



# ExtremeCloud™ Universal ZTNA v24.2.0 Alert Reference Guide

Alerts, Certificates, and Device State Management

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# Table of Contents

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Abstract.....	iv
<b>Preface.....</b>	<b>5</b>
<b>Introduction to the ExtremeCloud Universal ZTNA Alert Reference Guide.....</b>	<b>9</b>
<b>Alerts.....</b>	<b>10</b>



## Abstract

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This Alert Reference guide for ExtremeCloud™ Universal ZTNA 24.2.0 provides a comprehensive list of alerts within Universal ZTNA, the severity of the alerts, and possible steps to remedy the issues. Each entry includes a description, severity level, message text, and potential remedies, offering administrators insights for troubleshooting and understanding system behavior. The document is a resource for network administrators managing and monitoring network events and system diagnostics



# Preface

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Read the following topics to learn about:

- The meanings of text formats used in this document.
- Where you can find additional information and help.
- How to reach us with questions and comments.






## Text Conventions

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Unless otherwise noted, information in this document applies to all supported environments for the products in question. Exceptions, like command keywords associated with a specific software version, are identified in the text.

When a feature, function, or operation pertains to a specific hardware product, the product name is used. When features, functions, and operations are the same across an entire product family, such as Extreme Networks switches or SLX routers, the product is referred to as *the switch* or *the router*.

**Table 1: Notes and warnings**

Icon	Notice type	Alerts you to...
	Tip	Helpful tips and notices for using the product
	Note	Useful information or instructions
	Important	Important features or instructions
	Caution	Risk of personal injury, system damage, or loss of data
	Warning	Risk of severe personal injury

**Table 2: Text**

Convention	Description
screen displays	This typeface indicates command syntax, or represents information as it is displayed on the screen.
The words <i>enter</i> and <i>type</i>	When you see the word <i>enter</i> in this guide, you must type something, and then press the Return or Enter key. Do not press the Return or Enter key when an instruction simply says <i>type</i> .
Key names	Key names are written in boldface, for example <b>Ctrl</b> or <b>Esc</b> . If you must press two or more keys simultaneously, the key names are linked with a plus sign (+). Example: Press <b>Ctrl+Alt+Del</b>
Words in italicized type	Italics emphasize a point or denote new terms at the place where they are defined in the text. Italics are also used when referring to publication titles.
<b>NEW!</b>	New information. In a PDF, this is searchable text.

**Table 3: Command syntax**

Convention	Description
<b>bold text</b>	Bold text indicates command names, keywords, and command options.
<i>italic text</i>	Italic text indicates variable content.
[ ]	Syntax components displayed within square brackets are optional. Default responses to system prompts are enclosed in square brackets.
{ <b>x</b>   <b>y</b>   <b>z</b> }	A choice of required parameters is enclosed in curly brackets separated by vertical bars. You must select one of the options.
<b>x</b>   <b>y</b>	A vertical bar separates mutually exclusive elements.
< >	Nonprinting characters, such as passwords, are enclosed in angle brackets.
...	Repeat the previous element, for example, <i>member [member...]</i> .
\	In command examples, the backslash indicates a “soft” line break. When a backslash separates two lines of a command input, enter the entire command at the prompt without the backslash.

## Documentation and Training

Find Extreme Networks product information at the following locations:

[Current Product Documentation](#)

[Release Notes](#)

[Hardware and Software Compatibility](#) for Extreme Networks products

[Extreme Optics Compatibility](#)

[Other Resources](#) such as articles, white papers, and case studies

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## Training

Extreme Networks offers product training courses, both online and in person, as well as specialized certifications. For details, visit the [Extreme Networks Training](#) page.

## Help and Support

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If you require assistance, contact Extreme Networks using one of the following methods:

### Extreme Portal

Search the GTAC (Global Technical Assistance Center) knowledge base; manage support cases and service contracts; download software; and obtain product licensing, training, and certifications.

### The Hub

A forum for Extreme Networks customers to connect with one another, answer questions, and share ideas and feedback. This community is monitored by Extreme Networks employees, but is not intended to replace specific guidance from GTAC.

### Call GTAC

For immediate support: (800) 998 2408 (toll-free in U.S. and Canada) or 1 (408) 579 2800. For the support phone number in your country, visit [www.extremenetworks.com/support/contact](http://www.extremenetworks.com/support/contact).

Before contacting Extreme Networks for technical support, have the following information ready:

- Your Extreme Networks service contract number, or serial numbers for all involved Extreme Networks products
- A description of the failure
- A description of any actions already taken to resolve the problem
- A description of your network environment (such as layout, cable type, other relevant environmental information)
- Network load at the time of trouble (if known)
- The device history (for example, if you have returned the device before, or if this is a recurring problem)
- Any related RMA (Return Material Authorization) numbers

## Subscribe to Product Announcements

You can subscribe to email notifications for product and software release announcements, Field Notices, and Vulnerability Notices.

1. Go to [The Hub](#).
2. In the list of categories, expand the **Product Announcements** list.
3. Select a product for which you would like to receive notifications.
4. Select **Subscribe**.
5. To select additional products, return to the **Product Announcements** list and repeat steps 3 and 4.

You can modify your product selections or unsubscribe at any time.

