members             | Array of E164 numbers and ranges assigned to pilot_number in the case of N-1 mapped lines                                                   | string    | v4      |
| E164Members.e164_number | E164 number in the case of N-1 mapped lines                                                                                                 | string    | v4      |
| E164Members.e164_range  | E164 range of E164Members.e164_number in the case of N-1 mapped lines                                                                       | string    | v4      |
| partition               | The route partition to which the Hunt Pilot number belongs<br>device/cucm/HuntPilot.routePartitionName                                      | string    | v2      |

#### Example

```
[
{
  "division_name": "Intermed1",
  "location_name": "Site1",
  "hierarchy": "sys.57C1130EED66.Prov1.Resell1.Cust1.Intermed1.Intermed1_1.Site1",
  "lines": [
    {
      "cucm_dn": "HuntList1LineGroup1DirectoryNumber1Pattern",
      "line_group_name": "HuntList1LineGroup1"
    },
    {
      "cucm_dn": "HuntList1LineGroup1DirectoryNumber2Pattern",
      "line_group_name": "HuntList1LineGroup1"
    }
  ],
}
```

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```

    {
      "cucm_dn": "HuntList1LineGroup2DirectoryNumber1Pattern",
      "line_group_name": "HuntList1LineGroup2"
    },
    {
      "cucm_dn": "HuntList1LineGroup2DirectoryNumber2Pattern",
      "line_group_name": "HuntList1LineGroup2"
    }
  ],
  "partition": "RoutePartition1",
  "hunt_group_name": "HuntList1",
  "E164": "E164AssocDAT1",
  "reseller_name": "Resell1",
  "pilot_number": "PTCHuntPilot1",
  "provider_name": "Prov1",
  "customer_name": "Cust1"
},
{
  "division_name": "",
  "location_name": "",
  "hierarchy": "sys.57C1130EED66.Prov2.Resell2.Cust2",
  "lines": [],
  "partition": "",
  "hunt_group_name": "HuntList2",
  "E164": "E164AssocDAT2",
  "reseller_name": "Resell2",
  "pilot_number": "2222",
  "provider_name": "Prov2",
  "customer_name": "Cust2"
},
{
  "division_name": "Intermed1",
  "location_name": "Site1",
  "hierarchy": "sys.57C1130EED66.Prov1.Resell1.Cust1.Intermed1.Intermed1_1.Site1",
  "lines": [],
  "E164Members": [
    {
      "e164_number": "\\+495557000",
      "e164_range": "10"
    }
  ],
  "partition": "",
  "hunt_group_name": "HuntList3",
  "E164": "\\+495557000",
  "reseller_name": "Resell1",
  "pilot_number": "8217500",
  "provider_name": "Prov1",
  "customer_name": "Cust1"
}
]

```

### 17.2.10. Hybrid Data Export

Filename: <YYYY-MM-DD\_HHMM>\_hybrid.json.gz

Layout:

| ELEMENT         | DESCRIPTION AND SOURCE FIELD                                                                                                                            | DATA TYPE | VERSION |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------|
| provider_name   | Name of the Provider                                                                                                                                    | string    | v4      |
| reseller_name   | Name of the Reseller                                                                                                                                    | string    | v4      |
| customer_name   | name of the customer                                                                                                                                    | string    | v4      |
| hierarchy       | The full hierarchy path for the item being exported                                                                                                     | string    | v4      |
| username        | First name of user                                                                                                                                      | string    | v4      |
| service_type    | Hybrid type                                                                                                                                             | string    | v4      |
| lines           | array of lines: extension, e164, cos                                                                                                                    | array     | v4      |
| lines.extension | <i>release 19.3.4</i><br>data/MultiVendorServiceData_DAT.line1Dn (and line2Dn)<br><i>release &gt;= 21.1</i><br>data/User.mvs_extensions.0.line          | string    | v4      |
| lines.e164      | <i>release 19.3.4</i><br>data/MultiVendorServiceData_DAT.line1E164 (and line2E164)<br><i>release &gt;= 21.1</i><br>data/User.mvs_extensions.0.line_e164 | string    | v4      |
| lines.cos       | <i>release 19.3.4</i><br>data/MultiVendorServiceData_DAT.line1CoS (and line2CoS)<br><i>release &gt;= 21.1</i><br>data/User.mvs_extensions.0.line_cos    | string    | v4      |

Example (19.3.4)

```
[
  {
    "username": "user_1",
    "hierarchy": "sys.9F73F4303A93.Provider1Hierarchy.Reseller1Hierarchy.
↪Customer1Hierarchy",
    "lines": [
      {
        "e164": "\\+441184025574",
        "class_of_service": "International-24Hrs-Enhanced",
        "extension": "8445574"
      },
      {
        "e164": "\\+441184025576",
        "class_of_service": "International-24Hrs-Enhanced",
        "extension": "8445576"
      }
    ]
  }
]
```

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```

    }
  ],
  "service_type": "Cisco-MS",
  "reseller_name": "Reseller1Hierarchy",
  "provider_name": "Provider1Hierarchy",
  "customer_name": "Customer1Hierarchy"
}
]

```

### 17.2.11. Line Data Export

(New report in version 2)

Filename: &lt;YYYY-MM-DD\_HHMM&gt;\_line.json.gz

Layout:

| ELEMENT                   | DESCRIPTION AND SOURCE FIELD                                                                                   | DATA TYPE | VER-SION |
|---------------------------|----------------------------------------------------------------------------------------------------------------|-----------|----------|
| provider_name             | Name of the Provider                                                                                           | string    | v2       |
| reseller_name             | Name of the Reseller                                                                                           | string    | v2       |
| customer_name             | Name of the Customer                                                                                           | string    | v2       |
| division_name             | Intermediate Node (e.g Division or other node)                                                                 | string    | v2       |
| location_name             | Name of the Site                                                                                               | string    | v2       |
| hierarchy                 | The full hierarchy path for the item being exported                                                            | string    | v2       |
| cucm_dn                   | Internal Number of this line<br>device/cucm/Line.pattern                                                       | string    | v2       |
| partition                 | The route partition to which the number belongs<br>device/cucm/Line.routePartitionName                         | string    | v2       |
| description               | Description of the directory number and partition<br>device/cucm/Line.description                              | string    | v2       |
| call-<br>ing_search_space | This is mapped to the shareLineAppearanceCssName of<br>the line<br>device/cucm/Line.shareLineAppearanceCssName | string    | v2       |

Example

```

[
  {
    "provider_name": "CS-P",
    "reseller_name": "CS-NB",
    "customer_name": "CustomerName",
    "division_name": "",
    "location_name": "AAA-Boston",
    "hierarchy": "sys.hcs.CS-P.CS-NB.CustomerName.AAA-Boston",

```

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```

    "cucm_dn": "50409",
    "partition": "Cu1-AllowVm-PT",
    "description": "Front Desk",
    "calling_search_space": "Cu1-ANumAnaly-CSS"
  }
]

```

### 17.2.12. Phones Data Export

Filename: <YYYY-MM-DD\_HHMM>\_phones.json.gz

Layout:

| ELEMENT          | DESCRIPTION AND SOURCE FIELD                                                                                           | DATA TYPE | VER-SION |
|------------------|------------------------------------------------------------------------------------------------------------------------|-----------|----------|
| provider_name    | Name of the Provider                                                                                                   | string    | v2       |
| reseller_name    | Name of the Reseller                                                                                                   | string    | v2       |
| customer_name    | name of the customer                                                                                                   | string    | v1       |
| division_name    | Intermediate Node (e.g Division or other node)                                                                         | string    | v1       |
| location_name    | Site Name                                                                                                              | string    | v1       |
| hierarchy        | The full hierarchy path for the item being exported                                                                    | string    | v1       |
| usernames        | list of usernames associated to the phones via Unified CM<br>user, associated devices<br>device/cucm/User.userid       | array     | v1       |
| device_name      | the name of the device (includes mac address if hardphone,<br>softclients no mac)<br>device/cucm/Phone.name            | string    | v1       |
| description      | Text field attached to the device<br>device/cucm/Phone.description                                                     | string    | v3       |
| device_type      | the model of the phone<br>device/cucm/Phone.product                                                                    | string    | v1       |
| device_css       | Calling search space of the phone<br>device/cucm/Phone.callingSearchSpaceName                                          | string    | v2       |
| lines            | Array of objects containing line information<br>device/cucm/Phone.lines.line                                           | array     | v1       |
| lines.line_order | Line index.<br>device/cucm/Phone.lines.line.index                                                                      | integer   | v2       |
| lines.cucm_dn    | Internal Number assigned to the device profile (as configured in the PBX)<br>device/cucm/Phone.lines.line.dirn.pattern | string    | v1       |
| lines.E164       | External Number (E164 number) assigned to the device profile<br>device/cucm/Phone.lines.line.dirn.pattern              | string    | v1       |

| ELEMENT                 | DESCRIPTION AND SOURCE FIELD                                                                                                     | DATA TYPE | VERSION |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------|---------|
| E164Members             | Array of E164 numbers and ranges assigned to cucm_dn in the case of N-1 mapped lines                                             | string    | v4      |
| E164Members.e164_number | E164 number in the case of N-1 mapped lines                                                                                      | string    | v4      |
| E164Members.e164_range  | E164 range of E164Members.e164_number in the case of N-1 mapped lines                                                            | string    | v4      |
| owner_username          | User ID of the assigned phone user<br><i>Only in release &gt;= 21.1</i><br>device/cucm/Phone.ownerUserName                       | string    | v4      |
| add_on_modules          | Array of phone addon modules, incl. name, model, position<br><i>Only in release &gt;= 21.1</i><br>cache.addOnModules.addOnModule | array     | v4      |

- ELEMENT: add\_on\_modules.name
  - DESCRIPTION: phone addon module name
  - SOURCE FIELD: *Only in release >= 21.1*  
device/cucm/Phone.addOnModules.addOnModule.loadInformation
  - DATA TYPE: string
  - VERSION: v4
- ELEMENT: add\_on\_modules.model
  - DESCRIPTION: phone addon module model
  - SOURCE FIELD: *Only in release >= 21.1*  
device/cucm/Phone.addOnModules.addOnModule.model
  - DATA TYPE: string
  - VERSION: v4
- ELEMENT: add\_on\_modules.position
  - DESCRIPTION: phone addon module model
  - SOURCE FIELD: *Only in release >= 21.1*  
device/cucm/Phone.addOnModules.addOnModule.index
  - DATA TYPE: integer
  - VERSION: v4

Example:

```
[
{
  "division_name": "Intermed1",
  "usernames": [
    "slp1_user1"
  ],
  "location_name": "Site1",
```

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```

"description": "slp1_desc",
"hierarchy": "sys.AB707E3E6FC2.Prov1.Resell1.Cust1.Intermed1.Intermed1_1.Site1",
"lines": [
  {
    "line_order": 0,
    "cucm_dn": "11111",
    "E164": "slp111_e164"
  }
],
"add_on_modules": [
  {
    "position": 0,
    "model": "add_on_module_model-01",
    "name": "add_on_module_info-01"
  }
],
"device_type": "slp1_product_value",
"reseller_name": "Resell1",
"provider_name": "Prov1",
"device_name": "slp1_name",
"device_css": "slp1_css",
"customer_name": "Cust1"
},
{
  "division_name": "Intermed1",
  "usernames": [],
  "location_name": "Site1",
  "description": "",
  "hierarchy": "sys.AB707E3E6FC2.Prov1.Resell1.Cust1.Intermed1.Intermed1_1.Site1",
  "lines": [],
  "add_on_modules": [],
  "device_type": "slp2_product_value",
  "reseller_name": "Resell1",
  "provider_name": "Prov1",
  "device_name": "slp2_name",
  "device_css": "slp2_css",
  "customer_name": "Cust1"
},
{
  "division_name": "Intermed2",
  "usernames": [
    "s2p1_user1",
    "s2p1_user2"
  ],
  "location_name": "Site2",
  "description": "",
  "hierarchy": "sys.AB707E3E6FC2.Prov2.Resell2.Cust2.Intermed2.Site2",
  "lines": [
    {
      "line_order": 1,
      "cucm_dn": "33333",

```

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```
    "E164": "s2p1l1_e164"
  },
  {
    "line_order": 2,
    "cucm_dn": "44444",
    "E164": ""
  }
],
"add_on_modules": [],
"device_type": "s2p1_product_value",
"reseller_name": "Resel2",
"provider_name": "Prov2",
"device_name": "s2p1_name",
"device_css": "s2p1_css",
"customer_name": "Cust2"
}
]
```

### 17.2.13. Site Data Export

Filename: <YYYY-MM-DD\_HHMM>\_site.json.gz

Layout:

| ELEMENT                | DESCRIPTION AND SOURCE FIELD                                                                        | DATA TYPE | VER. |
|------------------------|-----------------------------------------------------------------------------------------------------|-----------|------|
| provider_name          | Name of the Provider                                                                                | string    | v2   |
| reseller_name          | Name of the Reseller                                                                                | string    | v2   |
| customer_name          | Name of the customer                                                                                | string    | v1   |
| division_name          | Intermediate Node (e.g Division or other node)                                                      | string    | v1   |
| location_name          | Site Name                                                                                           | string    | v1   |
| hierarchy              | The full hierarchy path for the item being exported                                                 | string    | v1   |
| customer_address1      | Address string 1 for the customer                                                                   | string    | v1   |
| customer_address2      | Address string 2 for the customer                                                                   | string    | v1   |
| customer_address3      | Address string 3 for the customer                                                                   | string    | v1   |
| location_address1      | Address string 1 for the site<br>data/BaseSiteDAT.Address1                                          | string    | v1   |
| location_address2      | Address string 2 for the site<br>data/BaseSiteDAT.Address2                                          | string    | v1   |
| location_address3      | Address string 3 for the site<br>data/BaseSiteDAT.Address3                                          | string    | v1   |
| emergency_number       | External emergency callback number assigned to the site<br>data/DpSite.emerNumber                   | string    | v1   |
| ndl                    | The NDL name that the site uses<br>data/Ndl.ndl.name                                                | string    | v1   |
| inter_site_prefix      | Digit dialled to prefix intersite calls (if the dial plan is setup that way)<br>data/DpCustomer.isp | string    | v1   |
| external_access_prefix | Digit dialled to make external calls (if the dial plan is setup that way)<br>data/DpSite.ext        | string    | v1   |
| site_code              | Dial Plan site code assigned to the site (if the dial plan is setup that way)<br>data/DpSite.slc    | string    | v1   |
| published_number       | External published callback number assigned to the site<br>data/DpSite.pubNumber                    | string    | v1   |
| country_code           | Country code identifying the site<br>data/Countries.international_dial_code                         | string    | v1   |

| ELEMENT       | DESCRIPTION AND SOURCE FIELD                                                   | DATA TYPE | VER. |
|---------------|--------------------------------------------------------------------------------|-----------|------|
| external_id   | An externally defined ID for the site<br>data/GS_LinkedSiteData_DAT.externalID | string    | v2   |
| extended_name | An expanded name for the site<br>data/GS_LinkedSiteData_DAT.extendedName       | string    | v2   |

- ELEMENT: voice\_bandwidth

- DESCRIPTION: voice bandwidth allocation for the site
- SOURCE FIELD: device/cucm/Location.betweenLocations.betweenLocation.audioBandwidth
- DATA TYPE: string
- VERSION: v1
- ELEMENT: video\_bandwidth
  - DESCRIPTION: video bandwidth allocation for the site
  - SOURCE FIELD: device/cucm/Location.betweenLocations.betweenLocation.videoBandwidth
  - DATA TYPE: string
  - VERSION: v1

Example:

(\* marked fields are new in version 2)

