



# Troubleshooting SNMP

Cisco Unity Connection supports Simple Network Management Protocol (SNMP) to provide standard network management. Unity Connection SNMP uses the SNMP Master Agent service in Cisco Unified Serviceability and the Unity Connection SNMP Agent service in Cisco Unity Connection Serviceability.



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**Note** Unity Connection SNMP supports CISCO-UNITY-MIB from Cisco Unity.

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## Problems with SNMP

Use the troubleshooting information in this section if you experience problems with SNMP.

### SNMP Master Agent Service Not Running

The SNMP Master Agent service in Cisco Unified Serviceability runs as the master agent. Do the following procedure to confirm that the service is running.

## To Confirm That the SNMP Master Agent Service Is Running

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- Step 1** In Cisco Unified Serviceability, on the Tools menu, select **Control Center - Network Services** .
  - Step 2** On the Control Center - Network Services page, under Platform Services, confirm that the status of the SNMP Master Agent service is **Started** .
  - Step 3** If the status is not Started, select **SNMP Master Agent** and select **Restart** .
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## Connection SNMP Agent Service Not Running

The Connection SNMP Agent service in Cisco Unity Connection Serviceability runs as a subagent. Do the following procedure to confirm that the service is running.

### To Confirm That the Unity Connection SNMP Agent Service Is Running

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- Step 1** In Cisco Unity Connection Serviceability, on the Tools menu, select **Service Management** .
- Step 2** On the Control Center - Feature Services page, under Base Services, confirm that the Connection SNMP Agent service status is **Started**. If the service status is Stopped, select **Start**.
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## SNMP Community String Configured Incorrectly

The SNMP community string must be configured for SNMP to function correctly. Do the following procedure to confirm that the SNMP community string is configured correctly.

### To Confirm That the SNMP Community String Is Configured Correctly

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- Step 1** In Cisco Unified Serviceability, on the SNMP menu, select **V1/V2 > Community String** .
- Step 2** On the SNMP Community String Configuration page, select **Find** .
- Step 3** If an SNMP community string appears, select the name. If there is no SNMP community string, select **Add New** .
- Step 4** Enter any applicable settings and verify the settings.
- Step 5** Select **Save** .
- Step 6** When prompted that the SNMP Master Agent service is restarted, select **OK** .
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## Using Traces to Troubleshoot SNMP Issues

You can use traces to troubleshoot SNMP issues. For detailed instructions on enabling the applicable traces and viewing the trace logs, see the [Using Diagnostic Traces for Troubleshooting](#)