

知 The troubleshooting method of the device recognized by iMC as an ICMP type device

Network Management(H3C Intelligent Management Center)

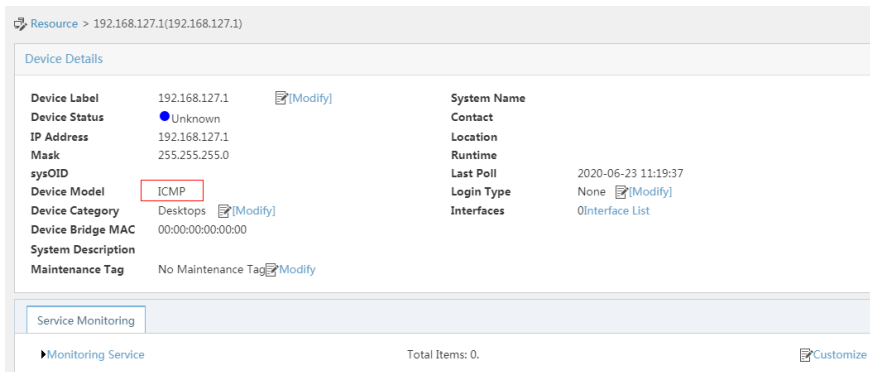
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Network Topology

The iMC ip address is reachable to the managed device.

Problem Description

After added a device in Resource-->Add device,the device model is icmp and its status is unknown.And other information is null.



Process Analysis

- 1.The management of the device by the iMC is based on the SNMP protocol. The SNMP protocol needs to be enabled on the device, and the correct SNMP reading and reading and writing community words must be configured when adding the device to the iMC. Only then can the iMC obtain the device through the SNMP GET message Related information. Therefore, the cause of this problem is that iMC fails to access the device through the SNMP protocol and cannot obtain SNMP information.
- 2.Ensure that there is no firewall filtering UDP161 and UDP162 packets on the network, and focus on checking the local firewall of the iMC server;
- 3.Before adding the device, please refer to the iMC version release notes to confirm that the device is within the compatible range of iMC; 4. When adding devices, it is necessary to ensure that the SNMP message interaction is normal;

Solution

1. Turn on the SNMP protocol on the device;

```
<Agent> system-view
```

```
[Agent] snmp-agent sys-info version all
```

```
[Agent] snmp-agent community read public
```

```
[Agent] snmp-agent community write private
```

Set to allow sending alarm information to iMC. The community name used is public.

```
[Agent] snmp-agent trap enable [Agent] snmp-agent target-host trap address udp-domain 1.1.1.2
```

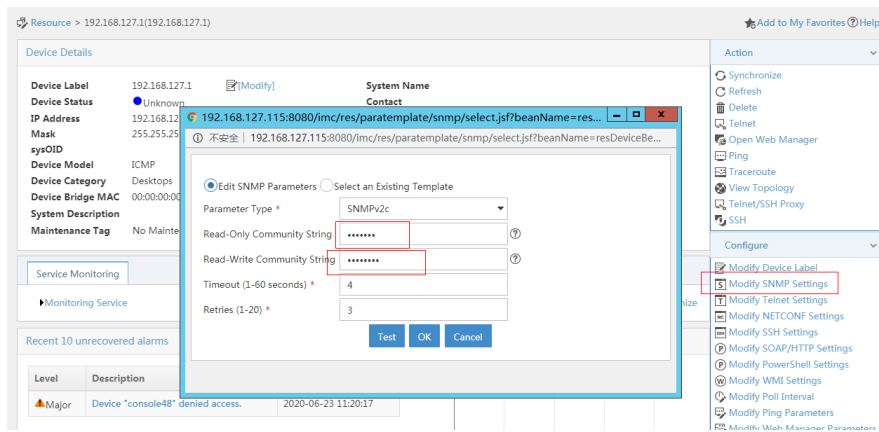
```
params securityname public
```

1.1.1.2 is iMC ip address, you need to replace it with the on-site iMC IP address. The version specified in the snmp-agent target-host command must be the same as the SNMP version running on the iMC. Therefore, you need to set the version parameter in the snmp-agent target-host command to v1. Otherwise, the NMS cannot receive the alarm information correctly.

- 2.Configure iMC

Set the SNMP version used by iMC to SNMPv2C, the read-only community name is public and the read-write community name is private. In general, please do not modify this parameter on iMC. Explanation The configuration on the iMC must be consistent with that on the Agent side, otherwise communication will not be possible.

Configure the correct SNMP read and write community words when adding devices on iMC;



3.Allow ip and port are reachable from device to iMC in firewall.