## Send Feedback

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The User Enablement team at Extreme Networks has made every effort to ensure that this document is accurate, complete, and easy to use. We strive to improve our documentation to help you in your work, so we want to hear from you. We welcome all feedback, but we especially want to know about:

- Content errors, or confusing or conflicting information.
- Improvements that would help you find relevant information.
- Broken links or usability issues.

To send feedback, email us at [documentation@extremenetworks.com](mailto:documentation@extremenetworks.com).

Provide as much detail as possible including the publication title, topic heading, and page number (if applicable), along with your comments and suggestions for improvement.





# Introduction to the ExtremeCloud Universal ZTNA Alert Reference Guide

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This document lists all alerts found on the Universal ZTNA platform.



# Alerts

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- [APPLICATION\\_UP](#) on page 10
- [APPLICATION\\_DOWN](#) on page 11
- [CA\\_CERT\\_EXPIRED](#) on page 11
- [CA\\_CERT\\_EXPIRING](#) on page 11
- [CA\\_CERT\\_REVOKED](#) on page 12
- [CA\\_VALIDATION\\_FAILURE](#) on page 12
- [DEVICE\\_POLICY\\_STATE\\_ERROR](#) on page 12
- [EXTREME\\_CLOUD\\_DEVICE\\_CERT\\_EXPIRING](#) on page 13
- [OTHER\\_VENDOR\\_DEVICE\\_CERT\\_EXPIRING](#) on page 13
- [RADSEC\\_AUTHENTICATION\\_FAILURE](#) on page 13
- [RADSEC\\_PROXY\\_DOWN](#) on page 14
- [RADSEC\\_PROXY\\_UP](#) on page 14
- [SERVER\\_CERT\\_EXPIRED](#) on page 14
- [SERVER\\_CERT\\_EXPIRING](#) on page 15
- [SERVICE\\_CONNECTOR\\_DOWN](#) on page 15
- [SERVICE\\_CONNECTOR\\_INSTANCE\\_DOWN](#) on page 15
- [SERVICE\\_CONNECTOR\\_INSTANCE\\_UP](#) on page 16
- [SERVICE\\_CONNECTOR\\_UP](#) on page 16

## APPLICATION\_UP

---

### Description

An application is up.

### Remedy

None.

### Severity

INFO

## APPLICATION\_DOWN

---

### Description

An application is down.

### Remedy

Check the troubleshooting guide for the affected application.

### Severity

WARNING

## CA\_CERT\_EXPIRED

---

### Description

Certificate Authority expired.

### Remedy

Upload the valid certificates again.

### Severity

CRITICAL

## CA\_CERT\_EXPIRING

---

### Description

Certificate Authority about to expire.

### Remedy

Upload the valid certificates again before expiry date to avoid disruption.

### Severity

WARNING

---

## CA\_CERT\_REVOKED

---

### Description

Certificate Authority revoked.

### Remedy

Upload the valid certificates.

### Severity

WARNING

---

## CA\_VALIDATION\_FAILURE

---

### Description

Certificate Authority Validation Failure.

### Remedy

Upload the valid certificates.

### Severity

WARNING

---

## DEVICE\_POLICY\_STATE\_ERROR

---

### Description

Policy Device State is in error state

### Remedy

Check the Activity Log for the specific error. In some cases, the issue can be resolved by syncing the device from **Network Resources > Network Devices**.

### Severity

WARNING

## EXTREME\_CLOUD\_DEVICE\_CERT\_EXPIRING

---

### Description

Extreme Cloud Device Certificate about to Expire.

### Remedy

Upload the valid certificates.

### Severity

WARNING

## OTHER\_VENDOR\_DEVICE\_CERT\_EXPIRING

---

### Description

Other Vendor Device Certificate about to Expire.

### Remedy

Upload the valid certificates.

### Severity

WARNING

## RADSEC\_AUTHENTICATION\_FAILURE

---

### Description

RADIUS Authentication failed.

### Remedy

Check for reason of the authentication failure in identities page and remedy the reason.

### Severity

WARNING

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## RADSEC\_PROXY\_DOWN

---

### Description

RADSEC proxy is down.

### Remedy

Check the Radsec proxy logs and remediate any problems. Restart the Radsec proxy docker container.

### Severity

INFO

---

## RADSEC\_PROXY\_UP

---

### Description

RADSEC proxy is up.

### Remedy

None.

### Severity

INFO

---

## SERVER\_CERT\_EXPIRED

---

### Description

Server Certificate expired.

### Remedy

Upload the valid certificates again.

### Severity

CRITICAL

## SERVER\_CERT\_EXPIRING

---

### Description

Server Certificate about to expire.

### Remedy

Upload the valid certificate again before expiry date to avoid disruption.

### Severity

WARNING

## SERVICE\_CONNECTOR\_DOWN

---

### Description

Service Connector is down.

### Remedy

Check which one of the service connectors are down in the UI and in the SERVICE\_CONNECTOR\_INSTANCE\_DOWN alerts. Then remedy them.

### Severity

INFO

## SERVICE\_CONNECTOR\_INSTANCE\_DOWN

---

### Description

Service Connector instance is down.

### Remedy

Check the Service connector instance logs and remediate any problems. Restart the service connector instance.

### Severity

WARNING

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## SERVICE\_CONNECTOR\_INSTANCE\_UP

---

### Description

Service Connector instance is up.

### Remedy

None.

### Severity

INFO

---

## SERVICE\_CONNECTOR\_UP

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### Description

Service Connector is up.

### Remedy

None.

### Severity

INFO