

NetBackup Flex Appliance SNMP Traps Reference Guide

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Cohesity Support

Reach Cohesity Support

There are several ways to create a Cohesity support case.

- Go to [Cohesity Support](#), to search in our knowledge base; or contact us by phone - United States and Canada: 1-855-9CO-HESI (926-4374), option 2.
- Log in to the [Cohesity Support Portal](#) to create a new case.
- Click the (?) icon on the Cohesity UI and select Support Portal.

Support/Service Assistance

First, contact the Service Provider that you have contracted for service and support. If you work directly with Cohesity and have a product warranty/entitlement, repair pricing, or technical support-related question, see your options below:

- To find solutions to your product issues or for suggestions or best practices, visit the [Cohesity Knowledge Base](#).
- Log in to the [Cohesity Support Portal](#) to create a new case.
- To monitor your open cases, log in to the portal and click the **Cases** tab on the home page. This page should have all the case statuses and updates. You can also view individual case status.

Cohesity Software Running on Partner Hardware

For Cohesity software running on qualified third-party hardware, the following support workflow applies:

1. The customer may contact Cohesity Support first if the issue cannot be determined as a hardware issue.

Note: Cohesity cannot process hardware replacement requests for partner hardware.

2. Cohesity Support triages the issue. If it is a software issue, Cohesity Support continues to work on it.
3. If it is a hardware/firmware issue or is suspected to be a hardware/firmware issue, Cohesity provides information about the issue to the customer and requests that the customer open a support ticket with the appropriate partner.
4. If needed, Cohesity Support can join a three-way call with the partner and the customer.
5. The customer informs Cohesity Support on the progress of the partner's case.

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Overview

This chapter includes the following topics:

- [About SNMP](#)
- [About this guide](#)

About SNMP

The Simple Network Management Protocol (SNMP) is an application layer protocol that facilitates the exchange of management information between network devices. It uses the User Datagram Protocol (UDP) for transport on the appliance. SNMP enables network administrators to manage network performance, find and solve network problems, and plan for network growth.

SNMP is based on the manager model and agent model. This model consists of a manager, an agent, a database of management information, managed objects, and the network protocol.

The manager provides the interface between the human network manager and the management system. The agent provides the interface between the manager and the physical devices being managed.

The manager and agent use a Management Information Base (MIB) and a relatively small set of commands to exchange information. The MIB is organized in a tree structure with individual variables, such as point status or description, being represented as leaves on the branches. A numeric tag or object identifier (OID) is used to distinguish each variable uniquely in the MIB and in SNMP messages.

Flex Appliance supports SNMP v2c and SNMP v3 alerting capabilities.

Example SNMP trap

The following is an example of an SNMP trap that is generated when SNMP is configured on the appliance.

This example is for the following test SNMP trap:

```
{"appliance_1_testcomponent__errorstatus":"0",  
"appliance_1_testcomponent__state":"OK",  
"appliance_1_testcomponent__status":"Test"}
```

Source:	10.85.23.27	Timestamp:	288 hours 15 minutes 54 seconds	SNMP Version:	2
Trap OID:	vrtsAlertsTestTrap			Community:	public
Variable Bindings:					
Name:	sysUpTime.0				
Value:	[TimeTicks] 288 hours 15 minutes 54 seconds (103775400)				
Name:	snmpTrapOID				
Value:	[OID] vrtsAlertsTestTrap				
Name:	vrtsystemName				
Value:	[OctetString] engapp0034.engba.veritas.com				
Name:	vrtsAlertsTestTrap				
Value:	[OctetString] ("appliance_1_testcomponent__errorstatus":"0","appliance_1_testcomponent__state":"OK","appliance_1_testcomponent__status":"Test")				
Description:	Trap for connectivity test				

About the Management Information Base (MIB)

Each SNMP element manages specific objects with each object having specific characteristics. Each object and characteristic has a unique object identifier (OID) that is associated with it. Each OID consists of the numbers that are separated by decimal points (for example, 1.3.6.1.4.1.48328.1).

These OIDs form a tree. A MIB associates each OID with a readable label and various other parameters that are related to the object. The MIB then serves as a data dictionary that is used to assemble and interpret SNMP messages. This information is saved as a MIB file.

You can view the details of the SNMP MIB file at the following URL:

<https://sort.veritas.com/netbackup/public/appliance/flex/documents/veritas-snmplib.txt>

About this guide

This guide provides procedures to troubleshoot some of the SNMP alerts that you receive.