```
[
{
  * "provider_name": "CS-P",
  * "reseller_name": "CS-NB",
    "customer_name": "Varidion",
    "division_name": "",
    "location_name": "Varidion-Reading",
    "hierarchy": "sys.hcs.CS-P.CS-NB.Varidion.Varidion-Reading",
    "customer_address1": "Varidion New York (Head Office)",
    "customer_address2": "L23, 33 Central Square",
    "customer_address3": "Dallas,TX, USA",
    "ndl": "GS-R3-VDN-CL1-NDL",
    "inter_site_prefix": "",
    "site_code": "",
    "video_bandwith": "",
    "emergency_number": "",
    "voice_bandwith": "",
    "country_code": "44",
    "external_access_prefix": "",
    "location_address1": "Varidion Reading",
    "location_address3": "Reading, Berkshire",
    "location_address2": "Atlantic House, Imperial Way",
    "published_number": "",
  * "external_id": "ABCXYZ",
  * "extended_name": "UK IT"
}
]
```

### 17.2.14. Subscriber Data Export

Filename: <YYYY-MM-DD\_HHMM>\_subscriber.json.gz

Layout:

| ELEMENT       | DESCRIPTION AND SOURCE FIELD                           | DATA TYPE | VERSION |
|---------------|--------------------------------------------------------|-----------|---------|
| provider_name | Name of the Provider                                   | string    | v2      |
| reseller_name | Name of the Reseller                                   | string    | v2      |
| customer_name | name of the customer                                   | string    | v1      |
| division_name | Intermediate Node (e.g Division or other node)         | string    | v1      |
| location_name | Site Name                                              | string    | v1      |
| hierarchy     | The full hierarchy path for the item being exported    | string    | v1      |
| username      | username of the user<br>device/cucm/User.userid        | string    | v1      |
| first_name    | First name of the user<br>device/cucm/User.firstName   | string    | v1      |
| middle_name   | Middle name of the user<br>device/cucm/User.middleName | string    | v3      |
| last_name     | Last name of the user<br>device/cucm/User.lastName     | string    | v1      |
| email         | email address of the user<br>device/cucm/User.mailid   | string    | v1      |

| ELEMENT             | DESCRIPTION AND SOURCE FIELD                                                                                                                                                                                                                                                                                  | DATA TYPE | VERSION |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------|
| entitlement_profile | the profile assigned to the user that defines the features they are enabled to have configured<br><i>release 19.3.4</i><br>data/HcsUserProvisioningStatusDAT.entitlement_profile<br><i>release &gt;= 21.1</i><br>data/User.entitlement_profile<br>or<br>data/HcsUserProvisioningStatusDAT.entitlement_profile | string    | v1      |
| role                | The role assigned to the user - defines privileges in the portal<br>data/User.role                                                                                                                                                                                                                            | string    | v1      |
| credential_policy   | The security profile assigned to the user - defined credential and other security rules for portal access<br>data/User.account_information.credential_policy                                                                                                                                                  | string    | v1      |
| snr                 | Does the user have the SNR service configured<br>device/cucm/RemoteDestinationProfile.userId                                                                                                                                                                                                                  | boolean   | v1      |
| voicemail           | Does the user have a voicemail box configured<br>device/cuc/User.Alias                                                                                                                                                                                                                                        | boolean   | v1      |
| title               | Subscriber's title<br><i>release 19.3.4</i><br>data/NormalizedUser.title<br><i>&gt;= release 21.1</i><br>data/User.title<br>or<br>data/NormalizedUser.title                                                                                                                                                   | string    | v2      |

| ELEMENT          | DESCRIPTION AND SOURCE FIELD                                                                            | DATA TYPE | VERSION |
|------------------|---------------------------------------------------------------------------------------------------------|-----------|---------|
| department       | Subscriber's department<br>device/cucm/User.department                                                  | string    | v2      |
| telephone_number | Subscriber's telephone number as configured in the CUCM user record<br>device/cucm/User.telephoneNumber | string    | v2      |
| pager_number     | Subscriber's pager number<br>device/cucm/User.pagerNumber                                               | string    | v3      |
| imp_enabled      | User enabled for Unified CM IM and Presence<br>device/cucm/User.imAndPresenceEnable                     | boolean   | v4      |

#### Example

(Fields marked \* are new in version 2, fields marked \*\* are new in version 3, and fields marked \*\*\* are for v4)

```
[
  {
    *   "provider_name": "CS-P",
    *   "reseller_name": "CS-NB",
        "customer_name": "AAAGlobal",
        "division_name": "",
        "location_name": "AAA-Boston",
        "hierarchy": "sys.hcs.CS-P.CS-NB.AAAGlobal.AAA-Boston",
        "username": "ba_user4",
        "first_name": "Dean",
    **  "middle_name": "John",
        "last_name": "Daniels",
        "voicemail": false,
        "entitlement_profile": "AAAGlobal-Foundation-EP",
        "snr": false,
        "credential_policy": "HcsCredentialPolicy",
        "role": "AAA-BostonSelfService",
        "email": "email@theinternet.com",
    *   "title": "Dr.",
    *   "department": "R&D",
    *   "telephone_number": "0215252020",
    **  "pager_number": "5551234545",
    *** "imp_enabled": False
  }
]
```

### 17.2.15. Webex Teams Data Export

Filename: <YYYY-MM-DD\_HHMM>\_webex\_teams.json.gz

Layout:

| ELEMENT       | DESCRIPTION                                                                                                                                    | DATA TYPE                                                                    | VERSION |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|---------|
| provider_name | Name of the Provider                                                                                                                           | string                                                                       | v2.2    |
| reseller_name | Name of the Reseller                                                                                                                           | string                                                                       | v2.2    |
| customer_name | name of the customer                                                                                                                           | string                                                                       | v2.2    |
| division_name | Intermediate Node (e.g. Division or other node)                                                                                                | string                                                                       | v2.2    |
| location_name | Site Name                                                                                                                                      | string                                                                       | v2.2    |
| hierarchy     | The full hierarchy path for the item being exported                                                                                            | string                                                                       | v2.2    |
| firstName     | First name of user<br>device/spark/User.firstName                                                                                              | string                                                                       | v2.2    |
| lastName      | Last name of user<br>device/spark/User.lastName                                                                                                | string                                                                       | v2.2    |
| email         | User email address<br>device/spark/User.email                                                                                                  | string                                                                       | v2.2    |
| type          | device/spark/User.type                                                                                                                         | string                                                                       |         |
| loginEnabled  | device/spark/User.loginEnabled                                                                                                                 | boolean                                                                      |         |
| phoneNumbers  | device/spark/User.phoneNumbers                                                                                                                 | array (objects)                                                              |         |
|               | <ul style="list-style-type: none"> <li>• type</li> <li>• value</li> </ul> Example:<br><pre>[{"type": "work", "value": "\\+13125557007"}]</pre> | <ul style="list-style-type: none"> <li>• string</li> <li>• string</li> </ul> |         |
| extension     | User extension<br>device/spark/User.extension                                                                                                  | string                                                                       | v2.2    |
| status        | Webex App user status<br>device/spark/User.status                                                                                              | string                                                                       | v2.2    |
| licenses      | Webex licenses:                                                                                                                                | array (objects)                                                              |         |
|               | <ul style="list-style-type: none"> <li>• license</li> </ul> device/spark/User.licenses                                                         | <ul style="list-style-type: none"> <li>• string</li> </ul>                   |         |

### Example

```
[
  {
    "provider_name": "Provider_01",
    "reseller_name": "Reseller_01",
    "customer_name": "Customer_01",
    "division_name": "Intermediate_Node_01",
    "location_name": "Site_02",
    "hierarchy": "sys.hcs.Provider_01.Reseller_01.Customer_01.Intermediate_Node_01.Site_02",
    "firstName": "Randall",
```

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```

    "lastName": "Stephens",
    "email": "randall.stephens@shawshank.gov",
    "type": "person",
    "loginEnabled": true,
    "phoneNumbers": [
      {
        "type": "work",
        "value": "\\+13125557007"
      }
    ],
    "extension": "7007",
    "licenses": [
      {
        "license" : "Call on Webex"
      },
      {
        "license" : "Free message"
      },
      {
        "license" : "Free screen share"
      }
    ],
    "status": "The user has never logged in; a status cannot be determined."
  }
]

```

**Note:** Services reported on are dynamically included. The reference material and JSON snippet here are examples.

| ELEMENT               | DESCRIPTION                                                                                                                                                                                                                | DATA TYPE | VER-SION |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------|
| hybrid_call_services: |                                                                                                                                                                                                                            |           | v2.2     |
| connect               | Users' incoming calls will ring their work phones and the Cisco Webex App app. Users can call their colleagues from either their phones or the app, too. Aware must be enabled before the user can be enabled for Connect. | boolean   | v2.2     |
| aware                 | Users can share content from the Cisco Webex App app during a call from their work phones and view their call history in the app.                                                                                          | boolean   | v2.2     |

| ELEMENT                    | DESCRIPTION                   | DATA TYPE | VERSION |
|----------------------------|-------------------------------|-----------|---------|
| hy-brid_calendar_services: |                               |           | v2.2    |
| google                     | Google Calendar               | boolean   | v2.2    |
| microsoft_exchange         | Microsoft Exchange/Office 365 | boolean   | v2.2    |

| ELEMENT               | DESCRIPTION                                                                                                                          | DATA TYPE | VERSION |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------|-----------|---------|
| meeting               | Named User Licence. Each Named User license allows 1 user to be entitled as a meeting host. Named users can hold unlimited meetings. | N/A       | N/A     |
| webex_enterprise_200  |                                                                                                                                      | boolean   | v2.2    |
| webex_support_center  |                                                                                                                                      | boolean   | v2.2    |
| webex_meeting_center  |                                                                                                                                      | boolean   | v2.2    |
| webex_cmr             |                                                                                                                                      | boolean   | v2.2    |
| webex_event_center    |                                                                                                                                      | boolean   | v2.2    |
| webex_training_center |                                                                                                                                      | boolean   | v2.2    |
| meeting               |                                                                                                                                      | boolean   | v2.2    |

#### Example

```
[
{
  "division_name": "",
  "status": "",
  "location_name": "Site_03",
  "firstName": "",
  "hierarchy": "sys.hcs.Provider_01.Reseller_01.Customer_02.Site_03",
  "lastName": "",
  "provider_name": "Provider_01",
  "services": {
    "hybrid_call_services": {
      "connect": false,
      "aware": false
    },
    "message": {
      "messaging": false
    },
    "meeting": {
      "webex_enterprise_200": false,
      "webex_support_center": false,
      "webex_meeting_center": false,
      "webex_cmr": false,
      "webex_event_center": false,

```

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```

    "webex_training_center":false,
    "meeting":false
  },
  "hybrid_calendar_services":{
    "google":false,
    "microsoft_exchange":false
  },
  "hybrid_message_services":{
    "message":false
  }
},
"reseller_name":"Reseller_01",
"line":"",
"email":"spark_user_36@emailaccount.com",
"customer_name":"Customer_02"
},
]

```

### 17.2.16. Webex Devices Data Export

Filename: <YYYY-MM-DD\_HHMM>\_webex\_devices.json.gz

Layout:

| ELEMENT       | DESCRIPTION                                                  | DATA TYPE | VERSION |
|---------------|--------------------------------------------------------------|-----------|---------|
| provider_name | Name of the Provider                                         | string    |         |
| reseller_name | Name of the Reseller                                         | string    |         |
| customer_name | name of the customer                                         | string    |         |
| division_name | Intermediate Node (e.g. Division or other node)              | string    |         |
| location_name | Site Name                                                    | string    |         |
| hierarchy     | The full hierarchy path for the item being exported          | string    |         |
| id            | Device ID<br>E.g. : <i>ID_&lt;device_name&gt;</i>            | string    |         |
| displayName   | Device displayName<br>E.g.: <i>DN_&lt;device_name&gt;</i>    | string    |         |
| workspace     | WorkspaceName<br>E.g.: Boardroom                             | string    |         |
| username      | Device username<br>E.g.: <i>&lt;device_name&gt;_PersonID</i> | string    |         |
| product       | product name, e.g. "Cisco Webex DX80"                        | string    |         |

Example

```
{
  "provider_name": "Provider_01",
  "reseller_name": "Reseller_01",
  "customer_name": "Customer_01",
  "division_name": "Intermediate_Node_01",
  "location_name": "Site_02",
  "hierarchy": "sys.hcs.Provider_01.Reseller_01.Customer_01.Intermediate_Node_01.Site_02",
  "id": "ID_spark_device_1",
  "displayName": "DN_spark_device_1",
  "workspace": "Boardroom",
  "username": "spark_device_1_PersonID",
  "product": "Cisco Webex DX80"
}
```

### 17.2.17. Webex Workspaces Data Export

Filename: <YYYY-MM-DD\_HHMM>\_webex\_workspaces.json.gz

Layout:

| ELEMENT       | DESCRIPTION                                                      | DATA TYPE | VERSION |
|---------------|------------------------------------------------------------------|-----------|---------|
| provider_name | Name of the Provider                                             | string    |         |
| reseller_name | Name of the Reseller                                             | string    |         |
| customer_name | name of the customer                                             | string    |         |
| division_name | Intermediate Node (e.g. Division or other node)                  | string    |         |
| location_name | Site Name                                                        | string    |         |
| hierarchy     | The full hierarchy path for the item being exported              | string    |         |
| id            | Device ID                                                        | string    |         |
| displayName   | Workspace display name<br>device/spark/Location                  | string    |         |
| type          | Workspace type<br>E.g. "huddle","focus","meetingRoom","open",... | string    |         |
| callingType   | Workspace calling type<br>E.g. "freeCalling"                     | string    |         |

Example

```
{
  "provider_name": "Provider_01",
  "reseller_name": "Reseller_01",
  "customer_name": "Customer_01",
  "division_name": "Intermediate_Node_01",
  "location_name": "Site_02",
```

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```

    "hierarchy": "sys.hcs.Provider_01.Reseller_01.Customer_01.Intermediate_Node_01.Site_02",
    "id": "ID",
    "displayName": "DN_device",
    "type": "huddle",
    "callingType": "freeCalling"
  }

```

### 17.2.18. MS Office 365 Data Export

Filename: <YYYY-MM-DD\_HHMM>\_ms\_o365.json.gz

Layout:

| ELEMENT             | DESCRIPTION AND SOURCE FIELD                                                                                                                                                                                                                                                                                  | DATA TYPE | VERSION |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------|
| username            | VOSS Username of the user tied to this O365 service instance.<br>For release 21.3 and later, the data/User.username field mapping is:<br>data/User.username_ms_365 =<br>device/graph/MSOLUser.UserPrincipalName<br>If this field is blank, it means there is not a corresponding data/User for this MSOLUser. | string    | v4      |
| first_name          | First name of the user<br>device/msgraph/MsolUser.FirstName                                                                                                                                                                                                                                                   | string    | v4      |
| last_name           | Last name of the user<br>device/msgraph/MsolUser.LastName                                                                                                                                                                                                                                                     | string    | v4      |
| entitlement_profile | Entitlement profile of the user<br>data.User.entitlement_profile of matching data/User                                                                                                                                                                                                                        | string    | v4      |
| o365_username       | user name on O365<br>device/msgraph/MsolUser.UserPrincipalName                                                                                                                                                                                                                                                | string    | v4      |

| ELEMENT                              | DESCRIPTION AND SOURCE FIELD                                                               | DATA TYPE | VERSION |
|--------------------------------------|--------------------------------------------------------------------------------------------|-----------|---------|
| display_name                         | displayed name of user<br>device/msgraph/MsolUser.DisplayName                              | string    | v4      |
| is_licensed                          | User licensing status<br>device/msgraph/MsolUser.IsLicensed                                | string    | v4      |
| licenses                             | List of licenses<br>device/msgraph/MsolUser.Licenses                                       | array     | v4      |
| licenses.account_sku_id              | license SKUID<br>licenses.AccountSkuld                                                     | string    | v4      |
| li-<br>censes.disabled_serviceplans  | List of disabled service plans<br>Licenses.X.ServicePlans                                  | array     | v4      |
| li-<br>censes.disabled_serviceplans. | Disabled service plan name<br>Licenses.X.ServicePlans.X.ServiceName where Enabled is False | string    | v4      |

#### Example

```
[
{
  "username": "user_1",
  "first_name": "FirstName_1",
  "last_name": "LastName_1",
  "display_name": "DisplayName_user_1",
  "hierarchy": "sys.A242BC6E4F94.Prov1.Resell1.Cust1",
  "is_licensed": "N",
  "entitlement_profile": "Default-EP",
  "o365_username": "user_1@emailaccount.com",
  "licenses": [
    {
      "account_sku_id": "DEVELOPERPACK_E5"
      "disabled_serviceplans": [
        {
          "Service_Name": "AAD_PREMIUM"
        }
      ]
    }
  ],
  "reseller_name": "Resell1",
  "provider_name": "Prov1",
  "customer_name": "Cust1"
},
{
  "username": "user_2",
  "first_name": "FirstName_2",
  "last_name": "LastName_2",
  "display_name": "DisplayName_user_2",
  "hierarchy": "sys.A242BC6E4F94.Prov1.Resell1.Cust1",
  "is_licensed": "N",
```

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```

"entitlement_profile": "Default-EP",
"o365_username": "user_2@emailaccount.com",
"licenses": [
  {
    "account_sku_id": "DEVELOPERPACK_E5"
  }
],
"reseller_name": "Resell1",
"provider_name": "Prov1",
"customer_name": "Cust1"
},
{
  "username": "user_3",
  "first_name": "FirstName_3",
  "last_name": "LastName_3",
  "display_name": "DisplayName_user_3",
  "hierarchy": "sys.A242BC6E4F94.Prov1.Resell1.Cust1",
  "is_licensed": "N",
  "entitlement_profile": "Default-EP",
  "o365_username": "user_3@emailaccount.com",
  "licenses": [
    {
      "account_sku_id": "DEVELOPERPACK_E5"
    }
  ],
  "reseller_name": "Resell1",
  "provider_name": "Prov1",
  "customer_name": "Cust1"
},
{
  "username": "user_4",
  "first_name": "FirstName_4",
  "last_name": "LastName_4",
  "display_name": "DisplayName_user_4",
  "hierarchy": "sys.A242BC6E4F94.Prov1.Resell1.Cust1",
  "is_licensed": "N",
  "entitlement_profile": "Default-EP",
  "o365_username": "user_4@emailaccount.com",
  "licenses": [
    {
      "account_sku_id": "DEVELOPERPACK_E5"
    }
  ],
  "reseller_name": "Resell1",
  "provider_name": "Prov1",
  "customer_name": "Cust1"
},
{
  "username": "user_5",
  "first_name": "FirstName_5",
  "last_name": "LastName_5",

```

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```
"display_name": "DisplayName_user_5",
"hierarchy": "sys.A242BC6E4F94.Prov1.Resell1.Cust1",
"is_licensed": "N",
"entitlement_profile": "Default-EP",
"o365_username": "user_5@emailaccount.com",
"licenses": [
  {
    "account_sku_id": "DEVELOPERPACK_E5"
  }
],
"reseller_name": "Resell1",
"provider_name": "Prov1",
"customer_name": "Cust1"
}
]
```

