Probleemoplossing niet-Cisco apparaat dat op PCA 11 is weergegeven

Inhoud

Inleiding

Dit document beschrijft hoe u problemen op het gebied van Prime Collaboration Assurance (PCA) kunt repareren terwijl u de Cisco Unified Communications Manager (CUCM) en Prime License Manager (PLM) toevoegt. De inventaris toont het apparaat als niet Cisco dat het een CUCM-toepassing of PLM betreft.

Bijgedragen door Michal Myszor en Andrea Cingolani, Cisco TAC-engineers.

Voorwaarden

Vereisten

Er zijn geen specifieke vereisten van toepassing op dit document.

Gebruikte componenten

Dit document is van toepassing op:

- PCA 11.X beheerde serviceleveringsmodus (MSP)
- Hosted Collaboration Solution voor contactcenters (HCM-F) 10.6.X
- Cisco Unified Communications Manager (CUCM) 11.5.X
- Standalone PLM 11.5.X

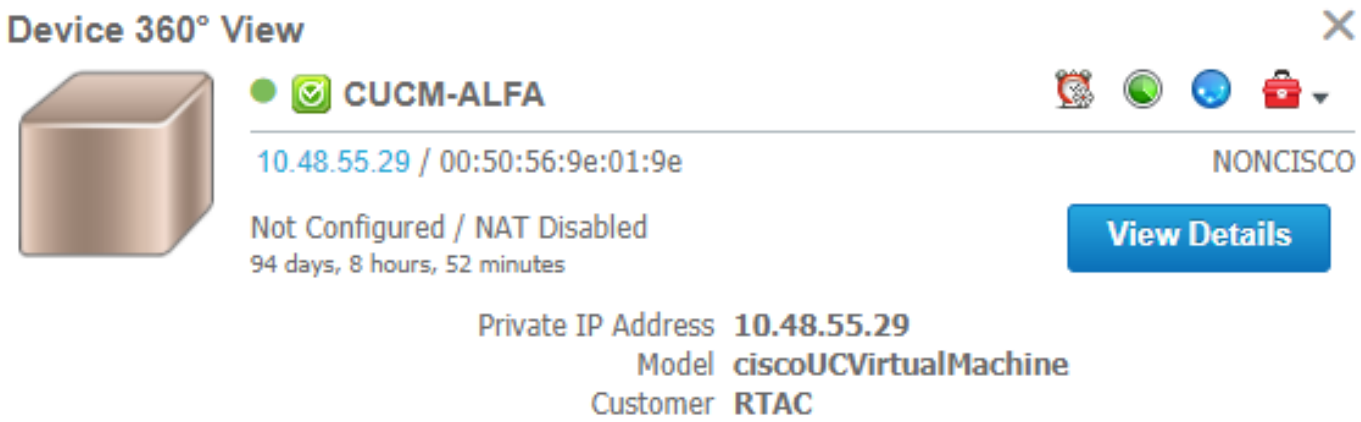
De informatie in dit document is gebaseerd op de apparaten in een specifieke laboratoriumomgeving. Alle apparaten die in dit document worden beschreven, hadden een opgeschoonde (standaard)configuratie. Als uw netwerk live is, moet u de potentiële impact van elke opdracht begrijpen.

Probleem

Het CUCM-apparaat wordt op de voorraadpagina of in de apparaatweergave als niet-Cisco weergegeven wanneer de PCA het apparaattype niet kan bepalen op basis van SNMP-vragen.

Uit de PCA-inventaris blijkt:

Hetzelfde wordt weergegeven in de Apparaatweergave 360:



Het logbestand AccessLevelDiscovery toont:

```
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$MyWorkItem|classificationOfDeviceType|339| probeAccessLevel() : ********* CmDevice Type Classification - ENDS *********
12-Sep-2017|15:25:46.140|DEBUG|AccessLevelDiscovery|pool-4-thread-4|com.cisco.nm.emms.inv.access.core.DeviceAccessLevelDiscovery$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
```

Oplossing

Controleer of de SNMP-service op UC-toepassing draait.

> Opmerking: Cisco CUCM heeft twee SNMP-services.

```
SNMP Master Agent[STARTED]
(...)
Cisco CallManager SNMP Service[STOPPED]  Service Not Activated
```

Cisco CallManager SNMP-service is verantwoordelijk voor het beantwoorden van Cisco-specifieke MIB SNMP-vragen

De SNMP-service is al vastgelegd in PCA 11.6 en de SNMP-service wordt gesuggereerd:

```
11-Sep-2017|12:56:52.752|DEBUG|AccessLevelDiscovery|pool-6-thread-
10|com.cisco.nm.emms.inv.AbstractDiscoveryStage|updateStatusReason|109| Error Index for device
10.48.50.59 is 1003 New Message SNMP timed out. Probable reasons could be: 1. SNMP service not
enabled in the device. 2. SNMP credentials do not match. 3. Firewall settings blocking the port.
Refer the Install and Upgrade guide for the exact ports to be unblocked.
```

