Visual OS Monitor

Support Guide

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This guide lists and describes the typical log messages produced by the local service probe. It is your responsibility to ensure that these function and deliver data through your systems to the vosm cloud.

On service probe start, log message "OS Diagnostics Probe started" is generated with a timestamp.
The status of the probe is set to UP.
This indicates that the probe is running, and the most recent sensor list has been loaded ready for a diagnostic scan of the local PC.

If there is a problem with the start-up,
a message "Error: 965f. OS Diagnostics Probe failed to start." is generated with a timestamp.

The status of the probe is set to DOWN.

This message can be generated for a number of reasons.
1.Unable to retrieve sensor list from the VOSM cloud.

Solution. Check local PC has active internet connection.

Solution. Check local PC firewall is letting through communication from the local vosm probe.

The vosm probe is called Visual OS Monitor – Probe.

Solution. Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

Solution. Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.

2.The local settings file "vsettings" is corrupted.

Solution A. delete the local probe by logging into the vosm cloud.
B. delete the folder "C:\ProgramData\Syvir VOSM"
C. Run the console and authenticate.
This recreates the probe details and probe in the vosm cloud.

3. Unable to receive probe settings from the vosm cloud.
Solution. Check local PC has active internet connection.
Solution. Check local PC firewall is letting through communication from the local vosm probe.

The vosm probe is called Visual OS Monitor – Probe.

Solution. Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

Solution. Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.

Log message "Error: 5850. Sensors failed to load."

Unable to receive sensors from the vosm cloud.
Solution. Check local PC has active internet connection.
Solution. Check local PC firewall is letting through communication from the local vosm probe.

The vosm probe is called Visual OS Monitor – Probe.

Solution. Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

Solution. Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.

Solution. Stop the Visual OS Monitor – Probe under services, restart the probe. If the timestamp for any sensors for the affected probe changes in the network web page, then the vosm cloud is receiving data from the probe.

4. The local settings file "vosmik.ini" is corrupted.

Solution A. delete the local probe by logging into the vosm cloud.
B. delete the folder "C:\ProgramData\Syvir VOSM"
C. Run the console and authenticate.
This recreates the probe details and probe in the vosm cloud.

5. Your subscription has elapsed and is no longer connected to the vosm cloud.

Diagnostic polling scans

Error: 044f - Timer.

This error message is generated at the start of a scan.
It indicates a scan was not started due to an error.
The probe is set to DOWN.

Solution. Stop the local service probe and restart it.
If no sensors are assigned to the probe the local service will stop
polling for a diagnostics scan. Adding new sensors will not start
polling. To do this stop and restart the local probe.

Diagnostic scans

On the start of a scan a log message "Probe: Diagnostic scan
started" is generated with a timestamp.

The log entry is set to UP. A log code "p:DScan" is generated.
This indicates that the probe is running, and the most recent
sensor list has been loaded and a diagnostic scan of the local PC
is taking place.

Visual OS Monitor produces no log messages as each sensor is
scanned.
A "Not Detected" status is generated when no os service is found
for the scanned sensor.

Alarms
When a sensor is set WARNING or DOWN an alarm is
generated. A log message "Alarm set for: sensor" Is produced.

Log message "Error: a4a2. EMail alerts down"
Solution. missing to email address.

When sensor data is transferred to the vosm cloud each transfer is authenticated with user login and password.
Log message "Error:2f57. Sensor authenticate."

Indicates the credentials failed to authenticate.
In this case no sensor data would be uploaded to the vosm cloud.

Solution run the console to ascertain the right authentication details are provided, if the console logins ok, authentication details are correct, otherwise re-enter correct authentication details.

Error:afa6. Sensor data.
No sensor data has been transferred to the vosm cloud.
Solution. Check local PC has active internet connection.
Solution. Check local PC firewall is letting through communication from the local vosm probe.

The vosm probe is called Visual OS Monitor – Probe.
Solution. Check that SOAP XML data is allowed through HTTPS port 443 in the local firewall.

Solution. Check that SOAP XML data is allowed through HTTPS port 443 in any hardware firewall that your local network uses.