### 17.2.19. MS Teams Data Export

Filename: <YYYY-MM-DD\_HHMM>\_ms\_teams.json.gz

Layout:



| ELEMENT              | DESCRIPTION AND SOURCE FIELD                                                                                                                                                                                                                                                                                                     | DATA TYPE | VERSION |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|---------|
| ms_teams_username    | UserPrincipalName<br>device/msteamsonline/CsOnlineUser.UserPrincipalName                                                                                                                                                                                                                                                         | string    | v4      |
| alias                | user alias<br>device/msteamsonline/CsOnlineUser.Alias                                                                                                                                                                                                                                                                            | string    | v4      |
| username             | VOSS Username of the user tied to this MS Teams service instance. For release 21.3 and later, the data/User.username field mapping is:<br>data/User.username_ms_teams =<br>device/msteamsonline/CsOnlineUser.UserPrincipalName<br>If this field is blank, it means there is not a corresponding data/User for this CsOnlineUser. | string    | v4      |
| entitlement_profile  | Entitlement profile of the user<br>data.User.entitlement_profile of matching data/User                                                                                                                                                                                                                                           | string    | v4      |
| department           | User department<br>device/msteamsonline/CsOnlineUser.Department                                                                                                                                                                                                                                                                  | string    | v4      |
| account_enabled      | AccountEnabled<br>device/msteamsonline/CsOnlineUser.AccountEnabled                                                                                                                                                                                                                                                               | boolean   | v4      |
| enterprise_voice     | EnterpriseVoiceEnabled (not used)<br>device/msteamsonline/CsOnlineUser.EnterpriseVoiceEnabled                                                                                                                                                                                                                                    | string    | v4      |
| feature_types        | FeatureTypes, e.g. Teams, Phone System, etc<br>device/msteamsonline/CsOnlineUser.FeatureTypes                                                                                                                                                                                                                                    | array     | v4      |
| line                 | OnPremLineURI<br>device/msteamsonline/CsOnlineUser.LineURI                                                                                                                                                                                                                                                                       | string    | v4      |
| line_type            | LineURIType, e.g. OperatorConnect, DirectRouting, CallingPlan<br>device/msteamsonline/CCsOnlineUser.LineURIType                                                                                                                                                                                                                  | string    | v4      |
| voice_routing_policy | OnlineVoiceRoutingPolicy<br>device/msteamsonline/CsOnlineUser.OnlineVoiceRoutingPolicy                                                                                                                                                                                                                                           | string    | v4      |
| tenant_dialplan      | TenantDialPlan<br>device/msteamsonline/CsOnlineUser.TenantDialPlan                                                                                                                                                                                                                                                               | string    | v4      |
| voicemail_policy     | HostedVoicemailPolicy<br>device/msteamsonline/CsOnlineUser.HostedVoicemailPolicy                                                                                                                                                                                                                                                 | string    | v4      |
| teams_upgrade_mode   | TeamsUpgradeEffectiveMode<br>device/msteamsonline/CsOnlineUser.TeamsUpgradeEffectiveMode                                                                                                                                                                                                                                         | string    | v4      |

**Note:** From release 21.4-PB1 onwards, the `first_name` and `last_name` fields have been removed as they are no longer used.

#### Example

```
[
{
  "username": "user_2",
  "entitlement_profile": "MsTeamsUser",
```

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```

    "hierarchy": "sys.02676185F05F.Prov1.Resell1.Cust1",
    "ms_teams_username": "user_2@emailaccount.com",
    "voicemail_policy": "BusinessVoice",
    "teams_upgrade_mode": "TeamsOnly",
    "voice_routing_policy": "Global",
    "alias": "user_2",
    "account_enabled": True,
    "tenant_dialplan": "",
    "department": "R&D",
    "reseller_name": "Resell1",
    "provider_name": "Prov1",
    "line": "186944000002",
    "line_type": "OperatorConnect",
    "feature_type": ["Teams"],
    "customer_name": "Cust1"
  },
  {
    "username": "user_3",
    "entitlement_profile": "MsTeamsUser",
    "hierarchy": "sys.02676185F05F.Prov1.Resell1.Cust1",
    "ms_teams_username": "user_3@emailaccount.com",
    "voicemail_policy": "BusinessVoice",
    "teams_upgrade_mode": "TeamsOnly",
    "voice_routing_policy": "Global",
    "alias": "user_3",
    "account_enabled": True,
    "tenant_dialplan": "",
    "department": "R&D",
    "reseller_name": "Resell1",
    "provider_name": "Prov1",
    "line": "186944000002",
    "line_type": "OperatorConnect",
    "feature_type": ["Teams"],
    "customer_name": "Cust1"
  },
  {
    "username": "user_1",
    "entitlement_profile": "MsTeamsUser",
    "hierarchy": "sys.02676185F05F.Prov1.Resell1.Cust1",
    "ms_teams_username": "user_1@emailaccount.com",
    "voicemail_policy": "BusinessVoice",
    "teams_upgrade_mode": "TeamsOnly",
    "voice_routing_policy": "Global",
    "alias": "user_1",
    "account_enabled": True,
    "tenant_dialplan": "",
    "department": "R&D",
    "reseller_name": "Resell1",
    "provider_name": "Prov1",
    "line": "186944000002",
    "line_type": "OperatorConnect",

```

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```

"feature_type": ["Teams"],
"customer_name": "Cust1"
}
]

```

### 17.2.20. MS Exchange Data Export

Filename: <YYYY-MM-DD\_HHMM>\_ms\_exchange.json.gz

Layout:

| ELEMENT                                       | DESCRIPTION                                         | DATA TYPE  | VERSION |
|-----------------------------------------------|-----------------------------------------------------|------------|---------|
| provider_name                                 | Name of the Provider                                | string     | v4      |
| reseller_name                                 | Name of the Reseller                                | string     | v4      |
| customer_name                                 | name of the customer                                | string     | v4      |
| hierarchy                                     | The full hierarchy path for the item being exported | string     | v4      |
| username                                      | MS Exchange User Name                               | string     | v4      |
| exchange_mailbox_details                      | dictionary of permission types                      | dictionary | v4      |
| exchange_mailbox_details.calendar_permissions | List of calendar permissions                        | array      | v4      |
| calendar_permissions.user                     | Calendar username                                   | string     | v4      |
| calendar_permissions.access_rights            | list of calendar permission rights                  | array      | v4      |
| exchange_mailbox_details.permissions          | List of permissions                                 | array      | v4      |
| permissions.user                              | Permissions username                                | string     | v4      |
| permissions.access_rights                     | list of permission rights                           | array      | v4      |

Example

```

[
{
  "username": "ms_exchange_user_1@emailaccount.com",
  "hierarchy": "sys.003954111679.Prov1.Resell.Cust1",
  "exchange_mailbox_details": {
    "calendar_permissions": [
      {
        "user": "ms_exchange_user_1",
        "access_rights": [
          "Editor",
          "Publishing Author",
          "Author"
        ]
      }
    ]
  }
},
],

```

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```

    "permissions": [
      {
        "user": "ms_exchange_user_1",
        "access_rights": [
          "FullAccess",
          "SendAs"
        ]
      }
    ],
    "reseller_name": "Resell1",
    "provider_name": "Prov1",
    "customer_name": "Cust1"
  },
  {
    "username": "ms_exchange_user_2@emailaccount.com",
    "hierarchy": "sys.003954111679.Prov1.Resell1.Cust1",
    "exchange_mailbox_details": {
      "calendar_permissions": [
        {
          "user": "ms_exchange_user_2",
          "access_rights": [
            "Editor",
            "Publishing Author",
            "Author"
          ]
        }
      ],
      "permissions": [
        {
          "user": "ms_exchange_user_2",
          "access_rights": [
            "FullAccess",
            "SendAs"
          ]
        }
      ]
    },
    "reseller_name": "Resell1",
    "provider_name": "Prov1",
    "customer_name": "Cust1"
  }
]

```

### 17.2.21. Pexip Data Export

Filename: <YYYY-MM-DD\_HHMM>\_pexip\_conference.json.gz

Layout:

| ELEMENT       | DESCRIPTION                                         | DATA TYPE | VERSION |
|---------------|-----------------------------------------------------|-----------|---------|
| provider_name | Name of the Provider                                | string    | v4      |
| reseller_name | Name of the Reseller                                | string    | v4      |
| customer_name | name of the customer                                | string    | v4      |
| hierarchy     | The full hierarchy path for the item being exported | string    | v4      |
| name          | First name of user                                  | string    | v4      |
| description   | Last name of user                                   | string    | v4      |
| owner_email   | User email address                                  | string    | v4      |
| type          | service type                                        | string    | v4      |

Example

```
[
  {
    "name": "user_1",
    "hierarchy": "sys.0ECD98831FCF.Provider1Hierarchy.Reseller1Hierarchy.
    ↪Customer1Hierarchy",
    "description": "Description_PexIp_1",
    "owner_email": "user_1@dummy-emailaccount.com",
    "reseller_name": "Reseller1Hierarchy",
    "provider_name": "Provider1Hierarchy",
    "type": "conference",
    "customer_name": "Customer1Hierarchy"
  }
]
```

### 17.2.22. VOSS Phone Servers Data Export

Filename: <YYYY-MM-DD\_HHMM>\_voss\_phone\_servers.json.gz

Layout:

| ELEMENT                | DESCRIPTION AND SOURCE FIELD                                                                      | DATA TYPE | VERSION |
|------------------------|---------------------------------------------------------------------------------------------------|-----------|---------|
| mac                    | MAC address of phone server<br>data/PRS_MultiVendorPhone_DAT.mac                                  | string    | v4      |
| phone_vendor           | Vendor name<br>data/PRS_MultiVendorPhone_DAT.phoneVendor                                          | string    | v4      |
| phone_model            | Model Name<br>data/PRS_MultiVendorPhone_DAT.phoneModel                                            | string    | v4      |
| lines                  | Lines names and CoS                                                                               | array     | v4      |
| lines.name             | Lines names<br>data/PRS_MultiVendorPhone_DAT.line1Name<br>data/PRS_MultiVendorPhone_DAT.line2Name | array     | v4      |
| lines.class_of_service | Lines CoS's<br>data/PRS_MultiVendorPhone_DAT.line1Cos<br>data/PRS_MultiVendorPhone_DAT.line2Cos   | array     | v4      |

Example

```
[
{
  "phone_model": "Cisco 6921",
  "hierarchy": "sys.F28DA5B756D7.Prov1.Resell1.Cust1",
  "lines": [
    {
      "class_of_service": "International-24Hrs-Enhanced",
      "name": "8445574"
    },
    {
      "class_of_service": "International-24Hrs-Enhanced",
      "name": "8445576"
    }
  ],
  "mac": "2C:54:91:88:C9:02",
  "phone_vendor": "Cisco",
  "reseller_name": "Resell1",
  "provider_name": "Prov1",
  "customer_name": "Cust1"
},
{
  "phone_model": "Cisco 6921",
  "hierarchy": "sys.F28DA5B756D7.Prov1.Resell1.Cust1",
  "lines": [
    {
```

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```

    "class_of_service": "International-24Hrs-Enhanced",
    "name": "8445574"
  },
  {
    "class_of_service": "International-24Hrs-Enhanced",
    "name": "8445576"
  }
],
"mac": "2C:54:91:88:C9:01",
"phone_vendor": "Cisco",
"reseller_name": "Resell1",
"provider_name": "Prov1",
"customer_name": "Cust1"
}
]
```

## 17.3. Command Examples

### 17.3.1. diag Command Examples

For details, see: [Diagnostic Tools](#).

#### diag disk

```
platform@VOSS:~$ diag disk
```

| Filesystem | Size | Used | Avail | Use% | Mounted on        |
|------------|------|------|-------|------|-------------------|
| udev       | 3.9G | 0    | 3.9G  | 0%   | /dev              |
| tmpfs      | 1.6G | 80M  | 1.5G  | 5%   | /run              |
| /dev/sda1  | 18G  | 7.9G | 8.9G  | 47%  | /                 |
| tmpfs      | 3.9G | 3.8M | 3.9G  | 1%   | /dev/shm          |
| tmpfs      | 5.0M | 0    | 5.0M  | 0%   | /run/lock         |
| tmpfs      | 3.9G | 0    | 3.9G  | 0%   | /sys/fs/cgroup    |
| none       | 3.9G | 8.0K | 3.9G  | 1%   | /tmp              |
| none       | 3.9G | 0    | 3.9G  | 0%   | /run/shm          |
| /dev/sdb1  | 9.9G | 846M | 8.6G  | 9%   | /var/log          |
| /dev/sdb2  | 40G  | 15G  | 23G   | 39%  | /opt/platform     |
| cgmfs      | 100K | 0    | 100K  | 0%   | /run/cgmanager/fs |
| /dev/sdc1  | 50G  | 9.2G | 38G   | 20%  | /backups          |
| [...]      |      |      |       |      |                   |

**diag monitor**

```
platform@VOSS:~$ diag monitor
2021-02-15 12:59:32.325225
4810.5 Mb used, 2252.8 Mb free, 291 processes
Private + Shared = RAM used Files Sockets CPU usage Program
-0.3 + 0.8 = 0.5 4 0 0 launch.true (20)
-0.0 + 0.5 = 0.5 10 3 0 qmgr
-0.0 + 0.6 = 0.6 10 3 0 pickup
0.0 + 0.2 = 0.2 3 10 0 dbus-daemon
0.0 + 0.1 = 0.1 7 7 0 systemd-udevd
0.1 + 0.2 = 0.3 4 0 0 rbash
0.1 + 0.2 = 0.3 3 21 0 ntpd
0.7 + 0.7 = 1.4 4 3 0 (sd-pam)
[...]
```

**diag monitor list**

```
platform@VOSS:~$ diag monitor list
The following monitor findings were recorded:
-----
launch.true:
    max num_threads = 21 at 2019-10-23 07:10:03.2

systemd:
    avg num_sockets = 31
    max num_sockets = 33 at 2020-10-02 17:30:03.1
    avg num_files = 22
    max num_files = 27 at 2020-10-02 17:30:03.2

metric-collecto:
    max num_files = 27 at 2021-02-04 11:00:03.8

dockerd-ce:
    max mem_private = 94 at 2021-01-27 17:10:03.2
    avg num_sockets = 58
    max num_sockets = 65 at 2019-10-23 08:30:04.8
    avg num_files = 67
    max num_files = 78 at 2019-10-23 07:20:03.5
    max mem_total = 94 at 2021-01-27 17:10:03.2

scripts.py:
    max mem_private = 55 at 2019-10-23 06:20:03.4
    max mem_total = 58 at 2019-10-23 06:20:03.4

nginx:
[...]
```



**diag nicstat**

platform@VOSS:~\$ diag nicstat

| Time     | Int         | rKB/s | wKB/s | rPk/s | wPk/s | rAvs    | wAvs   | %Util | Sat  |
|----------|-------------|-------|-------|-------|-------|---------|--------|-------|------|
| 13:01:28 | veth64e996f | 1.23  | 6.86  | 4.29  | 2.98  | 292.7   | 2357.4 | 0.00  | 0.00 |
| 13:01:28 | ens32       | 0.06  | 0.60  | 0.22  | 0.38  | 300.5   | 1621.6 | 0.00  | 0.00 |
| 13:01:28 | veth7b06047 | 0.00  | 0.00  | 0.00  | 0.00  | 0.00    | 72.52  | 0.00  | 0.00 |
| 13:01:28 | veth143e619 | 0.45  | 4.08  | 0.74  | 0.68  | 621.0   | 6172.7 | 0.00  | 0.00 |
| 13:01:28 | lo          | 0.01  | 0.01  | 0.24  | 0.24  | 61.94   | 61.94  | 0.00  | 0.00 |
| 13:01:28 | veth8b143f0 | 29.02 | 8.53  | 28.12 | 50.87 | 1056.9  | 171.8  | 0.02  | 0.00 |
| 13:01:28 | veth6774425 | 0.04  | 0.00  | 0.00  | 0.00  | 15564.9 | 98.22  | 0.00  | 0.00 |
| 13:01:28 | veth7f61555 | 0.00  | 0.00  | 0.00  | 0.00  | 0.00    | 72.52  | 0.00  | 0.00 |
| 13:01:28 | veth1694cf5 | 0.00  | 0.00  | 0.00  | 0.00  | 0.00    | 72.11  | 0.00  | 0.00 |
| 13:01:28 | veth655de40 | 0.03  | 0.05  | 0.28  | 0.15  | 123.8   | 324.7  | 0.00  | 0.00 |
| 13:01:28 | veth76b16c9 | 0.04  | 0.09  | 0.05  | 0.06  | 855.2   | 1523.7 | 0.00  | 0.00 |
| 13:01:28 | docker0     | 36.91 | 37.69 | 78.75 | 78.69 | 480.0   | 490.4  | 0.00  | 0.00 |
| 13:01:28 | veth6f85a4b | 0.35  | 3.94  | 1.63  | 1.17  | 218.6   | 3460.7 | 0.00  | 0.00 |
| 13:01:28 | veth41ddd78 | 6.82  | 14.12 | 43.64 | 22.78 | 160.0   | 634.7  | 0.01  | 0.00 |