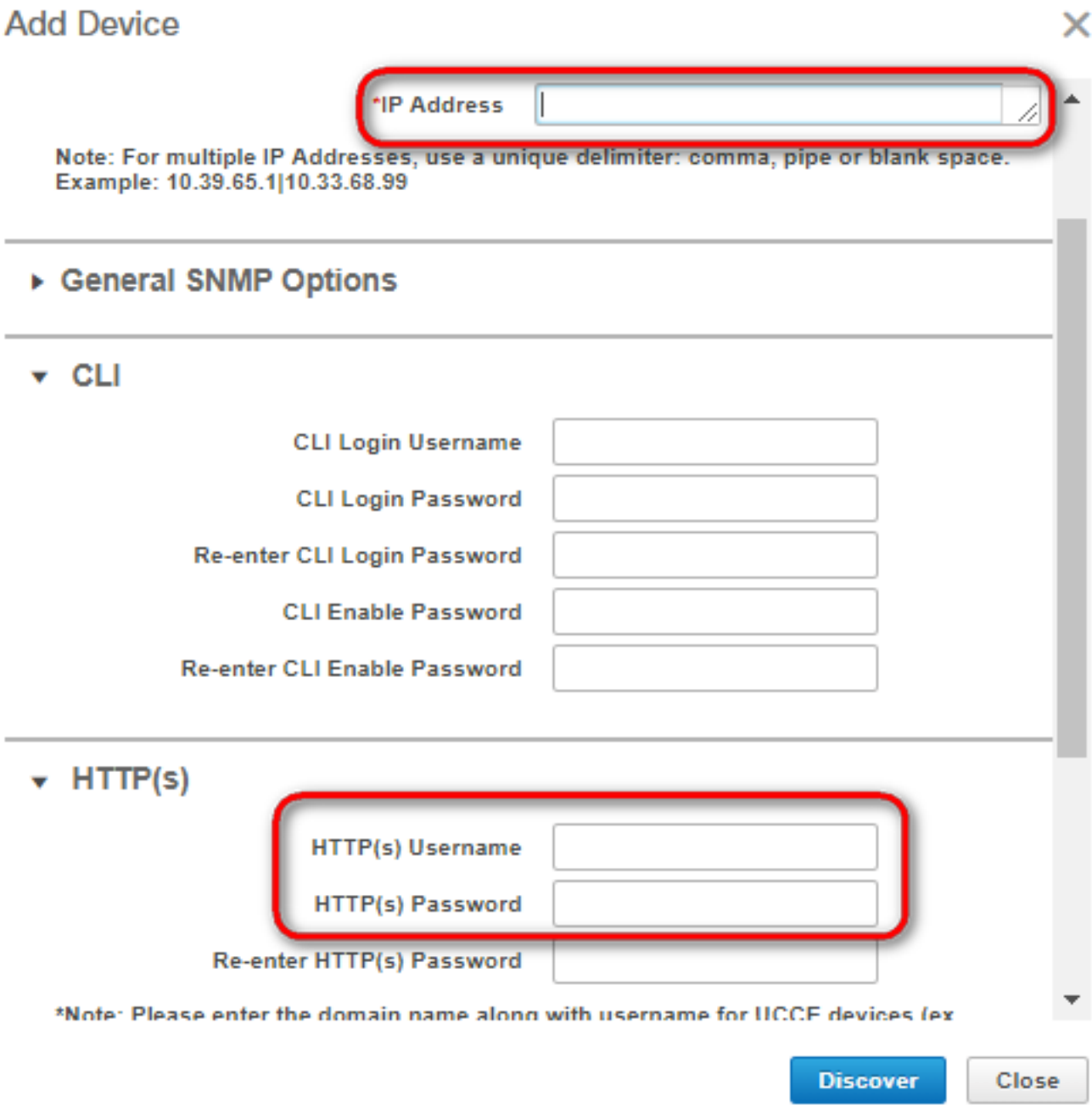
Probleem

Het PLM-apparaat wordt op de voorraadpagina als niet-Cisco weergegeven.

Oplossing

1. Selecteer de **PLM server** op de Fantasiepagina en stop het apparaat.
2. Verwijder het apparaat uit de PCA-inventaris.
3. Verwijdert een community-string die in PLM via Opdrachtlijn Interface (CLI) is toegevoegd:
   utils snmp Configuration 1/2c Community-string Delete

4. Voeg het apparaat terug in de partnerschaps- en samenwerkingsovereenkomst toe met behulp van het besturingssysteem platform corendential (OS PLM CLI) in het veld met de HTTP(s)-autoritaties zoals in de afbeelding getoond.


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 UCCE devices (ex
Discover
Close