

# 知 A case solving the problem when the device is shown as 'H3C unknown product' device model after device is managed by ADCampus DR2000

AD Solution 唐劭 2020-03-25 Published

## Network Topology

null

## Problem Description

After a network device is managed by ADCampus director ,the specific model of the device is displayed normally, but sometimes it is displayed as "H3C Unknown Product", as shown in the figure below.

Status	Device Label	Model	IP Address	Device Category	Dev
Normal	AC(192.168.2.6)	H3C Unknown Product	192.168.2.6	Wireless	
Normal	LEAF(192.168.2.4)	H3C S5560X-30C-PWR-EI	192.168.2.4	Switches	
Normal	spine(192.168.2.5)	H3C S6520X-30QC-EI	192.168.2.5	Switches	

## Process analysis

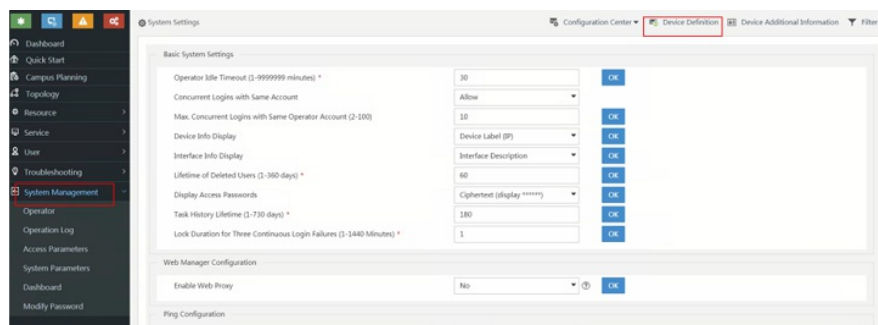
The reason is that the device is updated quickly. The ADCampus director may not integrate the device model information of some new devices, so it will be displayed as Unknown Product.

Device Label	AC	System Name	AC
Device Status	Normal	Contact	New H3C Technologies Co., Ltd.
IP Address	192.168.2.6	Location	Hangzhou, China
Mask	255.255.255.0	Runtime	14 day(s) 0 hour(s) 27 minute(s) 16 second(s) 0 millisecond(s)
sysOID	1.3.6.3.4.1.25506.1.1952	Last Poll	2020-03-25 12:08:14
Device Model	H3C Unknown Product	Login Type	Telnet
Device Category	Wireless	Interfaces	15Interface List
System Description	H3C Comware Platform Software, Software Version 7.1.064, Release 5427 H3C WX3820H Copyright (c) 2004-2019 New H3C Technologies Co., Ltd. All rights reserved.		
Maintenance Tag	No Maintenance Tag		

## Solution

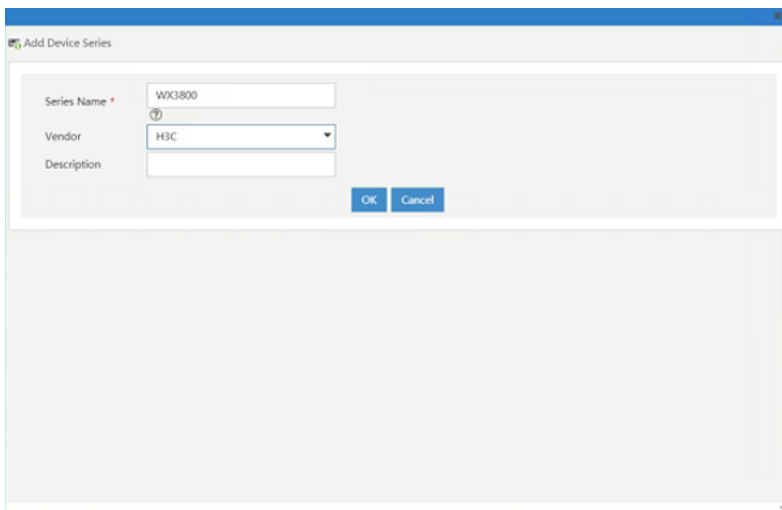
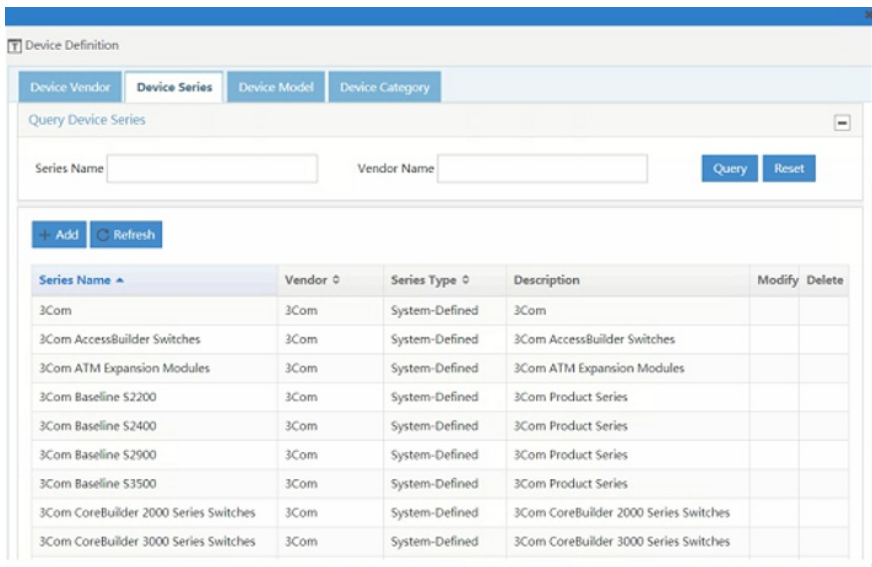
If the current ADCampus director released version does not integrate the device model of this product, you can manually add the device type to solve the problem. The specific configuration method is as follows:

