

Unified Contact Center Enterprise (UCCE) / Customer Voice Portal (CVP) Simple Network Management Protocol (SNMP) Trap Receiver Tool

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Configuration](#)

Introduction

This document describes how to enable, observe and collect the SNMP events generated by UCCE / CVP application via Trap Receiver tool to test the SNMP features and troubleshoot SNMP related problems.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Configuration of SNMP V2 in UCCE and CVP

Components Used

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

- UCCE version 10.5(1)
- Trap Receiver Tool

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.

Configuration

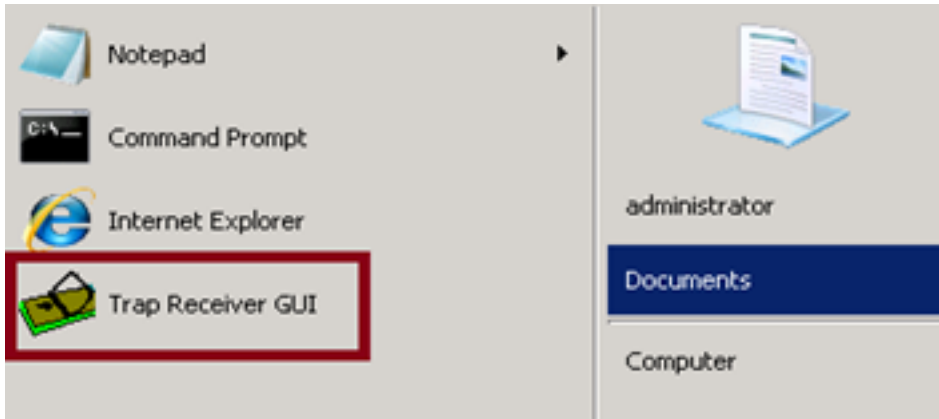
Procedure to enable, view and collect SNMP events.

Step 1. Install the Trap Receiver tool on the destination server that receives the SNMP messages generated by the UCCE / CVP application servers.

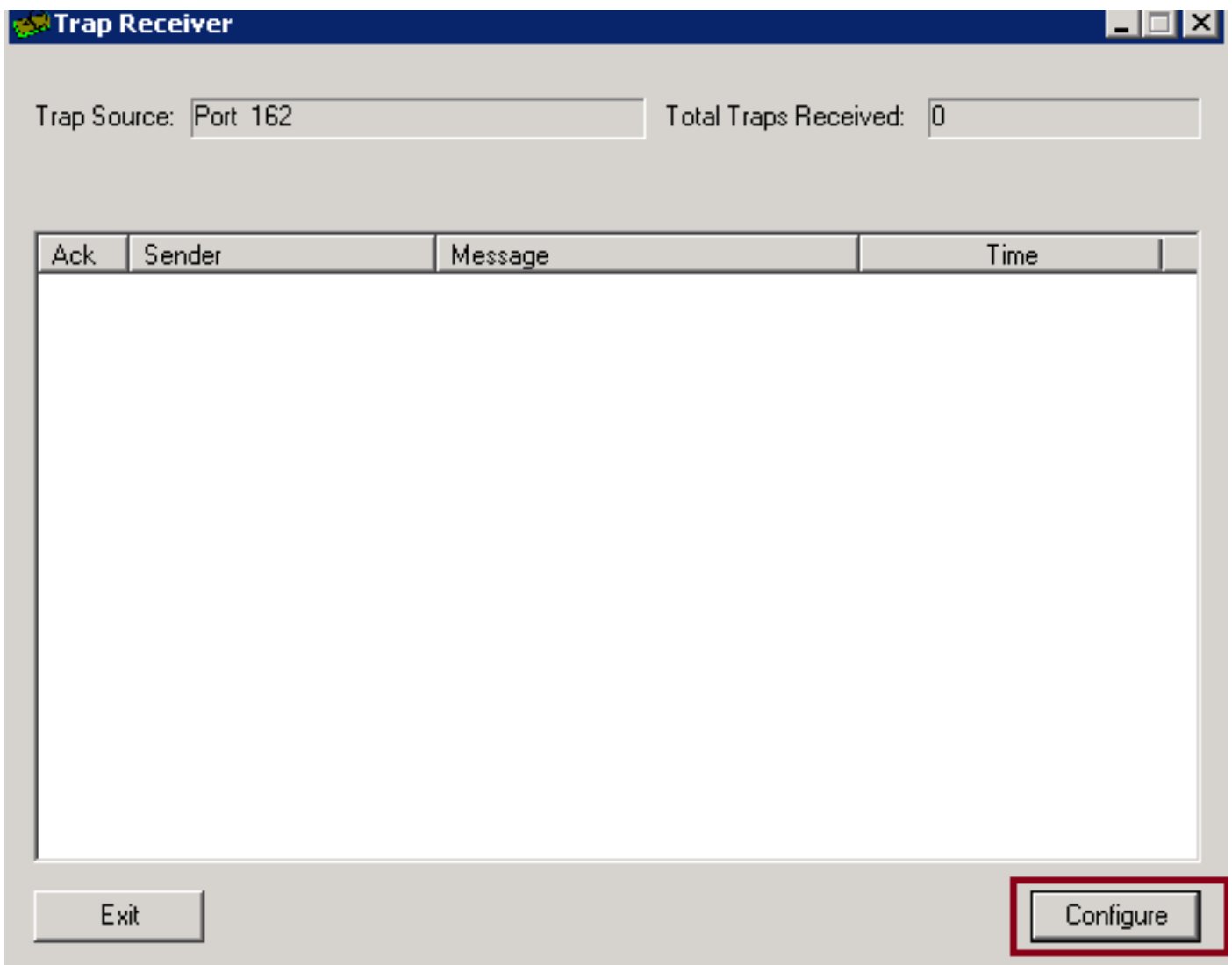
Note: The tool is attached to this article, **TrapReceiver.zip**