"Diagnostics Probe stopped" The local probe service has stopped either through a problem or manual intervention.

Solution. Restart the probe and investigate any further log messages.

If the problem persists and other solutions fail..
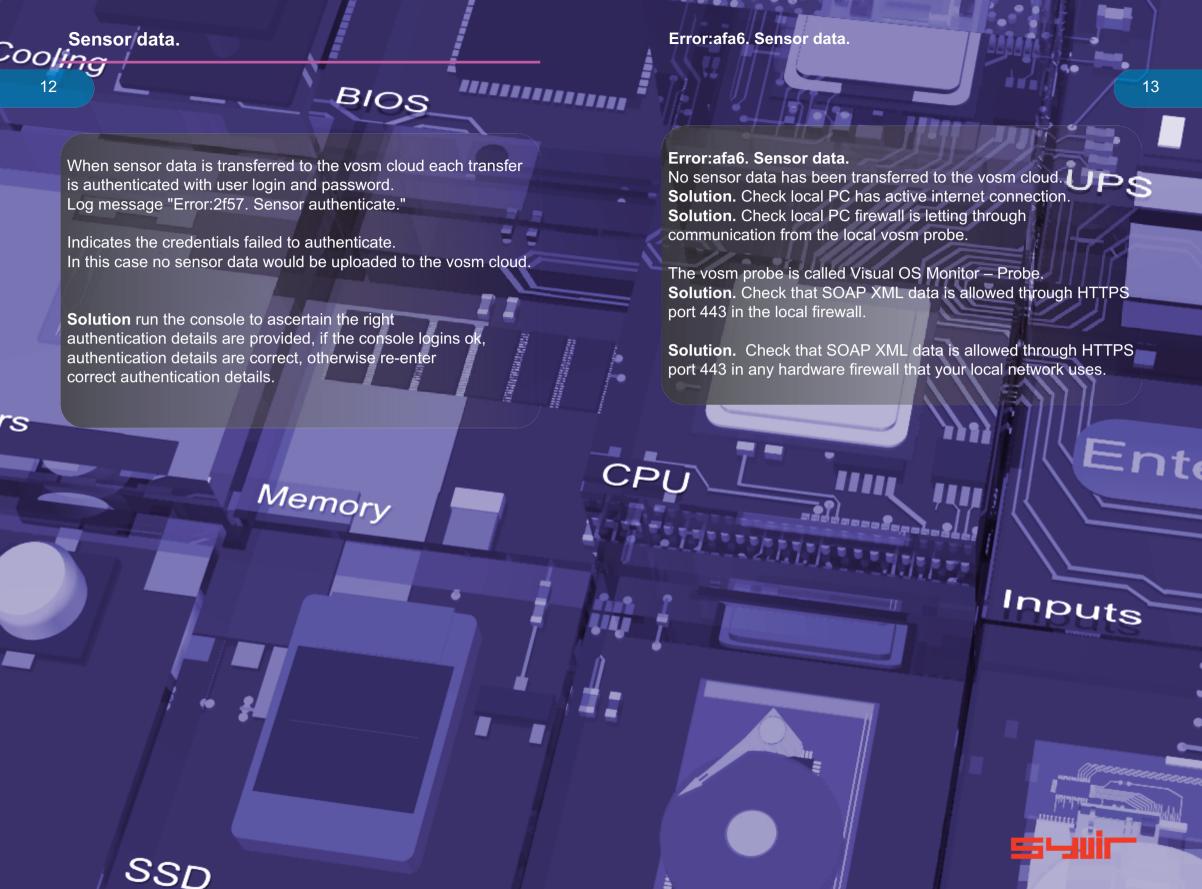**Solution A.** delete the local probe by logging into the vosm cloud.
        B. delete the folder "C:\ProgramData\Syvir VOSM"
        C. Run the console and authenticate.
This recreates the probe details and probe in the vosm cloud.

Service tries to start manually or automatically.
Dialog message appears.

Solution. Check local PC has active internet connection.
Solution. Check local PC firewall is letting through communication from the local vosm probe.

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