

Troubleshoot NonCisco Device shown on PCA 11

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Introduction

This document describes how to fix inventory Prime Collaboration Assurance (PCA) issues while adding the Cisco Unified Communications Manager (CUCM) and Prime License Manager (PLM). The inventory shows the device as Non Cisco whereas it is a CUCM application or PLM.

Contributed by Michal Myszor and Andrea Cingolani, Cisco TAC Engineers.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document applies to:

- PCA 11.X Managed Service Provider mode (MSP)
- Hosted Collaboration Mediation Fulfillment (HCM-F) 10.6.X
- Cisco Unified Communications Manager (CUCM) 11.5.X
- Standalone PLM 11.5.X

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem

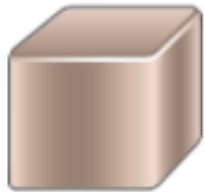
The CUCM device is shown as Non Cisco on the inventory page or in the device view when PCA cannot determine the device type based on SNMP queries.

PCA Inventory shows :

cucm-alfa.alfa.com NonCisco RTAC ciscoUCVirt... 10.48.55.29 10.48.55.29

Same is presented on Device 360 view:

Device 360° View



CUCM-ALFA

10.48.55.29 / 00:50:56:9e:01:9e

NONCISCO

Not Configured / NAT Disabled
94 days, 8 hours, 52 minutes

[View Details](#)

Private IP Address **10.48.55.29**
Model **ciscoUCVirtualMachine**
Customer **RTAC**

AccessLevelDiscovery log shows:

```
12-Sep-2017|15:25:43.003|DEBUG|AccessLevelDiscovery|pool-4-thread-4|work() : Starting Access
Level Discovery for device 10.48.55.29
12-Sep-2017|15:25:43.003|DEBUG|AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.AbstractDiscoveryStage|updateStatusReason|41| Later Error Index for
device 10.48.55.29 is 1022 Old Message
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10.48.55.29 is 1022 New Message Discovery in progress.
12-Sep-2017|15:25:43.003|DEBUG|AccessLevelDiscovery|pool-4-thread-4|probeAccessLevel() : Started
for device 10.48.55.29
12-Sep-2017|15:25:43.003|DEBUG|AccessLevelDiscovery|pool-4-thread-4|probeAccessLevel() :
Matching credentials for 10.48.55.29
12-Sep-2017|15:25:43.003|ERROR|AccessLevelDiscovery|pool-4-thread-
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12-Sep-2017|15:25:43.006|DEBUG|AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.access.core.DeviceAccessLevelDiscovery$MyWorkItem|probeAccessLevel|231|
Before classificationOfDeviceType, device credential id is 6429244
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isDeviceTypeReDiscoveryEnabled flag has set to true or mode is MSP - 10.48.55.29 device type
is re-initilize to Unknown.
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4|com.cisco.nm.emms.inv.access.core.DeviceTypeGeneratorManager|getDeviceType|167|
getDeviceType() : For device 10.48.55.29 - Find the device Type
12-Sep-2017|15:25:43.007|DEBUG|AccessLevelDiscovery|pool-4-thread-
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getDeviceType() : For device 10.48.55.29; DC PROFILE NAME : 10.48.55.29
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sysOID =1.3.6.1.4.1.9.1.1348 Ip Address 10.48.55.29
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4|com.cisco.nm.emms.inv.access.core.impl.DeviceESXType|checkifESX|65| Exception in
checkIfESXnull
12-Sep-2017|15:25:44.692|DEBUG|AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.access.core.impl.DeviceCIMType|checkIfCIM|61| checkIfCIM ()
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After resetting to original id, device credential id is 6429244
12-Sep-2017|15:25:46.140|DEBUG|AccessLevelDiscovery|pool-4-thread-4|probeAccessLevel() : DC
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10.48.55.29 with type null NOT matched CmDevice 10.48.55.29 with type NONCISCO

Solution

Check whether the SNMP service runs on UC application.

Note: Cisco CUCM has two SNMP services.

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```

Cisco CallManager SNMP Service is responsible for answering Cisco specific MIB SNMP queries

The SNMP service down is already fixed in PCA 11.6, and SNMP service being down is suggested:

```

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12-Sep-2017|15:25:45.390|INFO |AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.inv.access.core.impl.DeviceSOFTSWITCHType|getDeviceType|42| From DeviceSOFTSWITCHType
12-Sep-2017|15:25:45.390|DEBUG|AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.inv.access.core.impl.DeviceSOFTSWITCHType|checkIfSoftSwitch|60| checkIfSoftSwitch ()
12-Sep-2017|15:25:46.070|DEBUG|AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.inv.access.core.impl.DeviceSOFTSWITCHType|getDeviceType|51| Device 10.48.55.29 is not a SOFTSWITCH
12-Sep-2017|15:25:46.070|DEBUG|AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.inv.access.core.impl.DeviceNonCiscoType|getDeviceType|32|
DeviceNonCiscoType: device Type is Non Cisco
12-Sep-2017|15:25:46.139|DEBUG|AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.inv.access.core.DeviceTypeGeneratorManager|getDeviceType|175|
probeAccessLevel() : Found DeviceType NONCISCO for device 10.48.55.29
12-Sep-2017|15:25:46.139|DEBUG|AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.inv.access.core.DeviceAccessLevelDiscovery$MyWorkItem|classificationOfDeviceType|339| probeAccessLevel() : ***** CmDevice Type Classification - ENDS *****
12-Sep-2017|15:25:46.140|DEBUG|AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.inv.access.core.DeviceAccessLevelDiscovery$MyWorkItem|probeAccessLevel|244|
After classificationOfDeviceType, device credential id is 6429244
12-Sep-2017|15:25:46.140|DEBUG|AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.inv.access.core.DeviceAccessLevelDiscovery$MyWorkItem|probeAccessLevel|251|
After resetting to original id, device credential id is 6429244
12-Sep-2017|15:25:46.140|DEBUG|AccessLevelDiscovery|pool-4-thread-4|probeAccessLevel() : DC 10.48.55.29 with type null NOT matched CmDevice 10.48.55.29 with type NONCISCO

```

Problem

The PLM device is shown as Non Cisco on the inventory page.

Solution

1. Select the **PLM server** in the Inventory page and suspend the device.
2. Delete the device from the PCA inventory.
3. Delete any community string added in the PLM via Command Line Interface (CLI):
utils snmp config 1/2c community-string delete
4. Add the device back in the PCA with the use of operating system platform credential (OS PLM CLI) into the HTTP(s) PCA device credential field as shown in the image.

Add Device



*IP Address

Note: For multiple IP Addresses, use a unique delimiter: comma, pipe or blank space.
Example: 10.39.65.1|10.33.68.99

▶ General SNMP Options

▼ CLI

CLI Login Username

CLI Login Password

Re-enter CLI Login Password

CLI Enable Password

Re-enter CLI Enable Password

▼ HTTP(s)

HTTP(s) Username

HTTP(s) Password

Re-enter HTTP(s) Password

*Note: Please enter the domain name along with username for IICCF devices (ex

Discover

Close