**diag ntp**

platform@VOSS:~\$ diag ntp

| remote        | refid       | st | t | when | poll | reach | delay | offset | jitter |
|---------------|-------------|----|---|------|------|-------|-------|--------|--------|
| *172.39.89.56 | 196.5.170.4 | 3  | u | 241  | 256  | 377   | 0.582 | -1.883 | 1.788  |

**diag free**

platform@VOSS:~\$ diag free

|       | total   | used    | free    | shared | buff/cache | available |
|-------|---------|---------|---------|--------|------------|-----------|
| Mem:  | 8174732 | 5024144 | 127472  | 59840  | 3023116    | 2714864   |
| Swap: | 2096124 | 270168  | 1825956 |        |            |           |

**diag iostat**

platform@VOSS:~\$ diag iostat

Linux 4.4.0-151-generic (VOSS) 02/15/2021 \_x86\_64\_ (4 CPU)

| avg-cpu: | %user | %nice | %system | %iowait | %steal | %idle |
|----------|-------|-------|---------|---------|--------|-------|
|          | 1.86  | 0.00  | 1.08    | 0.09    | 0.00   | 96.97 |

| Device: | tps  | kB_read/s | kB_wrtn/s | kB_read   | kB_wrtn  |
|---------|------|-----------|-----------|-----------|----------|
| sdb     | 2.31 | 37.31     | 6.40      | 47828330  | 8197356  |
| sdc     | 0.90 | 114.40    | 0.01      | 146633661 | 14176    |
| sdd     | 2.10 | 0.42      | 18.24     | 533207    | 23383024 |
| sda     | 1.40 | 26.37     | 6.98      | 33802387  | 8949616  |
| dm-0    | 2.53 | 0.41      | 18.24     | 530915    | 23383024 |

**diag top**

```
platform@VOSS:~$ diag top
top - 12:48:53 up 14 days, 20:03, 1 user, load average: 0.53, 0.48, 0.30
Tasks: 297 total, 2 running, 295 sleeping, 0 stopped, 0 zombie
%Cpu(s): 1.9 us, 1.0 sy, 0.0 ni, 97.0 id, 0.1 wa, 0.0 hi, 0.1 si, 0.0 st
KiB Mem : 8174732 total, 149012 free, 5032732 used, 2992988 buff/cache
KiB Swap: 2096124 total, 1825764 free, 270360 used. 2706380 avail Mem
```

| PID     | USER     | PR | NI | VIRT   | RES    | SHR  | S | %CPU | %MEM | TIME+     | COMMAND   |
|---------|----------|----|----|--------|--------|------|---|------|------|-----------|-----------|
| 3165010 | root     | 20 | 0  | 40656  | 3868   | 3180 | R | 11.1 | 0.0  | 0:00.04   | top       |
| 3783    | snmp     | 20 | 0  | 59296  | 5968   | 2960 | S | 5.6  | 0.1  | 27:33.32  | snmpd     |
| 4915    | root     | 20 | 0  | 15944  | 3184   | 1352 | S | 5.6  | 0.0  | 134:38.96 | docker-p+ |
| 8213    | www-data | 20 | 0  | 649084 | 332456 | 9660 | S | 5.6  | 4.1  | 445:08.94 | python    |
| 1       | root     | 20 | 0  | 38036  | 4952   | 3108 | S | 0.0  | 0.1  | 1:07.13   | systemd   |
| 2       | root     | 20 | 0  | 0      | 0      | 0    | S | 0.0  | 0.0  | 0:00.41   | kthreadd  |

**diag config platform**

```
platform@VOSS:~$ diag config platform
platform:
  backup:
    default: localbackup
    locations:
      localbackup:
        uri: file:///backups
        passphrase: sftp://nobody:*****@nowhere/
  credstore: *****
  disa:
    inactive_lock_days: 35
    max_password_age: 60
    max_simultaneous_logins: 10
    min_password_age: 1
    system_default_umask: 077
    user_password_history: 10
    user_password_length: 8
  drivemounts:
    mongoddb:
      dbroot:
        disk: 3a4085ec-b88d-411d-a6c6-e2ea6bb2fefa
        format: xfs
        mountpoint: /opt/platform/apps/mongoddb/dbroot
        reserve: 10
  services:
    SWAPSPACE:
      mountpoint: /SWAPSPACE
    backups:
      disk: a2a3c270-5541-4cfe-87ba-7d61d0f6ccde
      mountpoint: /backups
      onassign: /opt/platform/apps/services/backup.py --name=localbackup --
      register-location=file:///backups --force
```

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```

                permission: 1777
    location: cpt
[...]
```

**diag config app snmp**

```

platform@VOSS:~$ diag config app snmp
load1: 4
load15: 2
load5: 1
query: value not set
syscontact: localhost
syslocation: None
sysname: None
```

**diag proc**

```

platform@VOSS:~$ diag proc
systemd--VGAuthService
    |-accounts-daemon--{gdbus}
    |                  `--{gmain}
    |-agetty
    |-atd
    |-auditd--audispd---{audispd}
    |          `--{auditd}
    |-cgmanager
    |-containerd--containerd-shim--nginx---nginx---4*[nginx]
    |              |                  `--11*[{containerd-shim}]
    |              |-containerd-shim--mongodb---sudo---mongod--{ApplyBa.Journal}
    |              |                  |                  |-{Backgro.kSource}
[...]
```

```

    |-ntpd
    |-rsyslogd--syslog_alert.py
    |          |-{in:imklog}
    |          |-{in:impstats}
    |          |-{in:imuxsock}
    |          `--{rs:main Q:Reg}
    |-snmpd
    |-snmptrapd
    |-sshd---sshd---sshd---rbash---diag---sh---sudo---ui-real.py---execute---pstree
    |-stunnel4
    |-systemd---(sd-pam)
    |-systemd-journal
    |-systemd-logind
    |-systemd-udev
    `--vmttoolsd---{gmain}
```

**diag stats**

```
platform@VOSS:~$ diag stats
```

| CONTAINER ID     | NAME                  | CPU % | MEM USAGE / LIMIT   | MEM %  | NET I/O         |
|------------------|-----------------------|-------|---------------------|--------|-----------------|
| ↪ BLOCK I/O      | PIDS                  |       |                     |        |                 |
| selenium         | selenium              | 0.18% | 58.8MiB / 7.796GiB  | 0.74%  | 32.1kB / 0B     |
| ↪ 78.9MB / 0B    | 30                    |       |                     |        |                 |
| selfservice_     | selfservice_node      | 0.00% | 101.9MiB / 7.796GiB | 1.28%  | 32.1kB / 0B     |
| ↪ 32.6MB / 0B    | 31                    |       |                     |        |                 |
| voss-portal      | voss-portal           | 0.00% | 14.81MiB / 7.796GiB | 0.19%  | 349kB / 58.9MB  |
| ↪ 31MB / 0B      | 5                     |       |                     |        |                 |
| voss-wsgi        | voss-wsgi             | 0.90% | 570.2MiB / 7.796GiB | 7.14%  | 5.17GB / 456MB  |
| ↪ 186MB / 0B     | 10                    |       |                     |        |                 |
| voss-monitor     | voss-monitoring       | 1.29% | 189MiB / 7.796GiB   | 2.37%  | 62.5MB / 43.8MB |
| ↪ 34.8MB / 0B    | 23                    |       |                     |        |                 |
| voss-risapi_     | voss-risapi_collector | 0.10% | 106MiB / 7.796GiB   | 1.33%  | 5.35GB / 589MB  |
| ↪ 4.71MB / 0B    | 3                     |       |                     |        |                 |
| voss-queue       | voss-queue            | 3.57% | 315.3MiB / 7.796GiB | 3.95%  | 18.5GB / 8.96GB |
| ↪ 5.89MB / 0B    | 4                     |       |                     |        |                 |
| voss-cnf_col     | voss-cnf_collector    | 0.15% | 105.1MiB / 7.796GiB | 1.32%  | 9.02GB / 1.61GB |
| ↪ 31MB / 0B      | 3                     |       |                     |        |                 |
| mongoarbiter     | mongoarbiter          | 1.45% | 31.75MiB / 7.796GiB | 0.40%  | 32.3kB / 0B     |
| ↪ 151MB / 520kB  | 27                    |       |                     |        |                 |
| mongodb          | mongodb               | 3.22% | 2.98GiB / 7.796GiB  | 38.23% | 11.2GB / 38.1GB |
| ↪ 1.2GB / 37.4GB | 109                   |       |                     |        |                 |
| nginx            | nginx                 | 0.03% | 21.03MiB / 7.796GiB | 0.26%  | 118MB / 56.1MB  |
| ↪ 28.4MB / 0B    | 6                     |       |                     |        |                 |

**diag tasks**

```
platform@VOSS:~$ diag tasks
```

```
top - 13:04:13 up 14 days, 20:18, 1 user, load average: 0.07, 0.30, 0.27
Tasks: 294 total, 1 running, 293 sleeping, 0 stopped, 0 zombie
%Cpu(s): 1.9 us, 1.0 sy, 0.0 ni, 97.0 id, 0.1 wa, 0.0 hi, 0.1 si, 0.0 st
KiB Mem : 8174732 total, 390904 free, 5046048 used, 2737780 buff/cache
KiB Swap: 2096124 total, 1828992 free, 267132 used. 2655756 avail Mem
```

| PID                  | USER                                                                | PR | NI | VIRT   | RES    | SHR  | S | %CPU | %MEM | TIME+     | COMMAND            |
|----------------------|---------------------------------------------------------------------|----|----|--------|--------|------|---|------|------|-----------|--------------------|
| 3168836              | root                                                                | 20 | 0  | 40680  | 3916   | 3200 | R | 22.2 | 0.0  | 0:00.07   | /usr/bin/top -b -n |
| ↪ 1                  | -c -w 230                                                           |    |    |        |        |      |   |      |      |           |                    |
| 6680                 | www-data                                                            | 20 | 0  | 578060 | 8168   | 5536 | S | 5.6  | 0.1  | 136:09.89 | /opt/voss-         |
| ↪ deviceapi          | go/bin/sysmon                                                       |    |    |        |        |      |   |      |      |           |                    |
| 8213                 | www-data                                                            | 20 | 0  | 649084 | 332120 | 9332 | S | 5.6  | 4.1  | 445:41.70 | /usr/bin/python /  |
| ↪ opt/voss-deviceapi | bin/python /opt/voss-deviceapi/src/deviceapi/background/queue.py 30 |    |    |        |        |      |   |      |      |           |                    |
| 1                    | root                                                                | 20 | 0  | 38036  | 4896   | 3108 | S | 0.0  | 0.1  | 1:07.29   | /sbin/init         |
| 2                    | root                                                                | 20 | 0  | 0      | 0      | 0    | S | 0.0  | 0.0  | 0:00.41   | [kthreadd]         |
| 3                    | root                                                                | 20 | 0  | 0      | 0      | 0    | S | 0.0  | 0.0  | 0:35.52   | [ksoftirqd/0]      |
| 7                    | root                                                                | 20 | 0  | 0      | 0      | 0    | S | 0.0  | 0.0  | 6:54.66   | [rcu_sched]        |
| 8                    | root                                                                | 20 | 0  | 0      | 0      | 0    | S | 0.0  | 0.0  | 0:00.00   | [rcu_bh]           |
| 9                    | root                                                                | rt | 0  | 0      | 0      | 0    | S | 0.0  | 0.0  | 0:08.10   | [migration/0]      |
| 10                   | root                                                                | rt | 0  | 0      | 0      | 0    | S | 0.0  | 0.0  | 0:04.14   | [watchdog/0]       |

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```

11 root      rt    0      0      0      0 S    0.0  0.0  0:04.03 [watchdog/1]
12 root      rt    0      0      0      0 S    0.0  0.0  0:07.98 [migration/1]
13 root      20    0      0      0      0 S    0.0  0.0  0:34.08 [ksoftirqd/1]
15 root      0 -20    0      0      0 S    0.0  0.0  0:00.00 [kworker/1:0H]
[...]
```

**diag test\_connection <host> <port>**

```

platform@VOSS:~$ diag test_connection www.voss.com 80
Successfully connected to www.voss.com:80

platform@VOSS:~$ diag test_connection www.voss.com 81
Failed to connect to www.voss.com:81
```

**diag top**

```

platform@VOSS:~$ diag top
top - 13:04:43 up 14 days, 20:19, 1 user, load average: 0.04, 0.27, 0.26
Tasks: 295 total, 1 running, 294 sleeping, 0 stopped, 0 zombie
%Cpu(s): 1.9 us, 1.0 sy, 0.0 ni, 97.0 id, 0.1 wa, 0.0 hi, 0.1 si, 0.0 st
KiB Mem : 8174732 total, 379256 free, 5053288 used, 2742188 buff/cache
KiB Swap: 2096124 total, 1835344 free, 260780 used. 2644160 avail Mem

  PID USER      PR  NI   VIRT   RES   SHR S  %CPU  %MEM     TIME+ COMMAND
3168863 root      20   0  40656   3860   3176 R   23.5   0.0   0:00.06 top
    1 root      20   0  38036   4896   3108 S    0.0   0.1   1:07.29 systemd
    2 root      20   0      0      0      0 S    0.0   0.0   0:00.41 kthreadd
    3 root      20   0      0      0      0 S    0.0   0.0   0:35.52 ksoftirq+
    7 root      20   0      0      0      0 S    0.0   0.0   6:54.69 rcu_sched
    8 root      20   0      0      0      0 S    0.0   0.0   0:00.00 rcu_bh
    9 root      rt    0      0      0      0 S    0.0   0.0   0:08.10 migratio+
   10 root      rt    0      0      0      0 S    0.0   0.0   0:04.14 watchdog+
   11 root      rt    0      0      0      0 S    0.0   0.0   0:04.03 watchdog+
   12 root      rt    0      0      0      0 S    0.0   0.0   0:07.98 migratio+
   13 root      20   0      0      0      0 S    0.0   0.0   0:34.08 ksoftirq+
[...]
```

**diag vmstat**

```

platform@VOSS:~$ diag vmstat
procs -----memory----- ---swap-- -----io----- -system-- -----cpu-----
r  b  swpd  free  buff  cache   si   so    bi    bo    in   cs us sy id wa st
1  0  260780 378512 273412 2468844    0    0   45     8    4    6  2  1 97  0  0
```

## 17.4. SNMP Trap Examples

### 17.4.1. SNMP Traps: Applications examples

- ProcessError
- ProcessRestart
- ProcessStart
- ProcessStop
- ProcessWarning

```
Oct 10 21:01:28 robot-slave snmptrapd[480]: 2022-10-10 21:01:28 <UNKNOWN> [UDP: [192.168.
↪100.3]:52036->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (79611) 0:13:16.11
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed snmp"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:07:36 robot-slave snmptrapd[480]: 2022-10-10 21:07:36 <UNKNOWN> [UDP: [192.168.
↪100.3]:52437->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (116410) 0:19:24.10
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed_
↪services:syslog"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:29:27 robot-slave snmptrapd[480]: 2022-10-10 21:29:27 <UNKNOWN> [UDP: [192.168.
↪100.3]:49190->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (247462) 0:41:14.62
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed services:time
↪"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:44:33 robot-slave snmptrapd[480]: 2022-10-10 21:44:33 <UNKNOWN> [UDP: [192.168.
↪100.3]:22489->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (338098) 0:56:20.98
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed mongodb"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:44:52 robot-slave snmptrapd[480]: 2022-10-10 21:44:52 <UNKNOWN> [UDP: [192.168.
↪100.3]:55617->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (340005) 0:56:40.05
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed nginx"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:46:59 robot-slave snmptrapd[480]: 2022-10-10 21:46:59 <UNKNOWN> [UDP: [192.168.
↪100.3]:19054->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (352745) 0:58:47.45
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed_
↪services:firewall"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:48:37 robot-slave snmptrapd[480]: 2022-10-10 21:48:37 <UNKNOWN> [UDP: [192.168.
↪100.3]:58314->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (362467) 1:00:24.67
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed_
↪mongodb:database"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:52:51 robot-slave snmptrapd[480]: 2022-10-10 21:52:51 <UNKNOWN> [UDP: [192.168.
↪100.3]:20207->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (387871) 1:04:38.71
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed voss-
↪deviceapi"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:56:20 robot-slave snmptrapd[480]: 2022-10-10 21:56:20 <UNKNOWN> [UDP: [192.168.
↪100.3]:52129->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (408764) 1:08:07.64
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed selfservice"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:23:43 robot-slave snmptrapd[480]: 2022-10-10 22:23:43 <UNKNOWN> [UDP: [192.168.
```

