

Why does Unified Contact Center Enterprise (UCCE) Simple Network Management Protocol (SNMP) get trapped in a Multihomed Windows Server?

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Introduction

This document describes a multihomed server that connects to multiple network interfaces or IP addresses. If the Windows Server 2008 or Windows Server 2012 uses several IP addresses, it is still not guaranteed that the Simple Network Management Protocol (SNMP) master agent will bind to the appropriate IP address.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

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

For example, on Unified CCE Routers or Router/Logger (Rogger) systems, SNMP get requests may arrive on the public nonhigh-priority Interface even after responses are sent on the public high Interface. Also outbound SNMP traps may be sent using the public high interface, when the network management station expects the SNMP traps sent using the public nonhigh-priority Interface.

Solution

There are two ways to bind the SNMP master agent to the appropriate IP address:

- Continue to use the public high priority network interface and configure the network management station to poll the public high interface.
- Use Web Setup to change the IP addresses for the Routers so that the Routers use the public high network interface for public (normal priority) traffic and the public nonhigh-interface for high priority traffic. Ensure that you specify the appropriate priority (high or normal) for all nodes.

The defects open specifically for this purpose

[CSCut64902](#) UCCE snmpd.exe requires doc on which IpAddr to select in Rogger [CSCut86375](#)
UCCE SNMP traps should be sent on normal priority interface on Rogger