

Dispositivo de NonCisco del Troubleshooting mostrado en PCA 11

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Introducción

Este documento describe cómo reparar los problemas primeros de la garantía de la Colaboración del inventario (PCA) mientras que agrega al administrador de las Comunicaciones unificadas de Cisco (CUCM) y lo prepara License Manager (Administrador de licencia) (PLM). El inventario muestra el dispositivo como no Cisco mientras que es una aplicación CUCM o un PLM.

Contribuido por Michal Myszor y Andrea Cingolani, ingenieros de Cisco TAC.

Prerequisites

Requisitos

No hay requisitos específicos para este documento.

Componentes Utilizados

Este documento se aplica a:

- Modo del proveedor de servicios administrados PCA 11.X (MSP)
- Cumplimiento recibido de la mediación de la Colaboración (HCM-F) 10.6.X
- Administrador de las Comunicaciones unificadas de Cisco (CUCM) 11.5.X
- PLM independiente 11.5.X

La información que contiene este documento se creó a partir de los dispositivos en un ambiente de laboratorio específico. Todos los dispositivos que se utilizan en este documento se pusieron en funcionamiento con una configuración verificada (predeterminada). Si la red está funcionando, asegúrese de haber comprendido el impacto que puede tener cualquier comando.

Problema

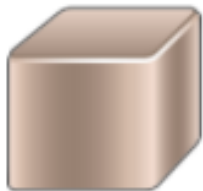
El dispositivo CUCM se muestra como no Cisco en la página del inventario o en la vista de dispositivo cuando el PCA no puede determinar el tipo de dispositivo basado en las interrogaciones SNMP.

Demostraciones del inventario PCA:

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

Lo mismo se presenta en la opinión del dispositivo 360:

Device 360° View



CUCM-ALFA

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

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



NONCISCO

[View Details](#)

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

Demostraciones del registro de AccessLevelDiscovery:

```
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
12-Sep-2017|15:25:43.003|DEBUG|AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.AbstractDiscoveryStage|updateStatusReason|94| Error Index for device
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-
4|com.cisco.nm.emms.inv.access.core.DeviceAccessLevelDiscovery$MyWorkItem|getFinalDeviceCredenti
alsList|709| Ignoring the DEFAULT profile as the snmp community string is not provided.
12-Sep-2017|15:25:43.005|DEBUG|AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.access.core.DeviceAccessLevelDiscovery$MyWorkItem|getFinalDeviceCredenti
alsList|760| probeAccessLevel() : CmDevice Credentials List size : 0
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
12-Sep-2017|15:25:43.007|DEBUG|AccessLevelDiscovery|pool-4-thread-4|probeAccessLevel() :
isDeviceTypeReDiscoveryEnabled flag has set to true or mode is MSP - 10.48.55.29 device type
is re-initilize to Unknown.
12-Sep-2017|15:25:43.007|DEBUG|AccessLevelDiscovery|pool-4-thread-4|probeAccessLevel() : *****
CmDevice Type Classification - STARTS [ 10.48.55.29 ]*****
12-Sep-2017|15:25:43.007|DEBUG|AccessLevelDiscovery|pool-4-thread-4|probeAccessLevel() :
DeviceType is null/Other/Unknown for device 10.48.55.29
12-Sep-2017|15:25:43.007|DEBUG|AccessLevelDiscovery|pool-4-thread-4|probeAccessLevel() : Running
device type classification for device 10.48.55.29
12-Sep-2017|15:25:43.007|DEBUG|AccessLevelDiscovery|pool-4-thread-
```

```
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-
4|com.cisco.nm.emms.inv.access.core.DeviceTypeGeneratorManager|getDeviceType|169|
getDeviceType() : For device 10.48.55.29; DC PROFILE NAME : 10.48.55.29
12-Sep-2017|15:25:43.007|INFO |AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.access.core.DeviceTypeGeneratorManager|getDeviceType|217| DC Id: 6429244
12-Sep-2017|15:25:43.008|INFO |AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.access.DeviceUtil|getSysOID|759| DeviceUtil.getSysOID:Before invoking PAL
for SysOID10.48.55.29
12-Sep-2017|15:25:43.077|INFO |AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.access.DeviceUtil|getSysOID|766| DeviceUtil.getSysOID:After involking PAL:
sysOID =1.3.6.1.4.1.9.1.1348 Ip Address 10.48.55.29
12-Sep-2017|15:25:43.107|DEBUG|AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.access.core.DeviceTypeGeneratorManager|getDeviceType|240|
getDeviceType(): SysOID and SysDescr are fetched from device 10.48.55.29
12-Sep-2017|15:25:43.107|DEBUG|AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.access.core.DeviceTypeGeneratorManager|getDeviceType|241|
getDeviceType(): SysOID : 1.3.6.1.4.1.9.1.1348
12-Sep-2017|15:25:43.107|DEBUG|AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.access.core.DeviceTypeGeneratorManager|getDeviceType|242|
getDeviceType(): SysDescr : Linux release:2.6.32-431.20.3.el6.x86_64 machine:x86_64
12-Sep-2017|15:25:43.108|DEBUG|AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.access.core.DeviceTypeGeneratorManager|getDeviceType|268| Device type of
profile is null
12-Sep-2017|15:25:43.108|INFO |AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.access.core.impl.DeviceSwitchType|getDeviceType|17| Checking is Switch
Type check for 10.48.55.29
12-Sep-2017|15:25:43.108|INFO |AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.access.core.impl.DeviceRouterType|getDeviceType|17| Checking is Router
Type for 10.48.55.29
(...)
12-Sep-2017|15:25:44.548|DEBUG|AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.access.core.impl.DeviceUC500SeriesType|getDeviceType|19|
DeviceUC500SeriesType:getDeviceType
12-Sep-2017|15:25:44.548|DEBUG|AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.access.core.impl.DeviceUC500SeriesType|getDeviceType|26| DeviceGroup-
Call Control : DeviceName - Cisco CallManager
12-Sep-2017|15:25:44.637|ERROR|AccessLevelDiscovery|pool-4-thread-
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 ()
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$MyWorkItem|classificationOfDevice
Type|339| probeAccessLevel() : ***** CmDevice Type Classification - ENDS *****
12-Sep-2017|15:25:46.140|DEBUG|AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.access.core.DeviceAccessLevelDiscovery$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
```