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```

↪100.3]:26646->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (573107) 1:35:31.07
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessRestart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are restarting services:firewall"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 10 22:23:45 robot-slave snmptrapd[480]: 2022-10-10 22:23:45 <UNKNOWN> [UDP: [192.168.
↪100.3]:61828->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (573306) 1:35:33.06
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed services:firewall"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 10 22:28:06 robot-slave snmptrapd[480]: 2022-10-10 22:28:06 <UNKNOWN> [UDP: [192.168.
↪100.3]:34679->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (599418) 1:39:54.18
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStop"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are stopping mongodb"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 10 22:28:08 robot-slave snmptrapd[480]: 2022-10-10 22:28:08 <UNKNOWN> [UDP: [192.168.
↪100.3]:40866->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (599581) 1:39:55.81
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed mongodb:arbiter"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 10 22:28:08 robot-slave snmptrapd[480]: 2022-10-10 22:28:08 <UNKNOWN> [UDP: [192.168.
↪100.3]:11041->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (599586) 1:39:55.86
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed mongodb:database"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 10 22:28:36 robot-slave snmptrapd[480]: 2022-10-10 22:28:36 <UNKNOWN> [UDP: [192.168.
↪100.3]:25020->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (602427) 1:40:24.27
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1

```

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```
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessRestart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are restarting mongodb"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:32:17 robot-slave snmptrapd[480]: 2022-10-10 22:32:17 <UNKNOWN> [UDP: [192.168.
↪100.3]:43021->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (624584) 1:44:05.84
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed phone-based-
↪registration"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:50:10 robot-slave snmptrapd[480]: 2022-10-10 22:50:10 <UNKNOWN> [UDP: [192.168.
↪100.3]:6672->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (731774) 2:01:57.74
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed voss-queue"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:00:16 robot-slave snmptrapd[480]: 2022-10-11 00:00:16 <UNKNOWN> [UDP: [192.168.
↪100.3]:62561->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1152364) 3:12:03.64
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed nginx:proxy"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:00:34 robot-slave snmptrapd[480]: 2022-10-11 00:00:34 <UNKNOWN> [UDP: [192.168.
↪100.3]:48544->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1154165) 3:12:21.65
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessError"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application failed with error 1 nginx:proxy"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:12:33 robot-slave snmptrapd[480]: 2022-10-11 00:12:33 <UNKNOWN> [UDP: [192.168.
↪100.3]:29021->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1226146) 3:24:21.46
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessRestart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are restarting snmp"
```

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```
#011iso.3.6.1.2.1.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:12:38 robot-slave snmptrapd[480]: 2022-10-11 00:12:38 <UNKNOWN> [UDP: [192.168.
↪100.3]:10991->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1226585) 3:24:25.85
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed snmp:daemon"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:12:38 robot-slave snmptrapd[480]: 2022-10-11 00:12:38 <UNKNOWN> [UDP: [192.168.
↪100.3]:21681->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1226610) 3:24:26.10
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed snmp:traps"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:12:39 robot-slave snmptrapd[480]: 2022-10-11 00:12:39 <UNKNOWN> [UDP: [192.168.
↪100.3]:7756->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1226681) 3:24:26.81
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from stopped_
↪(killed) to unknown (missing launcher,killed) - snmp:traps"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:20:20 robot-slave snmptrapd[480]: 2022-10-11 00:20:20 <UNKNOWN> [UDP: [192.168.
↪100.3]:22009->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1272824) 3:32:08.24
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessRestart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are restarting voss-portal"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:20:28 robot-slave snmptrapd[480]: 2022-10-11 00:20:28 <UNKNOWN> [UDP: [192.168.
↪100.3]:44656->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1273568) 3:32:15.68
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStop"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are stopping voss-portal"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:20:29 robot-slave snmptrapd[480]: 2022-10-11 00:20:29 <UNKNOWN> [UDP: [192.168.
↪100.3]:62367->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1273684) 3:32:16.84
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed voss-portal:gui"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:20:38 robot-slave snmptrapd[480]: 2022-10-11 00:20:38 <UNKNOWN> [UDP: [192.168.
↪100.3]:3228->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1274591) 3:32:25.91
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessError"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application failed with error 200 voss-portal:gui
↪"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:20:39 robot-slave snmptrapd[480]: 2022-10-11 00:20:39 <UNKNOWN> [UDP: [192.168.
↪100.3]:6835->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1274668) 3:32:26.68
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed voss-portal"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:01 robot-slave snmptrapd[480]: 2022-10-11 00:22:01 <UNKNOWN> [UDP: [192.168.
↪100.3]:56285->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1282854) 3:33:48.54
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessRestart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are restarting "
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:06 robot-slave snmptrapd[480]: 2022-10-11 00:22:06 <UNKNOWN> [UDP: [192.168.
↪100.3]:22442->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1283425) 3:33:54.25
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed selenium:gui_orchestration
↪"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:12 robot-slave snmptrapd[480]: 2022-10-11 00:22:12 <UNKNOWN> [UDP: [192.168.
↪100.3]:12754->[192.168.100.25]:162]:
```

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```
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1283985) 3:33:59.85
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed selfservice:node"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:19 robot-slave snmptrapd[480]: 2022-10-11 00:22:19 <UNKNOWN> [UDP: [192.168.
↪100.3]:53711->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1284725) 3:34:07.25
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed services:logs"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:20 robot-slave snmptrapd[480]: 2022-10-11 00:22:20 <UNKNOWN> [UDP: [192.168.
↪100.3]:19232->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1284769) 3:34:07.69
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed voss-deviceapi:voss-
↪risapi_collector"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:20 robot-slave snmptrapd[480]: 2022-10-11 00:22:20 <UNKNOWN> [UDP: [192.168.
↪100.3]:61419->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1284805) 3:34:08.05
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed voss-deviceapi:voss-wsgi"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:20 robot-slave snmptrapd[480]: 2022-10-11 00:22:20 <UNKNOWN> [UDP: [192.168.
↪100.3]:56372->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1284812) 3:34:08.12
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed voss-deviceapi:voss-queue"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:20 robot-slave snmptrapd[480]: 2022-10-11 00:22:20 <UNKNOWN> [UDP: [192.168.
↪100.3]:59666->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1284830) 3:34:08.30
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
```

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```
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed voss-deviceapi:voss-
↳monitoring"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:20 robot-slave snmptrapd[480]: 2022-10-11 00:22:20 <UNKNOWN> [UDP: [192.168.
↳100.3]:35828->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1284829) 3:34:08.29
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed voss-deviceapi:voss-cn_
↳collector"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:21 robot-slave snmptrapd[480]: 2022-10-11 00:22:21 <UNKNOWN> [UDP: [192.168.
↳100.3]:11890->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1284895) 3:34:08.95
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed services:time"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:23 robot-slave snmptrapd[480]: 2022-10-11 00:22:23 <UNKNOWN> [UDP: [192.168.
↳100.3]:24541->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1285134) 3:34:11.34
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from stopped_
↳(killed) to unknown (missing launcher,missing pid,killed) - services:time"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:28 robot-slave snmptrapd[480]: 2022-10-11 00:22:28 <UNKNOWN> [UDP: [192.168.
↳100.3]:4536->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1285611) 3:34:16.11
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed phone-based-
↳registration:nodeservice"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:43 robot-slave snmptrapd[480]: 2022-10-11 00:22:43 <UNKNOWN> [UDP: [192.168.
↳100.3]:24351->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1287104) 3:34:31.04
```

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```
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed services:syslog"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:43 robot-slave snmptrapd[480]: 2022-10-11 00:22:43 <UNKNOWN> [UDP: [192.168.
→100.3]:6262->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1287112) 3:34:31.12
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed services:mount"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:43 robot-slave snmptrapd[480]: 2022-10-11 00:22:43 <UNKNOWN> [UDP: [192.168.
→100.3]:52368->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1287125) 3:34:31.25
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed services:scheduler"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:45 robot-slave snmptrapd[480]: 2022-10-11 00:22:45 <UNKNOWN> [UDP: [192.168.
→100.3]:20331->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1287320) 3:34:33.20
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from stopped_
→(killed) to unknown (missing launcher,killed) - services:mount"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:45 robot-slave snmptrapd[480]: 2022-10-11 00:22:45 <UNKNOWN> [UDP: [192.168.
→100.3]:50365->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1287322) 3:34:33.22
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from stopped_
→(killed) to unknown (missing launcher,killed) - services:syslog"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:02 robot-slave snmptrapd[480]: 2022-10-11 00:23:02 <UNKNOWN> [UDP: [192.168.
→100.3]:52355->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1288998) 3:34:49.98
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
```

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```
#011iso.3.6.1.2.1.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.1.88.2.1.3.0 = STRING: "Application has changed its state from stopped_
↳(secure tunnel died) to running (secure tunnel died) - services:wsgi"
#011iso.3.6.1.2.1.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:13 robot-slave snmptrapd[480]: 2022-10-11 00:23:13 <UNKNOWN> [UDP: [192.168.
↳100.3]:26791->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1290061) 3:35:00.61
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.1.88.2.1.3.0 = STRING: "Application has changed its state from starting_
↳to running - snmp:daemon"
#011iso.3.6.1.2.1.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:13 robot-slave snmptrapd[480]: 2022-10-11 00:23:13 <UNKNOWN> [UDP: [192.168.
↳100.3]:47805->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1290070) 3:35:00.70
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.1.88.2.1.3.0 = STRING: "Application has changed its state from starting_
↳to running - voss-deviceapi:voss-risapi_collector"
#011iso.3.6.1.2.1.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:14 robot-slave snmptrapd[480]: 2022-10-11 00:23:14 <UNKNOWN> [UDP: [192.168.
↳100.3]:60807->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1290203) 3:35:02.03
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.1.88.2.1.3.0 = STRING: "Application has changed its state from starting_
↳to unknown (missing launcher) - snmp:traps"
#011iso.3.6.1.2.1.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:14 robot-slave snmptrapd[480]: 2022-10-11 00:23:14 <UNKNOWN> [UDP: [192.168.
↳100.3]:25702->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1290221) 3:35:02.21
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.1.88.2.1.3.0 = STRING: "Application has changed its state from starting_
↳to unknown (missing launcher) - services:logs"
#011iso.3.6.1.2.1.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:14 robot-slave snmptrapd[480]: 2022-10-11 00:23:14 <UNKNOWN> [UDP: [192.168.
↳100.3]:60314->[192.168.100.25]:162]:
```

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```
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1290239) 3:35:02.39
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from starting_
↳to running - voss-deviceapi:voss-queue"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:16 robot-slave snmptrapd[480]: 2022-10-11 00:23:16 <UNKNOWN> [UDP: [192.168.
↳100.3]:33659->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1290445) 3:35:04.45
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from starting_
↳to unknown (missing launcher,missing pid) - services:time"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:33 robot-slave snmptrapd[480]: 2022-10-11 00:23:33 <UNKNOWN> [UDP: [192.168.
↳100.3]:29625->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1292068) 3:35:20.68
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed "
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:57 robot-slave snmptrapd[480]: 2022-10-11 00:23:57 <UNKNOWN> [UDP: [192.168.
↳100.3]:47870->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1294518) 3:35:45.18
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStop"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are stopping snmp"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:24:19 robot-slave snmptrapd[480]: 2022-10-11 00:24:19 <UNKNOWN> [UDP: [192.168.
↳100.3]:4081->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1296686) 3:36:06.86
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from stopped_
↳(killed) to unknown (missing launcher,killed) - snmp:daemon"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```



## 17.4.2. SNMP Traps: Load examples

```
Oct 10 21:53:21 robot-slave snmptrapd[480]: 2022-10-10 21:53:21 <UNKNOWN> [UDP: [192.168.
↪100.3]:11885->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (390954) 1:05:09.54
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.2
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.2 = STRING: "Load-5"
#011iso.3.6.1.4.1.2021.10.1.101.2 = STRING: "5 min Load Average too high (= 2.20)"
```

```
Oct 10 22:00:34 robot-slave snmptrapd[480]: 2022-10-10 22:00:34 <UNKNOWN> [UDP: [192.168.
↪100.3]:22092->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (434192) 1:12:21.92
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.1
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.1 = STRING: "Load-1"
#011iso.3.6.1.4.1.2021.10.1.101.1 = STRING: "1 min Load Average too high (= 4.27)"
```

```
Oct 10 22:10:18 robot-slave snmptrapd[480]: 2022-10-10 22:10:18 <UNKNOWN> [UDP: [192.168.
↪100.3]:4006->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (492563) 1:22:05.63
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.2
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.2 = STRING: "Load-5"
#011iso.3.6.1.4.1.2021.10.1.101.2 = STRING: "5 min Load Average too high (= 2.27)"
```

```
Oct 10 22:30:14 robot-slave snmptrapd[480]: 2022-10-10 22:30:14 <UNKNOWN> [UDP: [192.168.
↪100.3]:48416->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (612257) 1:42:02.57
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.2
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
```

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```
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.2 = STRING: "Load-5"
#011iso.3.6.1.4.1.2021.10.1.101.2 = STRING: "5 min Load Average too high (= 2.14)"
```

```
Oct 10 22:31:19 robot-slave snmptrapd[480]: 2022-10-10 22:31:14 <UNKNOWN> [UDP: [192.168.
↪100.3]:64638->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (618257) 1:43:02.57
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.1
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.1 = STRING: "Load-1"
#011iso.3.6.1.4.1.2021.10.1.101.1 = STRING: "1 min Load Average too high (= 4.52)"
```

```
Oct 10 22:53:14 robot-slave snmptrapd[480]: 2022-10-10 22:53:14 <UNKNOWN> [UDP: [192.168.
↪100.3]:55096->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (750263) 2:05:02.63
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.2
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.2 = STRING: "Load-5"
#011iso.3.6.1.4.1.2021.10.1.101.2 = STRING: "5 min Load Average too high (= 2.06)"
```

```
Oct 10 22:54:14 robot-slave snmptrapd[480]: 2022-10-10 22:54:14 <UNKNOWN> [UDP: [192.168.
↪100.3]:19700->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (756261) 2:06:02.61
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.1
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.1 = STRING: "Load-1"
#011iso.3.6.1.4.1.2021.10.1.101.1 = STRING: "1 min Load Average too high (= 5.15)"
```

```
Oct 10 23:48:15 robot-slave snmptrapd[480]: 2022-10-10 23:48:15 <UNKNOWN> [UDP: [192.168.
↪100.3]:39067->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1080266) 3:00:02.66
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
```

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```
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.1
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.1 = STRING: "Load-1"
#011iso.3.6.1.4.1.2021.10.1.101.1 = STRING: "1 min Load Average too high (= 5.83)"
```

```
Oct 10 23:48:15 robot-slave snmptrapd[480]: 2022-10-10 23:48:15 <UNKNOWN> [UDP: [192.168.
↪100.3]:61814->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1080302) 3:00:03.02
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.2
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.2 = STRING: "Load-5"
#011iso.3.6.1.4.1.2021.10.1.101.2 = STRING: "5 min Load Average too high (= 2.66)"
```

```
Oct 10 23:50:15 robot-slave snmptrapd[480]: 2022-10-10 23:50:15 <UNKNOWN> [UDP: [192.168.
↪100.3]:48240->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1092279) 3:02:02.79
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.1
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.1 = STRING: "Load-1"
#011iso.3.6.1.4.1.2021.10.1.101.1 = STRING: "1 min Load Average too high (= 7.25)"
```

```
Oct 11 00:00:27 robot-slave snmptrapd[480]: 2022-10-11 00:00:27 <UNKNOWN> [UDP: [192.168.
↪100.3]:38716->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1153470) 3:12:14.70
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.1
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.1 = STRING: "Load-1"
#011iso.3.6.1.4.1.2021.10.1.101.1 = STRING: "1 min Load Average too high (= 4.54)"
```