Step 2. Load the UCCE / CVP Management Information Base (MIB) in the tool by executing the steps below

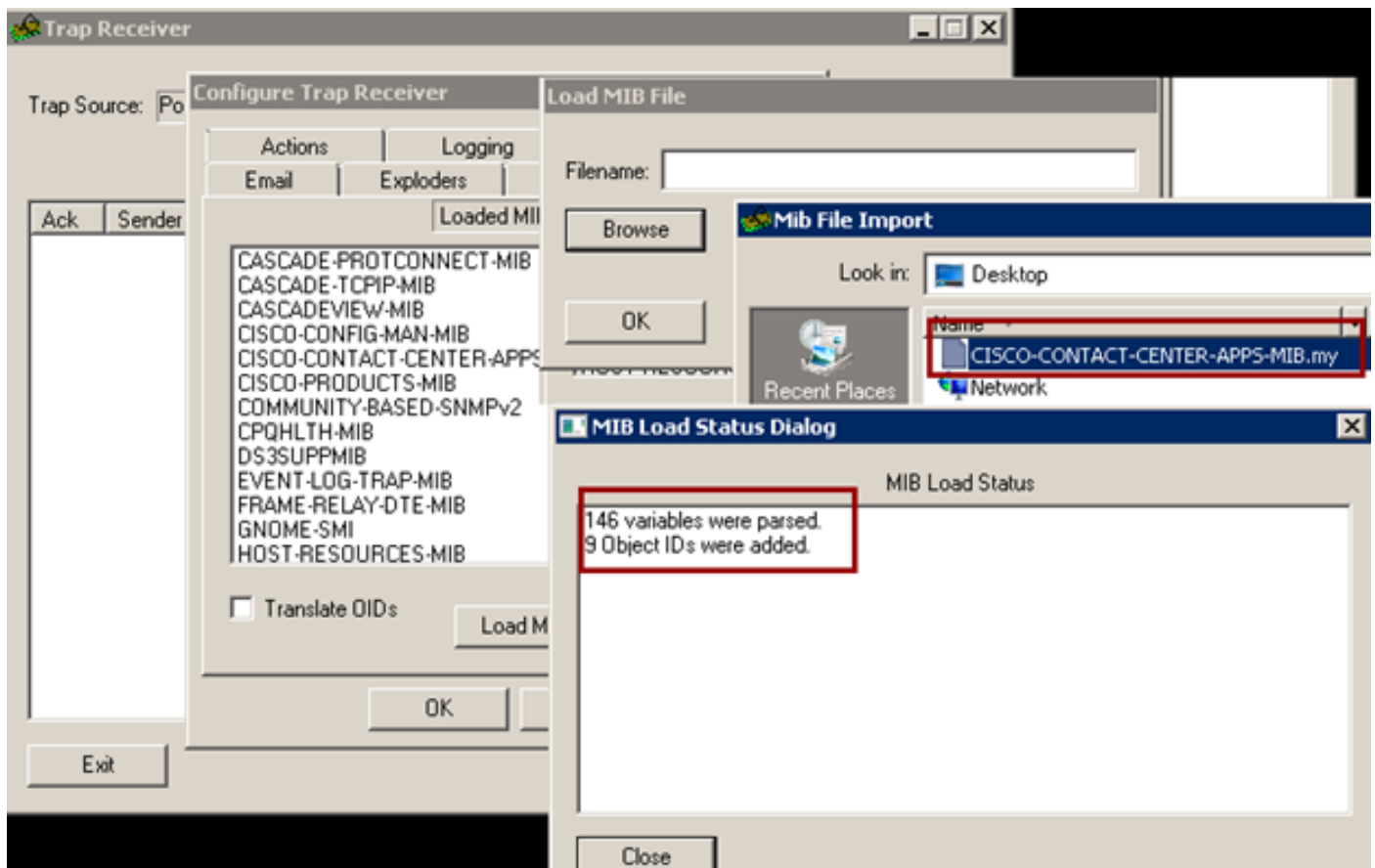