This guide helps you to perform following tasks:

- Locate the trap with the unique Object Identification (OID).

- Locate the relevant information to identify the core problem.
- Troubleshoot the issue.

Note: If you receive alerts from an SNMP trap that is not listed in this guide, contact Technical Support for assistance.

SNMP traps

This chapter includes the following topics:

- [vrtsbbuTrap](#)
- [vrtscmosbatteryTrap](#)
- [vrtscpuTrap](#)
- [vrtsdimmTrap](#)
- [vrtsdiskTrap](#)
- [vrtsclosediskTrap](#)
- [vrtsclosurefanTrap](#)
- [vrtsclosurepowerTrap](#)
- [vrtsclosuretemperatureTrap](#)
- [vrtsfanTrap](#)
- [vrtsfibrechannelTrap](#)
- [vrtsfirmwareTrap](#)
- [vrtspowerTrap](#)
- [vrtssraidgroupTrap](#)
- [vrtReplicationInstanceTrap](#)
- [vrtReplicationPeerTrap](#)
- [vrtsssdTrap](#)
- [vrttemperatureTrap](#)

- [vrtsvolumeTrap](#)

vrtsbbuTrap

OID: 1.3.6.1.4.1.48328.3.9.1.19

Note: The `vrtsbbuTrap` applies only to the 53xx appliance.

Description

The `vrtsbbuTrap` monitors the status of the Primary Storage Shelf Battery Backup Unit (BBU) of your appliance. If you receive an alert, it means that the BBU has experienced an error and could cause a performance drop for the storage system.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the `show hardware-health` commands. See the *Flex Appliance Getting Started and Administration Guide* for details.

Based on the information, take one of the following actions:

Table 2-1 Next steps for the `vrtsbbuTrap`

What happened	What to do now
If the BBU voltage_state or charge_state is Warning and the voltage_status or charge_status is Degraded , the Super Capacitor measure voltage or charge is not within the optimal range.	Contact Support for assistance.
If the BBU voltage_state or charge_state is Failed and the voltage_status or charge_status is Fault , the Super Capacitor is showing signs of failure.	Contact Support to replace the storage controller.

vrtscmosbatteryTrap

OID: 1.3.6.1.4.1.48328.3.9.1.32

Note: The `vrtsbbuTrap` applies only to the 5250 appliance.

Description

The `vrtscmosbatteryTrap` monitors the status of the CMOS battery on the appliance. If you receive an alert, it means that the battery has experienced an error or has failed.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the `show hardware-health` commands. See the *Flex Appliance Getting Started and Administration Guide* for details.

Based on the information, take one of the following actions:

Table 2-2 Next steps for the `vrtscmosbatteryTrap`

What happened	What to do now
If the CMOS battery State is Critical , the CMOS battery voltage is below its operational range and needs to be replaced.	Contact Technical Support to replace the CMOS battery.
If the CMOS battery State is Critical , the CMOS battery failed.	Contact Technical Support to replace the CMOS battery.

vrtscpuTrap

OID: 1.3.6.1.4.1.48328.3.9.1.7

Description

The `vrtscpuTrap` monitors the status of the appliance CPUs. If you receive an alert, it means that a CPU has malfunctioned or that the voltage has crossed the threshold value.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the `show hardware-health` commands. See the *Flex Appliance Getting Started and Administration Guide* for details.

Based on the information, take one of the following actions:

Table 2-3 Next steps for the `vrtscpuTrap`

What happened	What to do now
If the CPU Status is NULL , the firmware was unable to report the current status.	Wait 15 minutes for the next Call Home interval and re-check the status. If the issue is resolved, you can ignore the failure. If the issue is not resolved, contact Support for assistance.
If the CPU State is Failed , and the Status is anything other than OK or ProcPresent , the status of the CPU is unknown.	Contact Support for assistance.
53xx only: If the CPU State is Failed , and the current Voltage is greater than the high threshold of 1.51 Volts, the CPU voltage is too high.	Check the status of the appliance power supplies. Check the temperature of the appliance's environment. If both are normal, contact Support for assistance.
53xx only: If the CPU State is Failed , and the current Voltage is lower than the low threshold of .54 Volts, the CPU voltage is too low.	Check the status of the appliance power supplies. Check the temperature of the appliance's environment. If both are normal, contact Support for assistance.

vrtsdimmTrap

OID: 1.3.6.1.4.1.48328.3.9.1.23

Description

The `vrtsdimmTrap` monitors the status of the DIMM (Dual In-line Memory Module). If you receive an alert, it means that one of the DIMM's is not in an optimal state or may not have been in an optimal state previously.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the `show hardware-health` commands. See the *Flex Appliance Getting Started and Administration Guide* for details.