```
Oct 11 00:13:48 robot-slave snmptrapd[480]: 2022-10-11 00:13:48 <UNKNOWN> [UDP: [192.168.
↪100.3]:10511->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1233585) 3:25:35.85
```

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```
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.1
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.1 = STRING: "Load-1"
#011iso.3.6.1.4.1.2021.10.1.101.1 = STRING: "1 min Load Average too high (= 5.59)"
```

```
Oct 11 00:13:48 robot-slave snmptrapd[480]: 2022-10-11 00:13:48 <UNKNOWN> [UDP: [192.168.
→100.3]:16438->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1233630) 3:25:36.30
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.2
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.2 = STRING: "Load-5"
#011iso.3.6.1.4.1.2021.10.1.101.2 = STRING: "5 min Load Average too high (= 2.43)"
```

```
Oct 11 00:15:48 robot-slave snmptrapd[480]: 2022-10-11 00:15:48 <UNKNOWN> [UDP: [192.168.
→100.3]:43788->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1245577) 3:27:35.77
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.3
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.3 = STRING: "Load-15"
#011iso.3.6.1.4.1.2021.10.1.101.3 = STRING: "15 min Load Average too high (= 3.14)"
```

### 17.4.3. SNMP Examples: Backup

```
Oct 10 21:39:17 robot-slave snmptrapd[480]: 2022-10-10 21:39:17 <UNKNOWN> [UDP: [192.168.
→100.3]:59765->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (306489) 0:51:04.89
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Backup completed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup was successfully created at localbackup"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:39:27 robot-slave snmptrapd[480]: 2022-10-10 21:39:27 <UNKNOWN> [UDP: [192.168.
↪100.3]:25962->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (307540) 0:51:15.40
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Backups now runs regularly"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup list:
#012
#012     localbackup:
#012         backups:
#012             1 backups have been created - most recently 2022-10-10 19:38
#012         uri: file:///backups
#012
#012
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:39:30 robot-slave snmptrapd[480]: 2022-10-10 21:39:30 <UNKNOWN> [UDP: [192.168.
↪100.3]:14347->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (307808) 0:51:18.08
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: The last backup was more than 2 days ago"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup list:
#012
#012     localbackup:
#012         backups:
#012             1 backups have been created - most recently 2022-10-10 19:38
#012         uri: file:///backups
#012
#012
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:40:06 robot-slave snmptrapd[480]: 2022-10-10 21:40:06 <UNKNOWN> [UDP: [192.168.
↪100.3]:53579->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (311359) 0:51:53.59
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "backup.py : num_sockets exeeded warning_
↪threshold of 6 with 7"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command backup.py attribute num_sockets
#012Current average value 7
#012Error threshold 10
#012Warning threshold 6
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:42:01 robot-slave snmptrapd[480]: 2022-10-10 21:42:01 <UNKNOWN> [UDP: [192.168.
↪100.3]:7560->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (322901) 0:53:49.01
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Backup completed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup was successfully created at sftpbackup"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:17:09 robot-slave snmptrapd[480]: 2022-10-10 22:17:09 <UNKNOWN> [UDP: [192.168.
↪100.3]:36106->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (533696) 1:28:56.96
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Backup failed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup failed - error running pre-backup method_
↪for mongod"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:22:14 robot-slave snmptrapd[480]: 2022-10-10 22:22:14 <UNKNOWN> [UDP: [192.168.
↪100.3]:21378->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (564173) 1:34:01.73
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Backup failed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup to localbackup failed to verify"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

#### 17.4.4. SNMP Trap Examples

```
Oct 10 21:00:58 robot-slave snmptrapd[480]: 2022-10-10 21:00:58 <UNKNOWN> [UDP: [192.168.
↪100.3]:3250->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (76610) 0:12:46.10
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Test notifications"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "This is a notification test email."
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:01:28 robot-slave snmptrapd[480]: 2022-10-10 21:01:28 <UNKNOWN> [UDP: [192.168.
↪100.3]:52036->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (79611) 0:13:16.11
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed snmp"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:05:39 robot-slave snmptrapd[480]: 2022-10-10 21:05:39 <UNKNOWN> [UDP: [192.168.
↪100.3]:8550->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (104723) 0:17:27.23
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: All notify levels is now configured with_
↪an external email address"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "      notifications:
#012      emailrelay: 127.0.0.1
#012      level:
#012      error:
#012      mailto:platform@localhost
#012      snmp://public@192.168.100.25
#012      info:
#012      Message is truncated"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:07:36 robot-slave snmptrapd[480]: 2022-10-10 21:07:36 <UNKNOWN> [UDP: [192.168.
↪100.3]:52437->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (116410) 0:19:24.10
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed_
↪services:syslog"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:17:21 robot-slave snmptrapd[480]: 2022-10-10 21:17:21 <UNKNOWN> [UDP: [192.168.
↪100.3]:6743->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (174854) 0:29:08.54
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Log processing failure"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "ERROR: System unable to send event messages to_
↪192.168.100.30"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:27:19 robot-slave snmptrapd[480]: 2022-10-10 21:27:19 <UNKNOWN> [UDP: [192.168.
↪100.3]:64657->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (234733) 0:39:07.33
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: The total local messages for platform is_
↪now under 200"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "The total local messages is now under 200."
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:27:29 robot-slave snmptrapd[480]: 2022-10-10 21:27:29 <UNKNOWN> [UDP: [192.168.
↪100.3]:5434->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (235697) 0:39:16.97
```

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```
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "WARNING: The total messages in the local mailbox_
↳for platform has reached in excess of 200"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Use the following mail commands to manage the_
↳local mailbox:
#012
#012mail del <number>          - delete the selected mail
#012mail del <from
#> <to
#> - deletes the selected range of mail message
#012mail del all              Message is truncated"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:27:46 robot-slave snmptrapd[480]: 2022-10-10 21:27:46 <UNKNOWN> [UDP: [192.168.
↳100.3]:32395->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (237369) 0:39:33.69
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Messages for platform auto archived as it_
↳reached more than 500"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Use the following command to view archived_
↳messages:
#012
#012log view /var/log/platform/archived_mail.log"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:28:15 robot-slave snmptrapd[480]: 2022-10-10 21:28:15 <UNKNOWN> [UDP: [192.168.
↳100.3]:62399->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (240260) 0:40:02.60
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: No ntp configured for VOSS-192.168.100.3"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "It is mandatory that the ntp is configured.
#012
#012To configure ntp use the following command:
#012network ntp <server1> <server2>"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:28:23 robot-slave snmptrapd[480]: 2022-10-10 21:28:23 <UNKNOWN> [UDP: [192.168.
↳100.3]:40886->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (241068) 0:40:10.68
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: ntp is now configured for VOSS-192.168.100.
↳3"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "NTP cleared"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```



```
Oct 10 21:29:12 robot-slave snmptrapd[480]: 2022-10-10 21:29:12 <UNKNOWN> [UDP: [192.168.
↪100.3]:41584->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (246013) 0:41:00.13
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "WARNING: The ntp daemon has stopped on VOSS-192.
↪168.100.3"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Run 'app start services:time' to restart ntpd"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:29:27 robot-slave snmptrapd[480]: 2022-10-10 21:29:27 <UNKNOWN> [UDP: [192.168.
↪100.3]:49190->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (247462) 0:41:14.62
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed services:time
↪"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:29:44 robot-slave snmptrapd[480]: 2022-10-10 21:29:44 <UNKNOWN> [UDP: [192.168.
↪100.3]:64806->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (249163) 0:41:31.63
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: The ntp daemon is now running on VOSS-192.
↪168.100.3"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "ntp daemon running"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:30:04 robot-slave snmptrapd[480]: 2022-10-10 21:30:04 <UNKNOWN> [UDP: [192.168.
↪100.3]:63587->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (251207) 0:41:52.07
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "rsyslogd : num_files exceeded maximum value of
↪30 with 78"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command rsyslogd attribute num_files
#012Current maximum value 78
#012Error threshold 50
#012Warning threshold 33
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:30:04 robot-slave snmptrapd[480]: 2022-10-10 21:30:04 <UNKNOWN> [UDP: [192.168.
↪100.3]:63524->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (251245) 0:41:52.45
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "sysmon : num_sockets exceeded maximum value of
↪10 with 11"
```

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```
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command sysmon attribute num_sockets
#012Current maximum value 11
#012Error threshold 10
#012Warning threshold 6
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:31:32 robot-slave snmptrapd[480]: 2022-10-10 21:31:32 <UNKNOWN> [UDP: [192.168.
↪100.3]:21656->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (260016) 0:43:20.16
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "WARNING: No dns configured for VOSS-192.168.100.3
↪"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "It is recommended that the dns is configured.
#012
#012To configure dns use the following command:
#012network dns <server1> <server2>"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:32:51 robot-slave snmptrapd[480]: 2022-10-10 21:32:51 <UNKNOWN> [UDP: [192.168.
↪100.3]:48247->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (267891) 0:44:38.91
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: dns is now configured for VOSS-192.168.100.
↪3"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "DNS cleared"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:33:56 robot-slave snmptrapd[480]: 2022-10-10 21:33:56 <UNKNOWN> [UDP: [192.168.
↪100.3]:36367->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (274443) 0:45:44.43
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: domain is now configured for VOSS-192.168.
↪100.3"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Domain cleared"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:34:00 robot-slave snmptrapd[480]: 2022-10-10 21:34:00 <UNKNOWN> [UDP: [192.168.
↪100.3]:50982->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (274843) 0:45:48.43
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "WARNING: No domain configured for VOSS-192.168.
↪100.3"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "It is recommended that the domain is configured.
#012"
```

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```
#012To configure the domain use the following command:
#012network domain <domain-name>"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:39:17 robot-slave snmptrapd[480]: 2022-10-10 21:39:17 <UNKNOWN> [UDP: [192.168.
↪100.3]:59765->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (306489) 0:51:04.89
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Backup completed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup was successfully created at localbackup"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:39:27 robot-slave snmptrapd[480]: 2022-10-10 21:39:27 <UNKNOWN> [UDP: [192.168.
↪100.3]:25962->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (307540) 0:51:15.40
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Backups now runs regularly"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup list:
#012
#012    localbackup:
#012        backups:
#012            1 backups have been created - most recently 2022-10-10 19:38
#012        uri: file:///backups
#012
#012
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:39:30 robot-slave snmptrapd[480]: 2022-10-10 21:39:30 <UNKNOWN> [UDP: [192.168.
↪100.3]:14347->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (307808) 0:51:18.08
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: The last backup was more than 2 days ago"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup list:
#012
#012    localbackup:
#012        backups:
#012            1 backups have been created - most recently 2022-10-10 19:38
#012        uri: file:///backups
#012
#012
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:40:05 robot-slave snmptrapd[480]: 2022-10-10 21:40:05 <UNKNOWN> [UDP: [192.168.
→100.3]:2870->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (311324) 0:51:53.24
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "rsyslogd : num_files exceeded maximum value of
→78 with 87"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command rsyslogd attribute num_files
#012Current maximum value 87
#012Error threshold 50
#012Warning threshold 33
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:40:06 robot-slave snmptrapd[480]: 2022-10-10 21:40:06 <UNKNOWN> [UDP: [192.168.
→100.3]:53579->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (311359) 0:51:53.59
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "backup.py : num_sockets exeeded warning
→threshold of 6 with 7"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command backup.py attribute num_sockets
#012Current average value 7
#012Error threshold 10
#012Warning threshold 6
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:42:01 robot-slave snmptrapd[480]: 2022-10-10 21:42:01 <UNKNOWN> [UDP: [192.168.
→100.3]:7560->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (322901) 0:53:49.01
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Backup completed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup was successfully created at sftptbackup"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:44:33 robot-slave snmptrapd[480]: 2022-10-10 21:44:33 <UNKNOWN> [UDP: [192.168.
→100.3]:22489->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (338098) 0:56:20.98
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed mongodb"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:44:52 robot-slave snmptrapd[480]: 2022-10-10 21:44:52 <UNKNOWN> [UDP: [192.168.
→100.3]:55617->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (340005) 0:56:40.05
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
```

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```
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed nginx"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:46:59 robot-slave snmptrapd[480]: 2022-10-10 21:46:59 <UNKNOWN> [UDP: [192.168.
↪100.3]:19054->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (352745) 0:58:47.45
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed
↪services:firewall"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:48:37 robot-slave snmptrapd[480]: 2022-10-10 21:48:37 <UNKNOWN> [UDP: [192.168.
↪100.3]:58314->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (362467) 1:00:24.67
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed
↪mongodb:database"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:52:51 robot-slave snmptrapd[480]: 2022-10-10 21:52:51 <UNKNOWN> [UDP: [192.168.
↪100.3]:20207->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (387871) 1:04:38.71
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed voss-
↪deviceapi"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:53:21 robot-slave snmptrapd[480]: 2022-10-10 21:53:21 <UNKNOWN> [UDP: [192.168.
↪100.3]:11885->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (390954) 1:05:09.54
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.2
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.2 = STRING: "Load-5"
#011iso.3.6.1.4.1.2021.10.1.101.2 = STRING: "5 min Load Average too high (= 2.20)"
```

```
Oct 10 21:56:20 robot-slave snmptrapd[480]: 2022-10-10 21:56:20 <UNKNOWN> [UDP: [192.168.
↪100.3]:52129->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (408764) 1:08:07.64
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed selfservice"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 21:58:02 robot-slave snmptrapd[480]: 2022-10-10 21:58:02 <UNKNOWN> [UDP: [192.168.
↪100.3]:21964->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (419022) 1:09:50.22
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Restore successful"
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:00:16 robot-slave snmptrapd[480]: 2022-10-10 22:00:16 <UNKNOWN> [UDP: [192.168.
↪100.3]:40320->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (432428) 1:12:04.28
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "docker-proxy : num_sockets exceeded maximum_
↪value of 7 with 27"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command docker-proxy attribute num_sockets
#012Current maximum value 27
#012Error threshold 20
#012Warning threshold 13
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:00:17 robot-slave snmptrapd[480]: 2022-10-10 22:00:17 <UNKNOWN> [UDP: [192.168.
↪100.3]:39273->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (432500) 1:12:05.00
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "docker-proxy : num_files exceeded maximum value_
↪of 17 with 57"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command docker-proxy attribute num_files
#012Current maximum value 57
#012Error threshold 20
#012Warning threshold 13
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:00:34 robot-slave snmptrapd[480]: 2022-10-10 22:00:34 <UNKNOWN> [UDP: [192.168.
↪100.3]:22092->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (434192) 1:12:21.92
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
```

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```
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.1
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.1 = STRING: "Load-1"
#011iso.3.6.1.4.1.2021.10.1.101.1 = STRING: "1 min Load Average too high (= 4.27)"
```

```
Oct 10 22:01:33 robot-slave snmptrapd[480]: 2022-10-10 22:01:33 <UNKNOWN> [UDP: [192.168.
↪100.3]:17055->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (440135) 1:13:21.35
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Service Failures"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "selfservice v22.1.0 (2022-10-10 13:57)"
#012  |-node running
#012voss-deviceapi v22.1.0 (2022-10-10 13:57)
#012  |-voss-cnf_collector running
#012  |-voss-queue running
#012  |-voss-risa Message is truncated"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:10:18 robot-slave snmptrapd[480]: 2022-10-10 22:10:18 <UNKNOWN> [UDP: [192.168.
↪100.3]:4006->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (492563) 1:22:05.63
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.2
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.2 = STRING: "Load-5"
#011iso.3.6.1.4.1.2021.10.1.101.2 = STRING: "5 min Load Average too high (= 2.27)"
```

```
Oct 10 22:14:25 robot-slave snmptrapd[480]: 2022-10-10 22:14:25 <UNKNOWN> [UDP: [192.168.
↪100.3]:27277->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (517261) 1:26:12.61
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Restore successful"
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:17:09 robot-slave snmptrapd[480]: 2022-10-10 22:17:09 <UNKNOWN> [UDP: [192.168.
↪100.3]:36106->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (533696) 1:28:56.96
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
```

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```
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Backup failed"
```

```
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup failed - error running pre-backup method_↵  
↵for mongodb"
```

```
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
```

```
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:22:14 robot-slave snmptrapd[480]: 2022-10-10 22:22:14 <UNKNOWN> [UDP: [192.168.  
↵100.3]:21378->[192.168.100.25]:162]:
```

```
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (564173) 1:34:01.73
```

```
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
```

```
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Backup failed"
```

```
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Backup to localbackup failed to verify"
```

```
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
```

```
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:23:43 robot-slave snmptrapd[480]: 2022-10-10 22:23:43 <UNKNOWN> [UDP: [192.168.  
↵100.3]:26646->[192.168.100.25]:162]:
```

```
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (573107) 1:35:31.07
```

```
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
```

```
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessRestart"
```

```
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are restarting services:firewall"
```

```
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
```

```
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:23:45 robot-slave snmptrapd[480]: 2022-10-10 22:23:45 <UNKNOWN> [UDP: [192.168.  
↵100.3]:61828->[192.168.100.25]:162]:
```

```
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (573306) 1:35:33.06
```

```
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
```

```
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
```

```
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed services:firewall"
```

```
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
```

```
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:28:06 robot-slave snmptrapd[480]: 2022-10-10 22:28:06 <UNKNOWN> [UDP: [192.168.  
↵100.3]:34679->[192.168.100.25]:162]:
```

```
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (599418) 1:39:54.18
```

```
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
```

```
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStop"
```

```
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are stopping mongodb"
```

```
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
```

```
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:28:08 robot-slave snmptrapd[480]: 2022-10-10 22:28:08 <UNKNOWN> [UDP: [192.168.  
↵100.3]:40866->[192.168.100.25]:162]:
```

```
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (599581) 1:39:55.81
```

```
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
```

```
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
```

```
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed mongodb:arbiter"
```