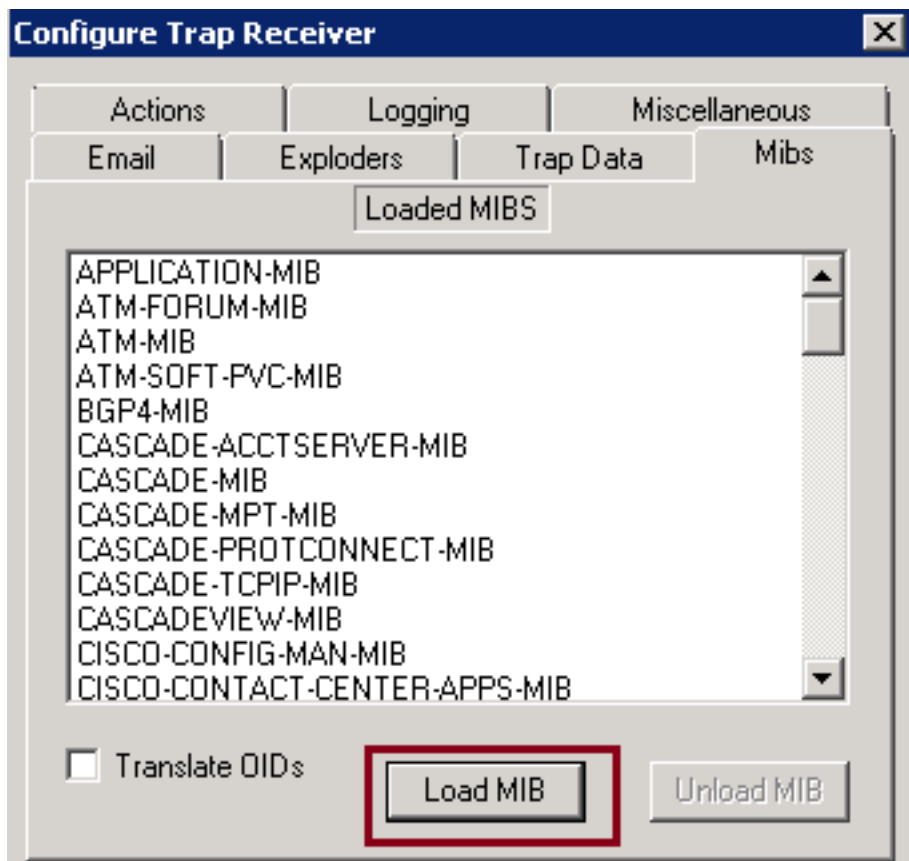
(i) Fire up the tool via **Trap Receiver GUI**.



(ii) Click on **Configure** button.