If the DIMM **Status** is **Failed**, the DIMM has encountered an uncorrectable error and needs to be replaced. Contact Support to replace the DIMM.

vrtsdiskTrap

OID: 1.3.6.1.4.1.48328.3.9.1.8

Description

The `vrtsdiskTrap` monitors the status of the appliance disks. If you receive an alert, it means that one of the disks has experienced an error.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the `show hardware-health` commands. See the *Flex Appliance Getting Started and Administration Guide* for details.

Based on the information, take one of the following actions:

Table 2-4 Next steps for the `vrtsdiskTrap`

What happened	What to do now
If the disk State is Warning , and the Status is Unconfigured (Good) , the disk is in a foreign, unsupported state. The disk may have been reinserted and caused an error.	Contact Support. Let them know of the error, with the following message: Import foreign configuration
If the disk State is Failed , and the Status is Unconfigured (Bad) , the disk is no longer functional.	Contact Support to replace the faulty disk.
If the disk State is Failed , and the Status is Offline , the disk is offline.	Contact Support for assistance.
If the disk State is Failed , and the Status is Missing , Not Found , or Removed , the disk cannot be detected.	Check to make sure that the disk is installed properly and is fully seated in the appliance.
53xx only: If the disk State is Failed , and the Status is Unresponsive , the disk is present but unresponsive.	Contact Support for assistance.
53xx only: If the disk State is Failed , and the Status is Incompatible , the disk is not compatible with the appliance.	Replace the disk with a compatible disk. If you need assistance, contact Support.
53xx only: If the disk State is Failed , and the Status is Loss of redundancy , the disk does not have redundant access.	Contact Support for assistance.

vrtsclosurediskTrap

OID: 1.3.6.1.4.1.48328.3.9.1.13

Description

The `vrtsclosurediskTrap` monitors the status of the storage shelf disks. If you receive an alert, it means that one of the disks has experienced an error.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the `show hardware-health` commands. See the *Flex Appliance Getting Started and Administration Guide* for details.

Based on the information, take one of the following actions:

Table 2-5 Next steps for the `vrtsclosurediskTrap`

What happened	What to do now
If the disk State is Warning , and the Status is Unconfigured (Good) , the disk is in a foreign, unsupported state. The disk may have been reinserted and caused an error.	Contact Support. Let them know of the error, with the following message: Import foreign configuration
52xx only: If the State of disk 16 is Warning , and the Status is anything other than Hot spare , one of the other disks experienced an error, and the hot spare had to be rebuilt.	Contact Support to replace the faulty disk.
If the disk State is Failed , and the Status is Unconfigured (Bad) , the disk is no longer functional.	Contact Support to replace the faulty disk.
If the disk State is Failed , and the Status is Offline , the disk is offline.	Contact Support for assistance.
If the disk State is Failed , and the Status is Missing or Not Found , the disk cannot be detected.	Check to make sure that the disk is installed properly and is fully seated in the storage shelf.

vrtsclosurefanTrap

OID: 1.3.6.1.4.1.48328.3.9.1.10

Description

The `vrtseclosurefanTrap` monitors the status of the storage shelf fans. If you receive an alert, it means that one or more of the system fans has experienced an error. Either a fan has stopped working, or the fan rpm has crossed the threshold value that is required for proper system functioning.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the `show hardware-health` commands. See the *Flex Appliance Getting Started and Administration Guide* for details.

Based on the information, take one of the following actions:

Table 2-6 Next steps for the `vrtseclosurefanTrap`

What happened	What to do now
If the fan State is Warning , the fan is running slower than the low threshold of 2000 rpm. Note: The low threshold of 2000 rpm applies to the 52xx appliance only. The <code>vrtseclosurefanTrap</code> does not include a low threshold value for the 53xx Appliance Primary or Expansion Storage Shelf.	Check the system temperature. Check the power supply. If both are normal, contact Support to replace the fan.
If the fan State is Failed , the fan is missing or has failed.	Contact Support to replace the fan.

vrtseclosurepowerTrap

OID: 1.3.6.1.4.1.48328.3.9.1.11

Description

The `vrtseclosurepowerTrap` monitors the status of the appliance power supplies. If you receive an alert, it means that one of the power supplies has experienced an error. Either the power supply has stopped working, or it is not plugged in to a power source.