Solución

Marque si el servicio SNMP se ejecuta en la aplicación UC.

Note: Cisco CUCM tiene dos servicios SNMP.

```
12-Sep-2017|15:25:43.003|DEBUG|AccessLevelDiscovery|pool-4-thread-4|work() : Starting Access
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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
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12-Sep-2017|15:25:43.003|ERROR|AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.inv.access.core.DeviceAccessLevelDiscovery$MyWorkItem|getFinalDeviceCredenti
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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

```

El servicio del Cisco CallManager SNMP es responsable de contestar las interrogaciones específicas de Cisco MIB SNMP

El servicio SNMP abajo se repara ya en PCA 11.6, y el servicio SNMP que está abajo se sugiere:

```

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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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-4|com.cisco.nm.emms.inv.access.core.DeviceAccessLevelDiscovery\$MyWorkItem|getFinalDeviceCredentialsList|709| Ignoring the DEFAULT profile as the snmp community string is not provided.
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12-Sep-2017|15:25:43.007|DEBUG|AccessLevelDiscovery|pool-4-thread-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-4|com.cisco.nm.emms.inv.access.core.DeviceTypeGeneratorManager|getDeviceType|169| getDeviceType() : For device 10.48.55.29; DC PROFILE NAME : 10.48.55.29
12-Sep-2017|15:25:43.007|INFO |AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.inv.access.core.DeviceTypeGeneratorManager|getDeviceType|217| DC Id: 6429244
12-Sep-2017|15:25:43.008|INFO |AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.access.DeviceUtil|getSysOID|759| DeviceUtil.getSysOID:Before invoking PAL for SysOID10.48.55.29
12-Sep-2017|15:25:43.077|INFO |AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.access.DeviceUtil|getSysOID|766| DeviceUtil.getSysOID:After involking PAL: sysOID =1.3.6.1.4.1.9.1.1348 Ip Address 10.48.55.29
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12-Sep-2017|15:25:43.107|DEBUG|AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.inv.access.core.DeviceTypeGeneratorManager|getDeviceType|242| getDeviceType(): SysDescr : Linux release:2.6.32-431.20.3.el6.x86_64 machine:x86_64
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12-Sep-2017|15:25:43.108|INFO |AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.inv.access.core.impl.DeviceSwitchType|getDeviceType|17| Checking is Switch Type check for 10.48.55.29
12-Sep-2017|15:25:43.108|INFO |AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.inv.access.core.impl.DeviceRouterType|getDeviceType|17| Checking is Router Type for 10.48.55.29
(...)
12-Sep-2017|15:25:44.548|DEBUG|AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.inv.access.core.impl.DeviceUC500SeriesType|getDeviceType|19|

```

DeviceUC500SeriesType:getDeviceType
12-Sep-2017|15:25:44.548|DEBUG|AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.access.core.impl.DeviceUC500SeriesType|getDeviceType|26| DeviceGroup-
Call Control : DeviceName - Cisco CallManager
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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 ()
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$MyWorkItem|classificationOfDevice
Type|339| probeAccessLevel() : ***** CmDevice Type Classification - ENDS *****
12-Sep-2017|15:25:46.140|DEBUG|AccessLevelDiscovery|pool-4-thread-
4|com.cisco.nm.emms.inv.access.core.DeviceAccessLevelDiscovery$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

```

Problema

Se muestra el dispositivo PLM como no Cisco en la página del inventario.

Solución

1. Seleccione el **servidor PLM** en la página del inventario y suspenda el dispositivo.
2. Borre el dispositivo del inventario PCA.
3. Borre cualquier cadena de comunidad agregada en el PLM vía el comando line interface(cli):
cancelación de la cadena de comunidad de los config 1/2c SNMP del utils
4. Agregue el dispositivo detrás en el PCA con el uso de la plataforma de sistema operativo credential (OS PLM CLI) en el campo credencial del dispositivo HTTP PCA tal y como se muestra en de la imagen.

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