

排除故障在PCA显示的NonCisco设备11

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简介

本文描述如何调整库存头等协作保证(PCA)问题，当添加Cisco Unified Communications Manager (CUCM)时和头等许可证管理器(PLM)。库存显示设备作为非思科，而它是CUCM应用程序或PLM。

贡献用米哈拉Myszor和安德里亚Cingolani，Cisco TAC工程师。

[先决条件](#)

[要求](#)

本文档没有任何特定的要求。

[使用的组件](#)

本文适用于：

- PCA 11.X可管理的服务提供商模式(MSP)
- 托管的协作斡旋实现(HCM-F) 10.6.X
- Cisco Unified Communications Manager (CUCM) 11.5.X
- 独立PLM 11.5.X

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您使用的是真实网络，请确保您已经了解所有命令的潜在影响。

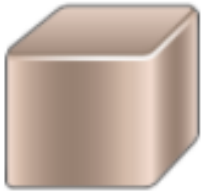
[问题](#)

当PCA不能确定根据SNMP查询时的设备类型CUCM设备显示作为非思科在库存页或在设备视图。

PCA库存显示：

同样在设备360视图被提交：

Device 360° View



CUCM-ALFA

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

NONCISCO

Not Configured / NAT Disabled

94 days, 8 hours, 52 minutes

[View Details](#)

Private IP Address **10.48.55.29**

Model **ciscoUCVirtualMachine**

Customer **RTAC**

AccessLevelDiscovery日志显示：

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12-Sep-2017|15:25:43.003|DEBUG|AccessLevelDiscovery|pool-4-thread-4|work() : Starting Access
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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
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10.48.55.29 with type null NOT matched CmDevice 10.48.55.29 with type NONCISCO
```

解决方案

证实SNMP服务是否在UC应用程序运作。

Note:思科CUCM有两SNMP服务。

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```

Cisco CallManager SNMP服务负责回答CISCO专用的MIB SNMP查询

SNMP服务下来在PCA 11.6已经修复，并且发生故障SNMP的服务被建议：

```

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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
```

问题

PLM设备显示作为非在库存页的思科。

解决方案

1. 选择在库存页的**PLM服务器**并且暂停设备。
2. 删除从PCA库存的设备。
3. 删除在PLM添加的所有社区字符串通过命令行界面(CLI) :

使用情况snmp设置1/2c社区字符串删除

4. 添加在PCA的设备上一步与使用操作系统平台credential (OS PLM CLI)到HTTP PCA设备证件领域如镜像所显示。

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