Resolution

Check the power supply cable. If the power supply is plugged in, and the cable is functional, contact Support to replace the power supply.

vrtsclosuretemperatureTrap

OID: 1.3.6.1.4.1.48328.3.9.1.12

Description

The `vrtsclosuretemperatureTrap` monitors the temperature of the appliance storage shelf. If you receive an alert, it means that the temperature has exceeded a threshold value, or one of the sensors has stopped working.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the `show hardware-health` commands. See the *Flex Appliance Getting Started and Administration Guide* for details.

Based on the information, take one of the following actions:

Table 2-7 Next steps for the `vrtsclosuretemperatureTrap`

What happened	What to do now
If the temperature State is Warning , and the current temperature reading is 0.000 degrees C , the temperature is lower than the low threshold, or the firmware was unable to report the correct temperature.	Wait 15 minutes for the next Call Home interval and re-check the status. If the issue is resolved, you can ignore the failure. If the issue is not resolved, contact Support for assistance.
If the temperature State is Warning , and the current temperature reading is hotter than the high temperature threshold, the temperature is too high. The following are the high threshold values for the 52xx appliance storage shelf temperature sensors: - I/O Modules: 75 degrees C - Backplanes: 51 degrees C - PSUs: 75 degrees C Note: The high threshold values apply to the 52xx appliance only. The <code>vrtsclosuretemperatureTrap</code> does not include a high threshold value for the 53xx Appliance Primary or Expansion Storage Shelf.	Check the status of the storage shelf fans. Check the temperature of the storage shelf's environment. If both are normal, contact Support for assistance.

vrtsfanTrap

OID: 1.3.6.1.4.1.48328.3.9.1.3

Description

The `vrtsfanTrap` monitors the status of the appliance fans. If you receive an alert, it means that one or more of the system fans has experienced an error. Either a fan has stopped working, or the fan rpm has crossed the threshold value that is required for proper system functioning.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the `show hardware-health` commands. See the *Flex Appliance Getting Started and Administration Guide* for details.

Based on the information, take one of the following actions:

Table 2-8 Next steps for the `vrtsfanTrap`

What happened	What to do now
If the fan State is Warning , the fan is running slower than the low threshold of 1715 rpm.	Check the system temperature. Check the power supply. If both are normal, contact Support to replace the fan.
If the fan State is Failed , the fan is missing or has failed.	Contact Support to replace the fan.

vrtsfibrechannelTrap

OID: 1.3.6.1.4.1.48328.3.9.1.5

Description

The `vrtsfibrechannelTrap` monitors the status of the appliance Fibre Channel links. If you receive an alert, it means that one or more of the Fibre Channel links is not in an optimal state.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the `show hardware-health` commands. See the *Flex Appliance Getting Started and Administration Guide* for details.

Check the physical Fibre Channel connections between the primary shelf and the expansion shelves and the Fibre Channel configuration settings. If all cables are installed correctly and are functional, contact Support. The Fibre Channel card may need to be replaced.

vrtsfirmwareTrap

OID: 1.3.6.1.4.1.48328.3.9.1.15

Description

The `vrtsfirmwareTrap` is an informational trap that tracks the firmware of the appliance. It does not trigger any alerts.

This trap is available on Flex Appliance 3.0 and later.

vrtspowerTrap

OID: 1.3.6.1.4.1.48328.3.9.1.4

Description

The `vrtspowerTrap` monitors the status of the appliance power supplies. If you receive an alert, it means that one of the power supplies has experienced an error.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the `show hardware-health` commands. See the *Flex Appliance Getting Started and Administration Guide* for details.

Based on the information, take one of the following actions:

Table 2-9 Next steps for the `vrtspowerTrap`

What happened	What to do now
If the power supply Status is Power Supply AC lost , the redundant power supply is not functional. Either the power supply has stopped working, or it is not plugged in to a power source.	Check the power supply cable. If the power supply is plugged in, and the cable is functional, contact Support to replace the power supply.

