

SecurITPosture

Customer guide

Troubleshooting

The site cannot be reached, first start did not finish, certificate warnings, the AI, integrations, and updates: what to check and what to send Vesta.

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Draft: steps are specified but not final.

Vesta Cyber Solutions. Made from the same source as the guide on the web, so the two always match.

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Draft, pending the appliance build. Problems that belong to one platform are on that platform's install page.

Each entry says what to check and what to send Vesta. Never send Vesta a password, the field encryption key, a private key, or the appliance's settings file. Vesta never needs them. For how to reach Vesta, see Support. For problems that belong to one platform, see Install on AWS, Install on Azure, Install on VMware, or Install on Microsoft Hyper-V.

I cannot reach the site

What to check: the virtual machine is running; your platform's firewall or security group allows inbound HTTPS (port 443) from your network; the DNS record for the host name points at the appliance's address; you are opening the address the site answers for. Until first start is built, the site answers only for the IP address the appliance took on its first boot, so open it by that address. If the appliance's address changed after its first boot, the site no longer answers for it, which is why the appliance needs a static address.

What to send Vesta: the address you open, the appliance's IP address, what the browser shows, and the time you tried.

First start did not finish

What to check: the console shows lines starting [firstboot]; the last one names the step that failed. The virtual machine was not turned off part way. A first boot that stopped part way starts again from nothing on the next boot, so restarting the virtual machine once is safe. The disk is at least 100 GB and the virtual machine has its full memory.

What to send Vesta: a copy or photo of the console with any password line removed, the platform, the size of the virtual machine, and the time it was started.

The browser warns about the certificate

The appliance makes a self signed certificate on its first boot so that first start always finishes. A browser warns about every self signed certificate.

What to check: your own certificate for the host name is installed; it was issued by a certificate authority your browsers trust; the name in the certificate matches the name users type; the certificate is in date. Until first start is built, the self signed certificate is made for the appliance's IP address, so a warning is expected.

What to send Vesta: the browser's message, the name users type, and the certificate's subject, issuer, and dates (never its private key).

Every change I make is refused

What to check: the browser's address is the one the site was set up for. The application compares the browser's origin with the site's own host name and refuses every change when they differ. If you changed the web server settings, keep `ProxyPreserveHost On`. If you put a load balancer in front of the appliance, tell Vesta, because the application trusts exactly one proxy.

What to send Vesta: the address in the browser, the address set at first start, and the version shown in Settings, then About.

The AI is slow or off

What to check: Settings, AI assistance shows the AI on; only a system administrator can change it, and the change is in the audit log. The virtual machine has the size for AI (8 virtual CPUs and 16 GiB of memory). The CPU generation matters as much as the count: in Vesta's tests an older CPU type took about a minute per job. Long work, such as statements for a whole baseline, runs in the background and takes over an hour; people keep working meanwhile. The model server is not in the appliance image yet, so the AI does not run in today's build.

What to send Vesta: the virtual machine size and CPU type, which job was slow and how long it took, and the version shown in Settings, then About.

An integration fails to validate

The product validates every connection before it marks it connected, and names the step to fix, never a credential.

What to check: the message on the integration's card, and the page for that way to connect. For AWS, see Connect AWS with the instance role, Connect AWS with IAM Roles Anywhere, or Connect AWS with an access key. In the image as built today, the application has no route out of the virtual machine, so no integration can reach its service from inside the appliance yet. Opening that path when an integration is connected is not built yet.

What to send Vesta: the integration, the exact message, the time, and any AWS request ID the message shows.

An update will not apply

What to check: the file's SHA-256 checksum matches the release page exactly; its signature verifies with Vesta's public key; you took a backup or a snapshot first; you followed the written instructions that came with the release. If either check fails, do not apply the file. The way the appliance imports and applies an update file is not built yet, and neither is Vesta's release signing key. See Getting updates.

What to send Vesta: the release version, the file name, the checksum you computed, the current version shown in Settings, then About, and any message you saw.