(iii) In the **Mibs** tab select the **Load MIB** option and import the UCCE and CVP MIBs.

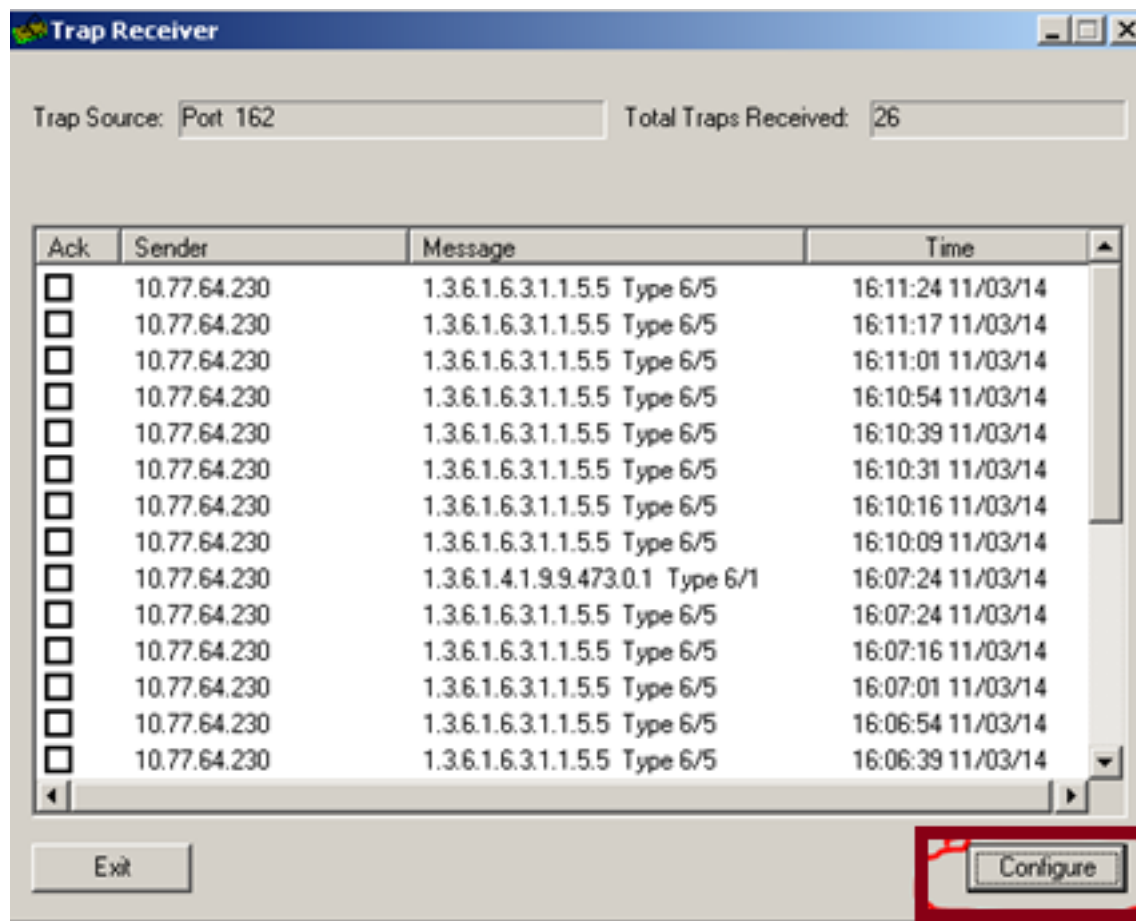


At this stage the tool is successfully configured to accept the incoming SNMP events from the UCCE / CVP servers.

Step 3. In order to select a specific CVP / UCCE server or a community string and to collect the

information in the logs you can follow the steps stated below.

(i) In **Trap Receiver GUI** select the **Configure** button.



(ii) Under the **Actions** tab, **Add** the required details.

Configure Trap Receiver [X]

Exploders Trap Data Mibs

Actions Logging Miscellaneous Email

Name	Watch	Value
Test Community	Sender IP	10.86.177.97

Add Modify Delete

(iii) Once done with **Actions** tab, Select **Logging** tab to provide the logging information such as **Filename**, path, **Append** or **Overwrite**.