Table 2-9 Next steps for the vrtspowerTrap (*continued*)

What happened	What to do now
If the power supply State is Warning , and the current Wattage is greater than the high threshold of 920 Watts, the power supply is using too much power.	Contact Support to replace the power supply.
If the power supply State is Warning , and the current Wattage is not defined, the firmware was unable to report the current status.	Wait 15 minutes for the next Call Home interval and re-check the status. If the issue is resolved, you can ignore the failure. If the issue is not resolved, contact Support for assistance.
If the power supply State is Failed , the firmware was unable to report the current status.	Wait 15 minutes for the next Call Home interval and re-check the status. If the issue is resolved, you can ignore the failure. If the issue is not resolved, contact Support for assistance.

vrtssraidgroupTrap

OID: 1.3.6.1.4.1.48328.3.9.1.9

Description

The vrtssraidgroupTrap monitors the status of the appliance RAID groups in the operating system disks and in the storage disks. If you receive an alert, it means that one of the RAID groups is not in an optimal state. Either the write policy is in write through mode, or one or more of the disks in the RAID group has experienced an error.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the `show hardware-health` commands. See the *Flex Appliance Getting Started and Administration Guide* for details.

Based on the information, take one of the following actions:

Table 2-10 Next steps for the vrtssraidgroupTrap

What happened	What to do now
If the RAID State is Warning , and the Status is Degraded or Partially Degraded , one or more of the disks in the RAID group has failed.	Contact Support to replace the faulty disk(s) before additional disk errors destroy the RAID volume.
If the RAID State is Warning , and Hotspare available is No , the hot spare disk or disks are unavailable. Either they have become faulty, or another disk failed, and the hot spare needed to be rebuilt.	Check the disk status. If a disk has failed, contact Support to replace the faulty disk. If a disk has not failed, but one of the disks has a Status of Unconfigured (Good) , start the copyback process on that disk if it did not begin automatically. If you need assistance, contact Support.
If the RAID State is Warning , and the Write Policy is WriteThrough , caching is disabled. Either the Battery Backup Unit (BBU) relearn cycle is on, the write policy was not set correctly, or the BBU is faulty.	Check the adapter status. If the adapter does not have any warnings or failures, contact Support for assistance.
If the RAID State is Failed , and the Status is also Failed , the RAID is offline or is not functional.	Contact Support for assistance.
If the RAID State is Failed , and the Status is Unknown , the firmware was unable to report the current status.	Wait 15 minutes for the next Call Home interval and re-check the status. If the issue is resolved, you can ignore the failure. If the issue is not resolved, contact Support for assistance.
If the RAID State is Failed , and the Status is Missing , all of the disks in the RAID group have been removed from the array. The RAID group is neither operable nor exportable.	Contact Support for assistance.
If the RAID State is Failed , and the Status is Contingent - preparing for import , the RAID group is incomplete. The group is likely - but not certain - to become complete and available for import.	Contact Support for assistance.
If the RAID State is Failed , and the Status is Exported - ready for import or Forced - ready for import , the RAID group is in an exported state and is ready to be imported.	Contact Support for assistance.

vrtsReplicationInstanceTrap

OID: 1.3.6.1.4.1.48328.3.9.2.25

Description

The `vrtsReplicationInstanceTrap` monitors the status of remote replication between instances. If you receive an alert, it means that the replication has experienced an error or has failed.

Resolution

Check the value of the `<node prefix>_replicationinstance_<replica instance ID>_status` field to see the exact error. The ID that displays before `_status` indicates which instance the issue occurred on.

Based on the information, take one of the following actions:

Table 2-11 Next steps for the `vrtsReplicationInstanceTrap`

Value	What to do now
If the status is Data lag is high , the replication data lag of the instance is above the warning threshold of the low watermark.	Check to see if replication is paused or the replication network is disconnected. If the issue persists, contact Support for assistance.
If the status is Data lag is too high , the replication data lag of the instance is above the critical threshold of the high watermark.	Check the bandwidth of the replication network. If the bandwidth is sufficient, contact Technical Support to increase the size of the Storage Replicator Log volume. Otherwise, the Storage Replicator Log may fill, and replication will be interrupted.
If the status is Recovery point status is behind , the recovery point status of the instance is above the threshold.	Check to see if replication is paused or the replication network is disconnected. If not, consider increasing the bandwidth of the replication network.
If the status is Instance replication is paused , replication was paused between the active and the replica instance.	The longer that replication is paused, the longer it takes for the data to sync again when you resume. Resume replication as soon as possible.
If the status is Data status is inconsistent , the data is out of sync between the active and replica instances.	The replica instance will not work until the resynchronization completes and the data status becomes at least crash consistent. Contact Support for assistance.

Table 2-11 Next steps for the vrtsReplicationInstanceTrap (*continued*)

Value	What to do now
If the status is Instance replication is interrupted , instance replication has been interrupted because the Storage Replicator Log is full or unavailable.	Contact Support for assistance.

vrtsReplicationPeerTrap

OID: 1.3.6.1.4.1.48328.3.9.2.24

Description

The vrtsReplicationPeerTrap monitors the status of the connection between paired appliances for remote replication. If you receive an alert, it means that the connection between the appliances has experienced an error or has failed.

