A case solving the problem when the device is shown as 'H3C unknown pro duct' device model after device is managed by ADCampus DR2000

AD Solutio 唐勋 2020-03-25 Published

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roblem Des	cription				
fter a netwo	ork device is mana	aged by ADCampus di	rector ,the spe	ecific model of the device is	display
d normally	hut sometimes it	is displayed as "H3C I	Inknown Produ	uct", as shown in the figure	helow
a normany,	but sometimes it				001010
Device View-All-Exc	lude Desktops			Device Management 👻 🛐	Template Ma
▼ Generate Chart	🗑 Delete 🕷 Manage 🖠	Unmanage O Synchronize O Ref	iresh 🔻 More Vie	w 🖗 Export Excel	
Status ≎	Device Label A	Model 0	IP Address ©	Device Category 0	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	
-		H3C \$6520X-30OC-EI	192.168.2.5	Switches	
Normal	spine(192.168.2.5)	nsc 303204-3042-54	JAN WAR		
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Process Ana he reason is model infor	AC Normal 1921682.6 255255250 13.61.41.25961.1992 H3C Unknown Product Wireless @?Modify	is updated quickly. The new devices, so it will b @Modify	ADCampus of the displayed as system Name Contact Location Runtime Last Poll Login Type Interfaces	director may not integrate th s Unknown Product. New H3C Technologies Co., Ltd. (Modify) Hangshou, China (Modify) Hangshou, China (Modify) 14 day(s) 0 hour(s) 16 second(s) 0 2020-03-25 1208:14	millisecond(s)

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 f ollows:

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

📧 🔼 🚾 os	ystem Settings	य	6 Configura	ation Center 🕶	R Device Definitio	n 🖭 Device Ad	ditional Informatic	on Y filter
Dashboard						-		
Quick Start	Basic System Settings							
🚯 Campus Planning	Operator Idle Timeout (1-9999999 minutes) *	30		OK				
4 Topology	Concurrent Logins with Same Account	Allow	٠					
Resource	Max. Concurrent Logins with Same Operator Account (2-100)	10		OK				
	Device Info Display	Device Label (IP)		OK				
2 User >	Interface Info Display	Interface Description		OK				
Troubleshooting	Lifetime of Deleted Users (1-360 days) *	60		OK				
🗄 System Management 🗠	Display Access Passwords	Ciphertext (clisplay ******)		OK				
Operator	Task History Lifetime (1-730 days) *	180		OK				
Operation Log	Lock Duration for Three Continuous Login Failures (1-1440 Minutes) *	1		OK				
Access Parameters				_				
System Parameters	Web Manager Configuration							
Dashboard	Enable Web Proxy	No	• @	OK				
Modily Password	Ping Configuration							

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 t o 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)

Device Vendor	Device Series	Device Model	Device Category					
Query Device Ser	ries					-		
Series Name			Vendor Name	Que	ny Rese	t		
+ Add C Re	fresh							
Series Name A Vendor © Series Type © Description Modify Deb								
Series Name A		Vendor 0	Series Type 0	Description	Modify	Delete		
Series Name 🔺 3Com		Vendor © 3Com	Series Type © System-Defined	Description 3Com	Modify	Delete		
	lder Switches				Modify	Delete		
3Com		3Com	System-Defined	3Com	Modify	Delete		
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3Com 3Com AccessBui 3Com ATM Expa 3Com Baseline S	ansion Modules 32200 32400	3Com 3Com 3Com 3Com	System-Defined System-Defined System-Defined System-Defined	3Com 3Com AccessBuilder Switches 3Com ATM Expansion Modules 3Com Product Series	Modify	Delete		
3Com 3Com AccessBui 3Com ATM Expa 3Com Baseline 5 3Com Baseline 5	insion Modules 2200 2400 2900	3Com 3Com 3Com 3Com 3Com	System-Defined System-Defined System-Defined System-Defined System-Defined	3Com 3Com AccessBuilder Switches 3Com ATM Expansion Modules 3Com Product Series 3Com Product Series	Modify	Delete		

2.add device model

	Device Series	Device Model	Device Category	y I			
uery Device M	lodels						
Model Name			sysOID				
Series		*	Category		•	uery Reset	
+ Add C F	efresh 🔰 Upk	oad Icon 📄 Set	Model Icon				
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3Com 21	0 1.3.6.1.4	1.1.43 3Com Te	rmin Servers		System-Defin		
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3Com 25 3Com 25 3Com 26 3Com 26	00 1.3.6.1.4	1.1.43 3Com Te			System-Defin	B	

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

todel Name *	H3C WX3820H	T
ysOID *	1.3.6.1.4.1.25506.1.1952	C Query Device
endor	H3C	• · · · · · · · · · · · · · · · · · · ·
eries *	WX3800	-
ategory	Wireless	*
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escription		
	ОК	Cancel

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

Devic	e View-All-Exclu	de Desktops			□ Device Management ▼ □	Template Management • Ø Syste	m Management 🕶
▼ Ge	enerate Chart	🖥 Delete 🕷 Manage 🔹	Unmanage O Synchronize O Ref	resh 🔻 More 🔮 View 🖣	Export Excel	Search devi	e IP,Jabel,statur Q
	Status 0	Device Label +	Model 0	IP Address 0	Device Category 0	Device SubGroup 0	Operatio
	 Normal 	AC(192.168.2.6)	H3C WX3820H	192.168.2.6	Wireless		
	 Normal 	LEAF(192.168.2.4)	H3C \$5560X-30C-PWR-EI	192.168.2.4	Switches		
	Normal	spine(192.168.2.5)	H3C \$6520X-30QC-EI	192.168.2.5	Switches		