Configure Trap Receiver [X]

Email Exploders Trap Data Mibs

Actions Logging Miscellaneous

Turn Logging: ☐ On ☒ Off

Flush Interval Minutes

Filename: 15

TrapRcvr.log ☐ Append ☒ Overwrite

Browse

%v%i%t%o%g%s%bOTD

Log File Format Debug

OK Cancel Apply

Click on **Apply** and **OK**.

(iv) After the setup trap receiver must start receiving the traps similar to the information shown below.

TrapRcvr.log - Notepad

File Edit Format View Help

```

15:27:24 11/03/14 1 10.77.64.230 1.3.6.1.6.3.1.1.5.5 1.3.6.1.2.1.1.3.0 TimeTick 37393727 1.3.6.1.6.3.1.1.4.1.0 OID 1.3.6.1.6.3.1.1.5.5
15:27:24 11/03/14 1 10.77.64.230 1.3.6.1.4.1.9.9.473.0.1 1.3.6.1.2.1.1.3.0 TimeTick 37393740 1.3.6.1.6.3.1.1.4.1.0 OID
1.3.6.1.4.1.9.9.473.0.1 1.3.6.1.4.1.9.9.473.1.4.1 String 6.1 ICM852-64-230_A_PG03 1.3.6.1.4.1.9.9.473.1.4.2 Integer 4
1.3.6.1.4.1.9.9.473.1.4.3 Gauge 1503810682 1.3.6.1.4.1.9.9.473.1.4.4 String ICM852-64-230-101 1.3.6.1.4.1.9.9.473.1.4.5 Integer 1
1.3.6.1.4.1.9.9.473.1.4.6 String ccag 1.3.6.1.4.1.9.9.473.1.4.7 Integer 1 1.3.6.1.4.1.9.9.473.1.4.8 Integer 0
1.3.6.1.4.1.9.9.473.1.4.9 Integer 2 1.3.6.1.4.1.9.9.473.1.4.10 String 2014-11-3,09:57:23.116,+0:0 1.3.6.1.4.1.9.9.473.1.4.11 String
The network communications between ICM Router and Peripheral Gateway or NIC PG03 has been down for 8910 minutes.
15:30:09 11/03/14 1 10.77.64.230 1.3.6.1.6.3.1.1.5.5 1.3.6.1.2.1.1.3.0 TimeTick 37410167 1.3.6.1.6.3.1.1.4.1.0 OID 1.3.6.1.6.3.1.1.5.5
15:30:16 11/03/14 1 10.77.64.230 1.3.6.1.6.3.1.1.5.5 1.3.6.1.2.1.1.3.0 TimeTick 37410917 1.3.6.1.6.3.1.1.4.1.0 OID 1.3.6.1.6.3.1.1.5.5
15:30:31 11/03/14 1 10.77.64.230 1.3.6.1.6.3.1.1.5.5 1.3.6.1.2.1.1.3.0 TimeTick 37412417 1.3.6.1.6.3.1.1.4.1.0 OID 1.3.6.1.6.3.1.1.5.5
15:30:39 11/03/14 1 10.77.64.230 1.3.6.1.6.3.1.1.5.5 1.3.6.1.2.1.1.3.0 TimeTick 37413172 1.3.6.1.6.3.1.1.4.1.0 OID 1.3.6.1.6.3.1.1.5.5
15:30:54 11/03/14 1 10.77.64.230 1.3.6.1.6.3.1.1.5.5 1.3.6.1.2.1.1.3.0 TimeTick 37414673 1.3.6.1.6.3.1.1.4.1.0 OID 1.3.6.1.6.3.1.1.5.5
15:31:01 11/03/14 1 10.77.64.230 1.3.6.1.6.3.1.1.5.5 1.3.6.1.2.1.1.3.0 TimeTick 37415426 1.3.6.1.6.3.1.1.4.1.0 OID 1.3.6.1.6.3.1.1.5.5
15:31:16 11/03/14 1 10.77.64.230 1.3.6.1.6.3.1.1.5.5 1.3.6.1.2.1.1.3.0 TimeTick 37416926 1.3.6.1.6.3.1.1.4.1.0 OID 1.3.6.1.6.3.1.1.5.5

```