The configuration path:system management--system parameters--device definition.

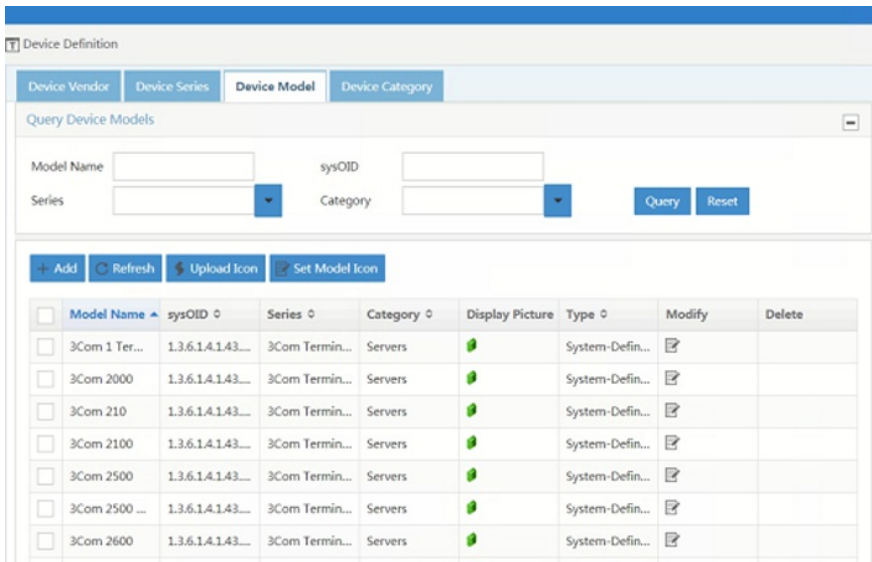


Because the product is H3C WX3820H, the system has a device manufacturer H3C by default . If it is a product of another manufacturer, if the device manufacturer is not defined in the system, you need to manually set the device manufacturer, skip it here.

1. add device series(if the device series exist in device model,it need not add device series)



2.add device model



Input the model name and sysoid which is displayed in device detail.

Modify Device Model

Model Name \* H3C WX3820H ⓘ

sysOID \* 1.3.6.1.4.1.25506.1.1952 ⓘ [Query Device](#)

Vendor H3C ▾

Series \* WX3800 ▾

Category Wireless ▾

Display Picture

Description

[OK](#) [Cancel](#)

Check that the device has the correct device model after successful setup

Device View - All-Exclude Desktops Device Management ▾ | Template Management ▾ | System Management ▾

[Generate Chart](#)
[Delete](#)
[Manage](#)
[Usage](#)
[Synchronize](#)
[Refresh](#)
[More](#)
[View](#)
[Export Excel](#)
Search device IP,Label,Status 🔍

<input type="checkbox"/>	Status ▾	Device Label ▾	Model ▾	IP Address ▾	Device Category ▾	Device SubGroup ▾	Operation
<input type="checkbox"/>	Normal	AC(192.168.2.6)	H3C WX3820H	192.168.2.6	Wireless		...
<input type="checkbox"/>	Normal	LEAF(192.168.2.4)	H3C S5560X-30C-PWR-EI	192.168.2.4	Switches		...
<input type="checkbox"/>	Normal	spine(192.168.2.5)	H3C S6520X-30QC-EI	192.168.2.5	Switches		...