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```
#011iso.3.6.1.2.1.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:28:08 robot-slave snmptrapd[480]: 2022-10-10 22:28:08 <UNKNOWN> [UDP: [192.168.
↪100.3]:11041->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (599586) 1:39:55.86
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed mongodb:database"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:28:36 robot-slave snmptrapd[480]: 2022-10-10 22:28:36 <UNKNOWN> [UDP: [192.168.
↪100.3]:25020->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (602427) 1:40:24.27
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessRestart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are restarting mongodb"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:30:04 robot-slave snmptrapd[480]: 2022-10-10 22:30:04 <UNKNOWN> [UDP: [192.168.
↪100.3]:3488->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (611240) 1:41:52.40
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "rsyslogd : num_files exceeded maximum value of_
↪87 with 88"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command rsyslogd attribute num_files
#012Current maximum value 88
#012Error threshold 50
#012Warning threshold 33
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:30:04 robot-slave snmptrapd[480]: 2022-10-10 22:30:04 <UNKNOWN> [UDP: [192.168.
↪100.3]:24967->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (611283) 1:41:52.83
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "docker-proxy : num_sockets exceeded maximum_
↪value of 27 with 29"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command docker-proxy attribute num_sockets
#012Current maximum value 29
#012Error threshold 20
#012Warning threshold 13
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:30:05 robot-slave snmptrapd[480]: 2022-10-10 22:30:05 <UNKNOWN> [UDP: [192.168.
↪100.3]:16104->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (611318) 1:41:53.18
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "docker-proxy : num_files exceeded maximum value.
↪of 57 with 61"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command docker-proxy attribute num_files
#012Current maximum value 61
#012Error threshold 20
#012Warning threshold 13
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:30:14 robot-slave snmptrapd[480]: 2022-10-10 22:30:14 <UNKNOWN> [UDP: [192.168.
↪100.3]:48416->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (612257) 1:42:02.57
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.2
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.2 = STRING: "Load-5"
#011iso.3.6.1.4.1.2021.10.1.101.2 = STRING: "5 min Load Average too high (= 2.14)"
```

```
Oct 10 22:30:17 robot-slave snmptrapd[480]: 2022-10-10 22:30:17 <UNKNOWN> [UDP: [192.168.
↪100.3]:32373->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (612524) 1:42:05.24
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "upgrade failed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "upgrade failed as other activity is in progress"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:31:19 robot-slave snmptrapd[480]: 2022-10-10 22:31:14 <UNKNOWN> [UDP: [192.168.
↪100.3]:64638->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (618257) 1:43:02.57
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.1
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.1 = STRING: "Load-1"
#011iso.3.6.1.4.1.2021.10.1.101.1 = STRING: "1 min Load Average too high (= 4.52)"
```

```
Oct 10 22:32:17 robot-slave snmptrapd[480]: 2022-10-10 22:32:17 <UNKNOWN> [UDP: [192.168.
```

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```

↪100.3]:43021->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (624584) 1:44:05.84
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed phone-based-
↪registration"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 10 22:40:03 robot-slave snmptrapd[480]: 2022-10-10 22:40:03 <UNKNOWN> [UDP: [192.168.
↪100.3]:62002->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (671171) 1:51:51.71
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "containerd : num_sockets exceeded maximum value_
↪of 16 with 17"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command containerd attribute num_sockets
#012Current maximum value 17
#012Error threshold 10
#012Warning threshold 6
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 10 22:43:20 robot-slave snmptrapd[480]: 2022-10-10 22:43:19 <UNKNOWN> [UDP: [192.168.
↪100.3]:41903->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (690787) 1:55:07.87
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "WARN: Database transaction count exceeded_
↪threshold"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "count: 13332"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 10 22:43:24 robot-slave snmptrapd[480]: 2022-10-10 22:43:24 <UNKNOWN> [UDP: [192.168.
↪100.3]:25484->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (691198) 1:55:11.98
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Database transaction count returned to_
↪normal"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "The transaction count returned to normal."
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 10 22:43:28 robot-slave snmptrapd[480]: 2022-10-10 22:43:28 <UNKNOWN> [UDP: [192.168.
↪100.3]:11973->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (691609) 1:55:16.09
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "WARN: Database transaction size exceeded_
↪threshold"

```

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```
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "size: 32264767"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:43:32 robot-slave snmptrapd[480]: 2022-10-10 22:43:32 <UNKNOWN> [UDP: [192.168.
↪100.3]:9468->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (692019) 1:55:20.19
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Database transaction size returned to_
↪normal"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "The transaction size returned to normal."
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:44:14 robot-slave snmptrapd[480]: 2022-10-10 22:44:14 <UNKNOWN> [UDP: [192.168.
↪100.3]:19797->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (696202) 1:56:02.02
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "TransactionExport"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Transaction export failed"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:46:06 robot-slave snmptrapd[480]: 2022-10-10 22:46:06 <UNKNOWN> [UDP: [192.168.
↪100.3]:33539->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (707420) 1:57:54.20
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: License file generation failed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "The license audit report scheduled for October_
↪2022 was not successful.
#012Please contact your VOSS account manager. "
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:50:03 robot-slave snmptrapd[480]: 2022-10-10 22:50:03 <UNKNOWN> [UDP: [192.168.
↪100.3]:34433->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (731163) 2:01:51.63
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "execute : num_sockets exeeded warning threshold_
↪of 6 with 6"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command execute attribute num_sockets
#012Current average value 6
#012Error threshold 10
#012Warning threshold 6
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:50:10 robot-slave snmptrapd[480]: 2022-10-10 22:50:10 <UNKNOWN> [UDP: [192.168.
↪100.3]:6672->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (731774) 2:01:57.74
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed voss-queue"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:53:14 robot-slave snmptrapd[480]: 2022-10-10 22:53:14 <UNKNOWN> [UDP: [192.168.
↪100.3]:55096->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (750263) 2:05:02.63
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.2
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.2 = STRING: "Load-5"
#011iso.3.6.1.4.1.2021.10.1.101.2 = STRING: "5 min Load Average too high (= 2.06)"
```

```
Oct 10 22:54:14 robot-slave snmptrapd[480]: 2022-10-10 22:54:14 <UNKNOWN> [UDP: [192.168.
↪100.3]:19700->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (756261) 2:06:02.61
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.1
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.1 = STRING: "Load-1"
#011iso.3.6.1.4.1.2021.10.1.101.1 = STRING: "1 min Load Average too high (= 5.15)"
```

```
Oct 10 22:58:45 robot-slave snmptrapd[480]: 2022-10-10 22:58:42 <UNKNOWN> [UDP: [192.168.
↪100.3]:39688->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (782988) 2:10:29.88
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Certificate_Maintenance"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "ID: WEB_CERTIFICATE_VOSS, Code: -1, Occurences:↪
↪1, Latest Occurence: 2022-10-10T20:58:41.312Z"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:58:45 robot-slave snmptrapd[480]: 2022-10-10 22:58:45 <UNKNOWN> [UDP: [192.168.
↪100.3]:39098->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (783366) 2:10:33.66
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Web certificate about to expire"
```

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```
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Cert will expire in less than 30 day(s)"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 22:58:48 robot-slave snmptrapd[480]: 2022-10-10 22:58:48 <UNKNOWN> [UDP: [192.168.
↪100.3]:15074->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (783622) 2:10:36.22
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Web certificate has been renewed"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Web certificate has been renewed"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 23:00:35 robot-slave snmptrapd[480]: 2022-10-10 23:00:35 <UNKNOWN> [UDP: [192.168.
↪100.3]:15622->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (794329) 2:12:23.29
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Services started successfully"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "selfservice v22.1.0 (2022-10-10 13:57)
#012   |-node                      running
#012voss-deviceapi v22.1.0 (2022-10-10 13:57)
#012   |-voss-cnf_collector        running
#012   |-voss-queue                running
#012   |-voss-wsgi Message is truncated"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 23:00:41 robot-slave snmptrapd[480]: 2022-10-10 23:00:41 <UNKNOWN> [UDP: [192.168.
↪100.3]:52074->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (794896) 2:12:28.96
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: License file generated"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "The license audit report scheduled for October,
↪2022 was successful."
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 23:48:15 robot-slave snmptrapd[480]: 2022-10-10 23:48:15 <UNKNOWN> [UDP: [192.168.
↪100.3]:39067->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1080266) 3:00:02.66
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.1
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.1 = STRING: "Load-1"
#011iso.3.6.1.4.1.2021.10.1.101.1 = STRING: "1 min Load Average too high (= 5.83)"
```

```
Oct 10 23:48:15 robot-slave snmptrapd[480]: 2022-10-10 23:48:15 <UNKNOWN> [UDP: [192.168.
↪100.3]:61814->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1080302) 3:00:03.02
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.2
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.2 = STRING: "Load-5"
#011iso.3.6.1.4.1.2021.10.1.101.2 = STRING: "5 min Load Average too high (= 2.66)"
```

```
Oct 10 23:50:04 robot-slave snmptrapd[480]: 2022-10-10 23:50:04 <UNKNOWN> [UDP: [192.168.
↪100.3]:15565->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1091211) 3:01:52.11
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "containerd-shim : num_files exceeded maximum_
↪value of 19 with 29"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command containerd-shim attribute num_files
#012Current maximum value 29
#012Error threshold 20
#012Warning threshold 13
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 23:50:05 robot-slave snmptrapd[480]: 2022-10-10 23:50:05 <UNKNOWN> [UDP: [192.168.
↪100.3]:2699->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1091258) 3:01:52.58
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "checkmongoalive : num_files exeeded warning_
↪threshold of 13 with 20"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command checkmongoalive attribute num_files
#012Current average value 20
#012Error threshold 20
#012Warning threshold 13
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 10 23:50:15 robot-slave snmptrapd[480]: 2022-10-10 23:50:15 <UNKNOWN> [UDP: [192.168.
↪100.3]:48240->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1092279) 3:02:02.79
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.1
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
```

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```
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.1 = STRING: "Load-1"
#011iso.3.6.1.4.1.2021.10.1.101.1 = STRING: "1 min Load Average too high (= 7.25)"
```

```
Oct 11 00:00:14 robot-slave snmptrapd[480]: 2022-10-11 00:00:14 <UNKNOWN> [UDP: [192.168.
↪100.3]:57043->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1152194) 3:12:01.94
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "docker-proxy : num_sockets exceeded maximum_
↪value of 29 with 43"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command docker-proxy attribute num_sockets
#012Current maximum value 43
#012Error threshold 20
#012Warning threshold 13
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:00:15 robot-slave snmptrapd[480]: 2022-10-11 00:00:15 <UNKNOWN> [UDP: [192.168.
↪100.3]:40239->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1152282) 3:12:02.82
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "docker-proxy : num_files exceeded maximum value_
↪of 61 with 89"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command docker-proxy attribute num_files
#012Current maximum value 89
#012Error threshold 20
#012Warning threshold 13
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:00:15 robot-slave snmptrapd[480]: 2022-10-11 00:00:15 <UNKNOWN> [UDP: [192.168.
↪100.3]:55586->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1152330) 3:12:03.30
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "dockerd : num_files exceeded maximum value of 78_
↪with 84"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Command dockerd attribute num_files
#012Current maximum value 84
#012Error threshold 80
#012Warning threshold 53
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:00:16 robot-slave snmptrapd[480]: 2022-10-11 00:00:16 <UNKNOWN> [UDP: [192.168.
↪100.3]:62561->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1152364) 3:12:03.64
```

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```
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed nginx:proxy"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:00:27 robot-slave snmptrapd[480]: 2022-10-11 00:00:27 <UNKNOWN> [UDP: [192.168.
↪100.3]:38716->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1153470) 3:12:14.70
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.1
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.1 = STRING: "Load-1"
#011iso.3.6.1.4.1.2021.10.1.101.1 = STRING: "1 min Load Average too high (= 4.54)"
```

```
Oct 11 00:00:34 robot-slave snmptrapd[480]: 2022-10-11 00:00:34 <UNKNOWN> [UDP: [192.168.
↪100.3]:48544->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1154165) 3:12:21.65
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessError"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application failed with error 1 nginx:proxy"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:01:27 robot-slave snmptrapd[480]: 2022-10-11 00:01:27 <UNKNOWN> [UDP: [192.168.
↪100.3]:22430->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1159464) 3:13:14.64
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Disk full"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.9.1.100.1
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.9.1.2.1 = STRING: "/"
#011iso.3.6.1.4.1.2021.9.1.101.1 = STRING: "/: less than 30% free (= 0%)"
```

```
Oct 11 00:01:42 robot-slave snmptrapd[480]: 2022-10-11 00:01:42 <UNKNOWN> [UDP: [192.168.
↪100.3]:47625->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1160957) 3:13:29.57
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Log files larger than 1Gig found in /var/
↪log "
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Logrotation was executed to rotate the following_
↪logs:"
```

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```
#012/var/log/big-log.log: 1.5G"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:01:43 robot-slave snmptrapd[480]: 2022-10-11 00:01:43 <UNKNOWN> [UDP: [192.168.
↪100.3]:6397->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1161096) 3:13:30.96
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: /var/log rotated"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "/var/log rotated"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:02:28 robot-slave snmptrapd[480]: 2022-10-11 00:02:28 <UNKNOWN> [UDP: [192.168.
↪100.3]:25418->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1165577) 3:14:15.77
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Disk full"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.9.1.100.3
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.9.1.2.3 = STRING: "/var/log"
#011iso.3.6.1.4.1.2021.9.1.101.3 = STRING: "/var/log: less than 10% free (= 0%)"
```

```
Oct 11 00:02:45 robot-slave snmptrapd[480]: 2022-10-11 00:02:45 <UNKNOWN> [UDP: [192.168.
↪100.3]:45283->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1167292) 3:14:32.92
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Logs"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "WARNING: Forcing log rotation as /var/log is at_
↪100 usage. [platform_mon.py] reading config file /etc/logrotate.conf
#012including /etc/logrotate.d
#012reading config file alternatives
#012reading config file apt
#012reading Message is truncated"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:02:45 robot-slave snmptrapd[480]: 2022-10-11 00:02:45 <UNKNOWN> [UDP: [192.168.
↪100.3]:43304->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1167346) 3:14:33.46
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Logs"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "WARNING: Autopurging /var/log due to extremely_
↪high disk usage. [platform_mon.py] Usage 100: Deleting:
#0124.OK
#011/var/log/alternatives.log.2.gz
```

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```
#012104K
#011/var/log/apt/term.log.3.gz
#0128.0K
#011/var/log/apt/history.log.1.gz
#01212K Message is truncated"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:02:46 robot-slave snmptrapd[480]: 2022-10-11 00:02:46 <UNKNOWN> [UDP: [192.168.
↪100.3]:63595->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1167361) 3:14:33.61
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "DISK ALMOST FULL: Disk /var/log is more than 80
↪percent full"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Use log purge to purge all rotated logs
#012
#012Current disk status:
#012Filesystem: /dev/sdb1
#012      Size: 9.9G
#012      Used: 9.5G
#012      Avail: 0
#012      Use%: 100%
#012Mounted on: /var/log"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:03:03 robot-slave snmptrapd[480]: 2022-10-11 00:03:03 <UNKNOWN> [UDP: [192.168.
↪100.3]:41278->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1169102) 3:14:51.02
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Services started successfully"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "0"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:03:46 robot-slave snmptrapd[480]: 2022-10-11 00:03:46 <UNKNOWN> [UDP: [192.168.
↪100.3]:4569->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1173418) 3:15:34.18
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "DISK STATUS: Disk /var/log is now running below
↪80 percent"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Disk /var/log cleared
#012Disk status after it was cleared:
#012Filesystem: /dev/sdb1
#012      Size: 9.9G
#012      Used: 31M
#012      Avail: 9.4G
#012      Use%: 1%
#012Mounted on: /var/log"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
```

