Configure SNMP trap in Cisco Finesse

Introduction

This document describes the process to configure SNMP trap in Cisco Finesse.

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Finesse
- MIB Browser

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Finesse 11.6

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, ensure that you understand the potential impact of any command.

Configure

On Finesse Server

Step 1.


Step 2.

Navigate to SNMP -> V1/V2 -> Notification Destination.

Step 3.
In Find section -> Select Finesse server and click Add new.

Step 4.

In the Host IP Address dropdown select Add new.

Step 5.

Provide Host IP Address as the SNMP Destination and port number (161).

Step 6.

Select SNMP version V2 and create new community string.

Step 7.

Provide a Community String Name and Access privilages required.

Step 8.

Click Insert.

Step 9.

Restart SNMP master Agent Service (On Serviceability page navigate to Tools -> Control Center -> Network Services).

**Note:** Ensure that the network is ready for SNMP service restart.

On MIB Browser

Step 1.

Install any MiB of your choice and Load the CISCO-SYSLOG-MIB.my from ftp://ftp.cisco.com/pub/mibs/v2/.

Step 2.

Provide host as your finesse server IP, port 161 and community string.

Step 3.

Complete if any other setting that MiB browser requires.

Step 4.

Execute Get, Get Next or Get Bulk SNMP operation.

Verify

Execute Get, Get Next or Get Bulk SNMP operation and corresponding SNMP walk/trap result should be visible the MiB browser viewer.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.