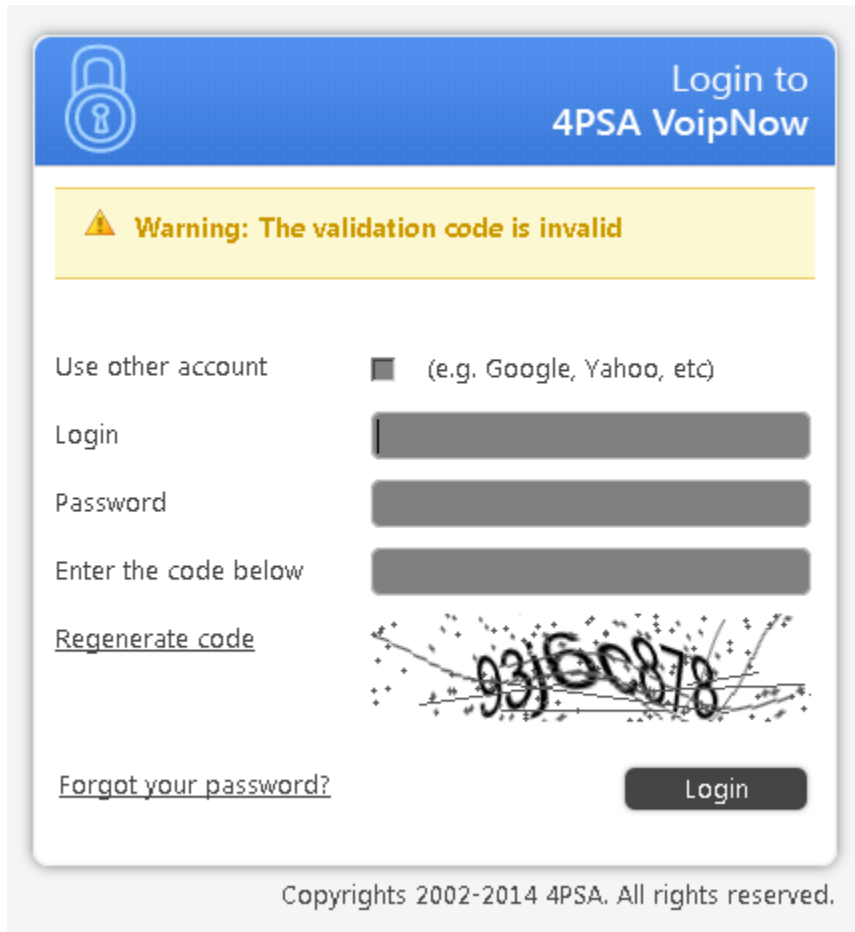


Troubleshooting invalid validation code warning while logging in to VoipNow

Problem

When logging in to the Web Interface, this error is displayed:



The screenshot shows the 'Login to 4PSA VoipNow' web interface. At the top, there is a blue header with a padlock icon and the text 'Login to 4PSA VoipNow'. Below the header, a yellow warning box displays a triangle icon and the text 'Warning: The validation code is invalid'. The login form includes a checkbox for 'Use other account (e.g. Google, Yahoo, etc)', input fields for 'Login', 'Password', and 'Enter the code below', a 'Regenerate code' link, a 'Forgot your password?' link, and a 'Login' button. A CAPTCHA image with the number '93500878' is shown. At the bottom, the copyright notice 'Copyrights 2002-2014 4PSA. All rights reserved.' is visible.

or

the HubRing service is not started. This can be checked in the command line with:

```
#> ps aux | grep hub | grep -v grep
#>
```

or

checking the HubRing's log file with

```
#> tail -f /var/log/hubring/hubring.log
```

displays the following messages:

```
...
[11649] 21 Jun 04:26:41 * Server started, HubRing version 1.0.0
[11649] 21 Jun 04:26:41 * Mixed Persistence: SUCCESS on loading dump_2014-06-20.13.44.24_8.rdb
[11649] 21 Jun 04:26:41 # Bad file format reading the append only file: make a backup of your AOF file, then
use ./hr-check-aof --fix <filename>
...
```

Solution

The cause for this behavior is the lack of disk space or a possible disk problem.

All the cache files are kept into the `/var/lib/hubring` folder. At some point the volume that keeps the `/var` folder was out of free space. Thus, the cache system was unable to update cache files and corrupted them.

To fix this you'll need to clear some space and to make sure that you will not end up in this situation again.

After you have done that, you have to fix the damaged `.aof` file by following these steps:

STEP 1: After you receive the log message again, find out what `.aof` file is damaged using this mental exercise: look at the `.rdb` file from the message above (in our example `dump_2014-06-20.13.44.24_8.rdb`), increment the number before `.rdb` with 1 and change the extension to `.aof`. The result is the corrupted file. For our example the damaged `.aof` will be:

```
dump_2014-06-20.13.44.24_9.aof
```

STEP 2: Run the following command to fix the damaged file:

```
#> hr-check-aof --fix <damaged aof filename>
```

Replace `<damaged aof filename>` with the name of the `.aof` file.

e.g. For our example it would be:

```
#> hr-check-aof --fix <dump_2014-06-20.13.44.24_9.aof>
```

The result should be something like this:

```
0x0002bffc: Expected to read 5 bytes, got 4 bytes
This will shrink the AOF from 180224 bytes, with 189 bytes, to 180035 bytes
Continue? [y/N]: y
Successfully truncated AOF
```

STEP 3: You are now able to start HubRing again, using this command:

```
#>/var/lib/hubring # service hubring start
```

STEP 4: Check HubRing's status:

```
#> service hubring status
```

You should see something like this:

```
hubring (pid <pid number>) is running...
```

After that you'll be able to log in again and also to have calls.

Related articles

- [How to find files stored on the local disk](#)

- [How to check if an extension is registered](#)
- [How to set NFS with VoipNow](#)
- [Troubleshooting invalid validation code warning while logging in to VoipNow](#)
- [How to debug "HubRing Dump was processed with errors"](#)