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```
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:05:02 robot-slave snmptrapd[480]: 2022-10-11 00:05:02 <UNKNOWN> [UDP: [192.168.
↪100.3]:40305->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1180986) 3:16:49.86
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: High memory usage"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Memory activity:
#012
#012223Mb"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:05:16 robot-slave snmptrapd[480]: 2022-10-11 00:05:16 <UNKNOWN> [UDP: [192.168.
↪100.3]:35079->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1182434) 3:17:04.34
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Memory usage returned to normal"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Memory more than 1024MB"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:05:19 robot-slave snmptrapd[480]: 2022-10-11 00:05:19 <UNKNOWN> [UDP: [192.168.
↪100.3]:36811->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1182726) 3:17:07.26
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Disk slow "
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Disk latency info:
#012
#012Disk latency:34.44ms
#012"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:06:30 robot-slave snmptrapd[480]: 2022-10-11 00:06:30 <UNKNOWN> [UDP: [192.168.
↪100.3]:40621->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1189781) 3:18:17.81
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: The disk latency returned to normal"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "The disk latency returned to normal."
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:12:33 robot-slave snmptrapd[480]: 2022-10-11 00:12:33 <UNKNOWN> [UDP: [192.168.
↪100.3]:29021->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1226146) 3:24:21.46
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessRestart"
```

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```
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are restarting snmp"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:12:37 robot-slave snmptrapd[480]: 2022-10-11 00:12:37 <UNKNOWN> [UDP: [192.168.
↪100.3]:39992->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1226526) 3:24:25.26
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.4.1.8072.4.0.2
#011iso.3.6.1.6.3.1.1.4.3.0 = OID: iso.3.6.1.4.1.8072.4
```

```
Oct 11 00:12:38 robot-slave snmptrapd[480]: 2022-10-11 00:12:38 <UNKNOWN> [UDP: [192.168.
↪100.3]:10991->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1226585) 3:24:25.85
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed snmp:daemon"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:12:38 robot-slave snmptrapd[480]: 2022-10-11 00:12:38 <UNKNOWN> [UDP: [192.168.
↪100.3]:21681->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1226610) 3:24:26.10
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed snmp:traps"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:12:39 robot-slave snmptrapd[480]: 2022-10-11 00:12:39 <UNKNOWN> [UDP: [192.168.
↪100.3]:7756->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1226681) 3:24:26.81
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from stopped,
↪(killed) to unknown (missing launcher,killed) - snmp:traps"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:13:48 robot-slave snmptrapd[480]: 2022-10-11 00:13:48 <UNKNOWN> [UDP: [192.168.
↪100.3]:10511->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1233585) 3:25:35.85
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.1
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

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```
#011iso.3.6.1.4.1.2021.10.1.2.1 = STRING: "Load-1"
#011iso.3.6.1.4.1.2021.10.1.101.1 = STRING: "1 min Load Average too high (= 5.59)"
```

```
Oct 11 00:13:48 robot-slave snmptrapd[480]: 2022-10-11 00:13:48 <UNKNOWN> [UDP: [192.168.
↪100.3]:16438->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1233630) 3:25:36.30
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.2
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.2 = STRING: "Load-5"
#011iso.3.6.1.4.1.2021.10.1.101.2 = STRING: "5 min Load Average too high (= 2.43)"
```

```
Oct 11 00:15:48 robot-slave snmptrapd[480]: 2022-10-11 00:15:48 <UNKNOWN> [UDP: [192.168.
↪100.3]:43788->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1245577) 3:27:35.77
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Excessive load"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.10.1.100.3
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.10.1.2.3 = STRING: "Load-15"
#011iso.3.6.1.4.1.2021.10.1.101.3 = STRING: "15 min Load Average too high (= 3.14)"
```

```
Oct 11 00:16:13 robot-slave snmptrapd[480]: 2022-10-11 00:16:13 <UNKNOWN> [UDP: [192.168.
↪100.3]:40452->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1248110) 3:28:01.10
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.6.3.1.1.5.1
#011iso.3.6.1.6.3.1.1.4.3.0 = OID: iso.3.6.1.4.1.8072.3.2.10
```

```
Oct 11 00:18:13 robot-slave snmptrapd[480]: 2022-10-11 00:18:13 <UNKNOWN> [UDP: [192.168.
↪100.3]:34120->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1260111) 3:30:01.11
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Memory swap error"
#011iso.3.6.1.2.1.88.2.1.2.0 = ""
#011iso.3.6.1.2.1.88.2.1.3.0 = ""
#011iso.3.6.1.2.1.88.2.1.4.0 = OID: iso.3.6.1.4.1.2021.4.100.0
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
#011iso.3.6.1.4.1.2021.4.2.0 = STRING: "swap"
#011iso.3.6.1.4.1.2021.4.101.0 = STRING: "Running out of swap space (0)"
```

```
Oct 11 00:20:20 robot-slave snmptrapd[480]: 2022-10-11 00:20:20 <UNKNOWN> [UDP: [192.168.
↪100.3]:22009->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1272824) 3:32:08.24
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessRestart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are restarting voss-portal"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:20:28 robot-slave snmptrapd[480]: 2022-10-11 00:20:28 <UNKNOWN> [UDP: [192.168.
↪100.3]:44656->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1273568) 3:32:15.68
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStop"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are stopping voss-portal"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:20:29 robot-slave snmptrapd[480]: 2022-10-11 00:20:29 <UNKNOWN> [UDP: [192.168.
↪100.3]:62367->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1273684) 3:32:16.84
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed voss-portal:gui"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:20:38 robot-slave snmptrapd[480]: 2022-10-11 00:20:38 <UNKNOWN> [UDP: [192.168.
↪100.3]:3228->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1274591) 3:32:25.91
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessError"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application failed with error 200 voss-portal:gui
↪"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:20:39 robot-slave snmptrapd[480]: 2022-10-11 00:20:39 <UNKNOWN> [UDP: [192.168.
↪100.3]:6835->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1274668) 3:32:26.68
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed voss-portal"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:21:28 robot-slave snmptrapd[480]: 2022-10-11 00:21:28 <UNKNOWN> [UDP: [192.168.
↪100.3]:9139->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1279583) 3:33:15.83
```

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```
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Database Maintenance"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "ID: TRANSACTION_DATABASE_MAINTENANCE-VOSS, Code:
↳-1, Occurences: 1, Latest Occurence: 2022-10-10T22:21:27.259Z"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:21:29 robot-slave snmptrapd[480]: 2022-10-11 00:21:29 <UNKNOWN> [UDP: [192.168.
↳100.3]:17486->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1279678) 3:33:16.78
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ERROR: Database maintenance not scheduled"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "TRANSACTION DATABASE MAINTENANCE NOT SCHEDULED -
↳SETUP SCHEDULE FOR REGULAR MAINTENANCE"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:21:38 robot-slave snmptrapd[480]: 2022-10-11 00:21:38 <UNKNOWN> [UDP: [192.168.
↳100.3]:30600->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1280638) 3:33:26.38
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "INFO: Database maintenance is scheduled"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Database maintenance has been scheduled"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:21:51 robot-slave snmptrapd[480]: 2022-10-11 00:21:51 <UNKNOWN> [UDP: [192.168.
↳100.3]:47088->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1281884) 3:33:38.84
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Device Change Notification Collector data/
↳CallManager"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "ID: [10.120.9.245,8443,hcs.CS-P.CS-NB.Overton],
↳Code: 40006, Occurences: 16, Latest Occurence: 2019-10-07T09:42:59.899Z"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:21:52 robot-slave snmptrapd[480]: 2022-10-11 00:21:52 <UNKNOWN> [UDP: [192.168.
↳100.3]:53437->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1282006) 3:33:40.06
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Transaction Completed with Fail"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "ID: 33289, Action: Create Cucm User, Detail:
↳someone-4, Hierarchy: sys.hcs.Verizon.AReseller_1.ACustomer_1"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:21:53 robot-slave snmptrapd[480]: 2022-10-11 00:21:53 <UNKNOWN> [UDP: [192.168.
```

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```

↪100.3]:10089->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1282122) 3:33:41.22
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Transaction Queue Size Exceeded Threshold"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Current Size: 3, Threshold: 2"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 3
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 11 00:21:54 robot-slave snmptrapd[480]: 2022-10-11 00:21:54 <UNKNOWN> [UDP: [192.168.
↪100.3]:60956->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1282238) 3:33:42.38
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "DB Index Size Exceeded Threshold"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "DB Index Size (0.00GB) exceeded threshold (1GB)"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 0
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 11 00:21:56 robot-slave snmptrapd[480]: 2022-10-11 00:21:56 <UNKNOWN> [UDP: [192.168.
↪100.3]:5918->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1282356) 3:33:43.56
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "DB Size Exceeded Threshold"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "DB Size (1.00GB) exceeded threshold (1GB)"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 11 00:21:57 robot-slave snmptrapd[480]: 2022-10-11 00:21:57 <UNKNOWN> [UDP: [192.168.
↪100.3]:58971->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1282473) 3:33:44.73
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Global Administration Session Limit Exceeded"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Limit: 1"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 11 00:21:58 robot-slave snmptrapd[480]: 2022-10-11 00:21:58 <UNKNOWN> [UDP: [192.168.
↪100.3]:20414->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1282595) 3:33:45.95
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "Administration Api Request Limit Exceeded"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Rate: 20/min"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 11 00:21:59 robot-slave snmptrapd[480]: 2022-10-11 00:21:59 <UNKNOWN> [UDP: [192.168.
↪100.3]:18233->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1282716) 3:33:47.16
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1

```

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```
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "User Api Request Limit Exceeded"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Rate: 20/sec"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:01 robot-slave snmptrapd[480]: 2022-10-11 00:22:01 <UNKNOWN> [UDP: [192.168.
↪100.3]:56285->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1282854) 3:33:48.54
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessRestart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are restarting "
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:06 robot-slave snmptrapd[480]: 2022-10-11 00:22:06 <UNKNOWN> [UDP: [192.168.
↪100.3]:22442->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1283425) 3:33:54.25
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed selenium:gui_orchestration
↪"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:12 robot-slave snmptrapd[480]: 2022-10-11 00:22:12 <UNKNOWN> [UDP: [192.168.
↪100.3]:12754->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1283985) 3:33:59.85
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed selfservice:node"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:19 robot-slave snmptrapd[480]: 2022-10-11 00:22:19 <UNKNOWN> [UDP: [192.168.
↪100.3]:53711->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1284725) 3:34:07.25
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed services:logs"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:20 robot-slave snmptrapd[480]: 2022-10-11 00:22:20 <UNKNOWN> [UDP: [192.168.
↪100.3]:19232->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1284769) 3:34:07.69
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed voss-deviceapi:voss-
```

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```

→risapi_collector"
#011iso.3.6.1.2.1.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 11 00:22:20 robot-slave snmptrapd[480]: 2022-10-11 00:22:20 <UNKNOWN> [UDP: [192.168.
→100.3]:61419->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1284805) 3:34:08.05
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed voss-deviceapi:voss-wsgi"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 11 00:22:20 robot-slave snmptrapd[480]: 2022-10-11 00:22:20 <UNKNOWN> [UDP: [192.168.
→100.3]:56372->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1284812) 3:34:08.12
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed voss-deviceapi:voss-queue"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 11 00:22:20 robot-slave snmptrapd[480]: 2022-10-11 00:22:20 <UNKNOWN> [UDP: [192.168.
→100.3]:59666->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1284830) 3:34:08.30
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed voss-deviceapi:voss-
→monitoring"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 11 00:22:20 robot-slave snmptrapd[480]: 2022-10-11 00:22:20 <UNKNOWN> [UDP: [192.168.
→100.3]:35828->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1284829) 3:34:08.29
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed voss-deviceapi:voss-cnf_
→collector"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"

```

```

Oct 11 00:22:21 robot-slave snmptrapd[480]: 2022-10-11 00:22:21 <UNKNOWN> [UDP: [192.168.
→100.3]:11890->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1284895) 3:34:08.95
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed services:time"

```

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```
#011iso.3.6.1.2.1.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:23 robot-slave snmptrapd[480]: 2022-10-11 00:22:23 <UNKNOWN> [UDP: [192.168.
↪100.3]:24541->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1285134) 3:34:11.34
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from stopped_
↪(killed) to unknown (missing launcher,missing pid,killed) - services:time"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:28 robot-slave snmptrapd[480]: 2022-10-11 00:22:28 <UNKNOWN> [UDP: [192.168.
↪100.3]:4536->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1285611) 3:34:16.11
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed phone-based-
↪registration:nodeservice"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:43 robot-slave snmptrapd[480]: 2022-10-11 00:22:43 <UNKNOWN> [UDP: [192.168.
↪100.3]:24351->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1287104) 3:34:31.04
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed services:syslog"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:43 robot-slave snmptrapd[480]: 2022-10-11 00:22:43 <UNKNOWN> [UDP: [192.168.
↪100.3]:6262->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1287112) 3:34:31.12
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed services:mount"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:43 robot-slave snmptrapd[480]: 2022-10-11 00:22:43 <UNKNOWN> [UDP: [192.168.
↪100.3]:52368->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1287125) 3:34:31.25
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application was killed services:scheduler"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:45 robot-slave snmptrapd[480]: 2022-10-11 00:22:45 <UNKNOWN> [UDP: [192.168.
↳100.3]:20331->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1287320) 3:34:33.20
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from stopped_
↳(killed) to unknown (missing launcher,killed) - services:mount"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:22:45 robot-slave snmptrapd[480]: 2022-10-11 00:22:45 <UNKNOWN> [UDP: [192.168.
↳100.3]:50365->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1287322) 3:34:33.22
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from stopped_
↳(killed) to unknown (missing launcher,killed) - services:syslog"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:02 robot-slave snmptrapd[480]: 2022-10-11 00:23:02 <UNKNOWN> [UDP: [192.168.
↳100.3]:52355->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1288998) 3:34:49.98
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from stopped_
↳(secure tunnel died) to running (secure tunnel died) - services:wsgi"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:13 robot-slave snmptrapd[480]: 2022-10-11 00:23:13 <UNKNOWN> [UDP: [192.168.
↳100.3]:26791->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1290061) 3:35:00.61
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from starting_
↳to running - snmp:daemon"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:13 robot-slave snmptrapd[480]: 2022-10-11 00:23:13 <UNKNOWN> [UDP: [192.168.
↳100.3]:47805->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1290070) 3:35:00.70
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from starting_
↳to running - voss-deviceapi:voss-risapi_collector"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:14 robot-slave snmptrapd[480]: 2022-10-11 00:23:14 <UNKNOWN> [UDP: [192.168.
↳100.3]:60807->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1290203) 3:35:02.03
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from starting_
↳to unknown (missing launcher) - snmp:traps"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:14 robot-slave snmptrapd[480]: 2022-10-11 00:23:14 <UNKNOWN> [UDP: [192.168.
↳100.3]:25702->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1290221) 3:35:02.21
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from starting_
↳to unknown (missing launcher) - services:logs"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:14 robot-slave snmptrapd[480]: 2022-10-11 00:23:14 <UNKNOWN> [UDP: [192.168.
↳100.3]:60314->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1290239) 3:35:02.39
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from starting_
↳to running - voss-deviceapi:voss-queue"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:16 robot-slave snmptrapd[480]: 2022-10-11 00:23:16 <UNKNOWN> [UDP: [192.168.
↳100.3]:33659->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1290445) 3:35:04.45
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from starting_
↳to unknown (missing launcher,missing pid) - services:time"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:20 robot-slave snmptrapd[480]: 2022-10-11 00:23:20 <UNKNOWN> [UDP: [192.168.
↳100.3]:42353->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1290822) 3:35:08.22
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.6.3.1.1.5.1
#011iso.3.6.1.6.3.1.1.4.3.0 = OID: iso.3.6.1.4.1.8072.3.2.10
```

```
Oct 11 00:23:33 robot-slave snmptrapd[480]: 2022-10-11 00:23:33 <UNKNOWN> [UDP: [192.168.
↳100.3]:29625->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1292068) 3:35:20.68
```

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```
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStart"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application start command completed "
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:23:57 robot-slave snmptrapd[480]: 2022-10-11 00:23:57 <UNKNOWN> [UDP: [192.168.
↪100.3]:47870->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1294518) 3:35:45.18
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessStop"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Applications are stopping snmp"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:24:19 robot-slave snmptrapd[480]: 2022-10-11 00:24:19 <UNKNOWN> [UDP: [192.168.
↪100.3]:4081->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1296686) 3:36:06.86
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.2.1.88.2.0.1
#011iso.3.6.1.2.1.88.2.1.1.0 = STRING: "ProcessWarning"
#011iso.3.6.1.2.1.88.2.1.3.0 = STRING: "Application has changed its state from stopped_
↪(killed) to unknown (missing launcher,killed) - snmp:daemon"
#011iso.3.6.1.2.1.88.2.1.5.0 = INTEGER: 1
#011iso.3.6.1.2.1.1.5.0 = STRING: "VOSS"
```

```
Oct 11 00:24:27 robot-slave snmptrapd[480]: 2022-10-11 00:24:27 <UNKNOWN> [UDP: [192.168.
↪100.3]:31239->[192.168.100.25]:162]:
#012iso.3.6.1.2.1.1.3.0 = Timeticks: (1297489) 3:36:14.89
#011iso.3.6.1.6.3.1.1.4.1.0 = OID: iso.3.6.1.6.3.1.1.5.1
#011iso.3.6.1.6.3.1.1.4.3.0 = OID: iso.3.6.1.4.1.8072.3.2.10
```



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