Resolution

Check the value of the `<node_prefix> replicationpeer_<paired appliance ID>_status` field to see the exact error. The ID that displays before `_status` indicates which appliance the issue occurred on.

Based on the information, take one of the following actions:

Table 2-12 Next steps for the vrtsReplicationPeerTrap

What happened	What to do now
If the status is Management connection lost , the connection between the paired appliances has been lost.	Wait 30 minutes and recheck the status. If the issue persists, contact Support for assistance.
If the status is Unpaired by remote administrator , the administrator of the remote endpoint unpaired the appliance.	To remove the remote endpoint, click Forget this appliance from the Remote replication page on the Flex Appliance Console.
If the status is Remote appliance is under maintenance , the remote appliance is undergoing maintenance. For example, an update.	Wait for the maintenance on the remote appliance to complete.
If the status is Replication connection lost , the replication network or service is down on the local or the remote appliance.	Wait 15 minutes and recheck the status. If the issue persists, contact Support for assistance.

Table 2-12 Next steps for the `vrtssReplicationPeerTrap` (*continued*)

What happened	What to do now
If the status is Replication connection degraded , some dependent network resources for replication are currently unavailable.	Wait 15 minutes and recheck the status. If the issue persists, contact Support for assistance.

vrtsssdTrap

OID: 1.3.6.1.4.1.48328.3.9.1.27

Description

The `vrtsssdTrap` monitors the status of the appliance SSD (solid-state drive) in the operating system if your appliance has one. If you receive an alert, the SSD device status and state may report as either **Failed** or **Missing**.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. Based on the information from the SNMP trap or the email alert, take one of the following actions:

Table 2-13 Next steps for the `vrtsssdTrap`

What happened	What to do now
If the SSD device status and the state both report as Failed (UMI: V-475-600-1101).	Contact Support for assistance to resolve the issue.
If the SSD device status is reported as Missing and the state is reported as Failed (UMI: V-475-600-1103).	Contact Support for assistance to resolve the issue.

vrtstemperatureTrap

OID: 1.3.6.1.4.1.48328.3.9.1.6

Description

The `vrtstemperatureTrap` monitors the temperature of the appliance. If you receive an alert, it means that the temperature has exceeded a threshold value, or one of the sensors has stopped working.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the `show hardware-health` commands. See the *Flex Appliance Getting Started and Administration Guide* for details.

Based on the information, take one of the following actions:

Table 2-14 Next steps for the `vrtstemperatureTrap`

What happened	What to do now
If the temperature State is Warning , and the current temperature reading is 0.000 degrees C , the temperature is lower than the low threshold, or the firmware was unable to report the correct temperature.	Wait 10 minutes and re-check the status. If the issue is resolved, you can ignore the failure. If the issue is not resolved, contact Support for assistance.
If the temperature State is Warning , and the current temperature reading is hotter than the high temperature threshold, the temperature is too high. The following are the high threshold values for the appliance temperature sensors: ■ Intake Vent Temperature: 64 degrees C ■ Outtake Vent Temperature: 85 degrees C ■ P1 and P2 Therm Margins: -15 degrees C	Check the status of the appliance fans. Check the temperature of the appliance's environment. If both are normal, contact Support for assistance.
If the temperature State is Warning , and the current temperature reading is cooler than the low temperature threshold, the temperature is too low. The following are the low threshold values for the appliance temperature sensors: ■ Intake Vent Temperature: 0 degrees C ■ Outtake Vent Temperature: 0 degrees C ■ P1 and P2 Therm Margins: -128 degrees C	Wait 10 minutes and re-check the status. If the issue is resolved, you can ignore the failure. If the issue is not resolved, contact Support for assistance.

Note: The `vrtsvolumeTrap` applies only to the 53xx appliance.

Description

The `vrtsvolumeTrap` monitors the status of the appliance volumes. If you receive an alert, it means that the volume is not in an optimal state due to disk errors.

Resolution

Check the SNMP trap or the email alert that you received for additional information to help you determine the exact issue that occurred. You can also check the `show hardware-health` commands. See the *Flex Appliance Getting Started and Administration Guide* for details.

Based on the information from the SNMP trap and the the email alert sent to your configured address, you need to contact technical support for assistance if your appliance encounters any volume related errors.