Dépannage des périphériques non Cisco affichés sur PCA 11

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Introduction

Ce document décrit comment résoudre les problèmes de Prime Collaboration Assurance (PCA) lors de l'ajout de Cisco Unified Communications Manager (CUCM) et Prime License Manager (PLM). L'inventaire indique que le périphérique n'est pas Cisco alors qu'il s'agit d'une application CUCM ou PLM.

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Conditions préalables

Conditions requises

Aucune spécification déterminée n'est requise pour ce document.

Components Used

Ce document s'applique à :

- PCA 11.X MSP (Managed Service Provider Mode)
- HCM-F (Hosted Collaboration Mediation Fulfillment) 10.6.X
- Cisco Unified Communications Manager (CUCM) 11.5.X
- PLM 11.5.X autonome

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.

Problème

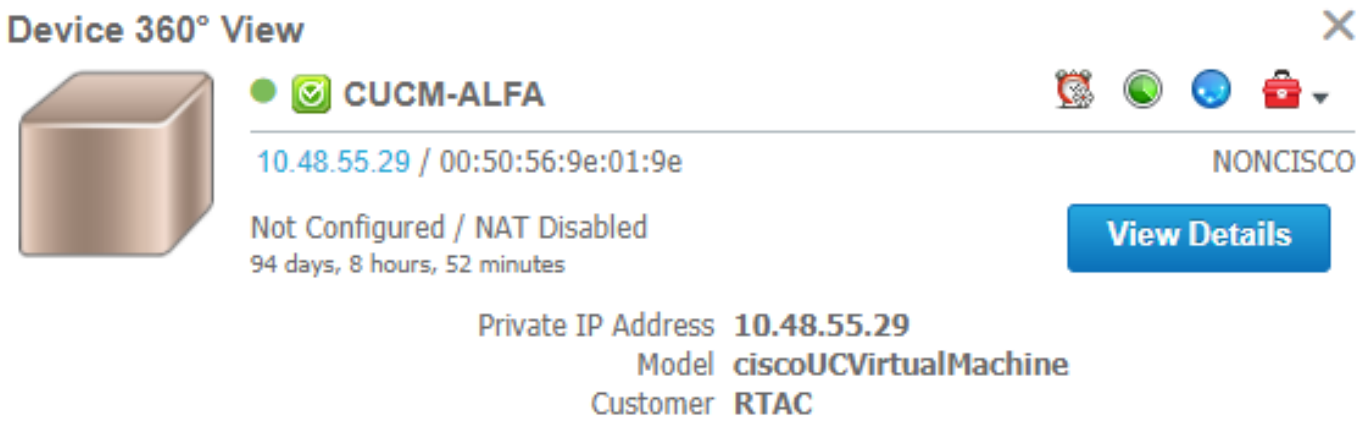
Le périphérique CUCM est affiché comme Non Cisco sur la page d'inventaire ou dans la vue du

périphérique lorsque PCA ne peut pas déterminer le type de périphérique en fonction des requêtes SNMP.

L'inventaire PCA affiche :



La même chose est présentée dans la vue Device 360 :



Le journal AccessLevelDiscovery affiche :

```
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
```

Solution

Vérifiez si le service SNMP s'exécute sur l'application UC.

> **Note**: Cisco CUCM dispose de deux services SNMP.

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

Le service SNMP de Cisco CallManager est chargé de répondre aux requêtes SNMP MIB spécifiques à Cisco.

Le service SNMP désactivé est déjà corrigé dans PCA 11.6 et le service SNMP désactivé est suggéré :

```
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.
```

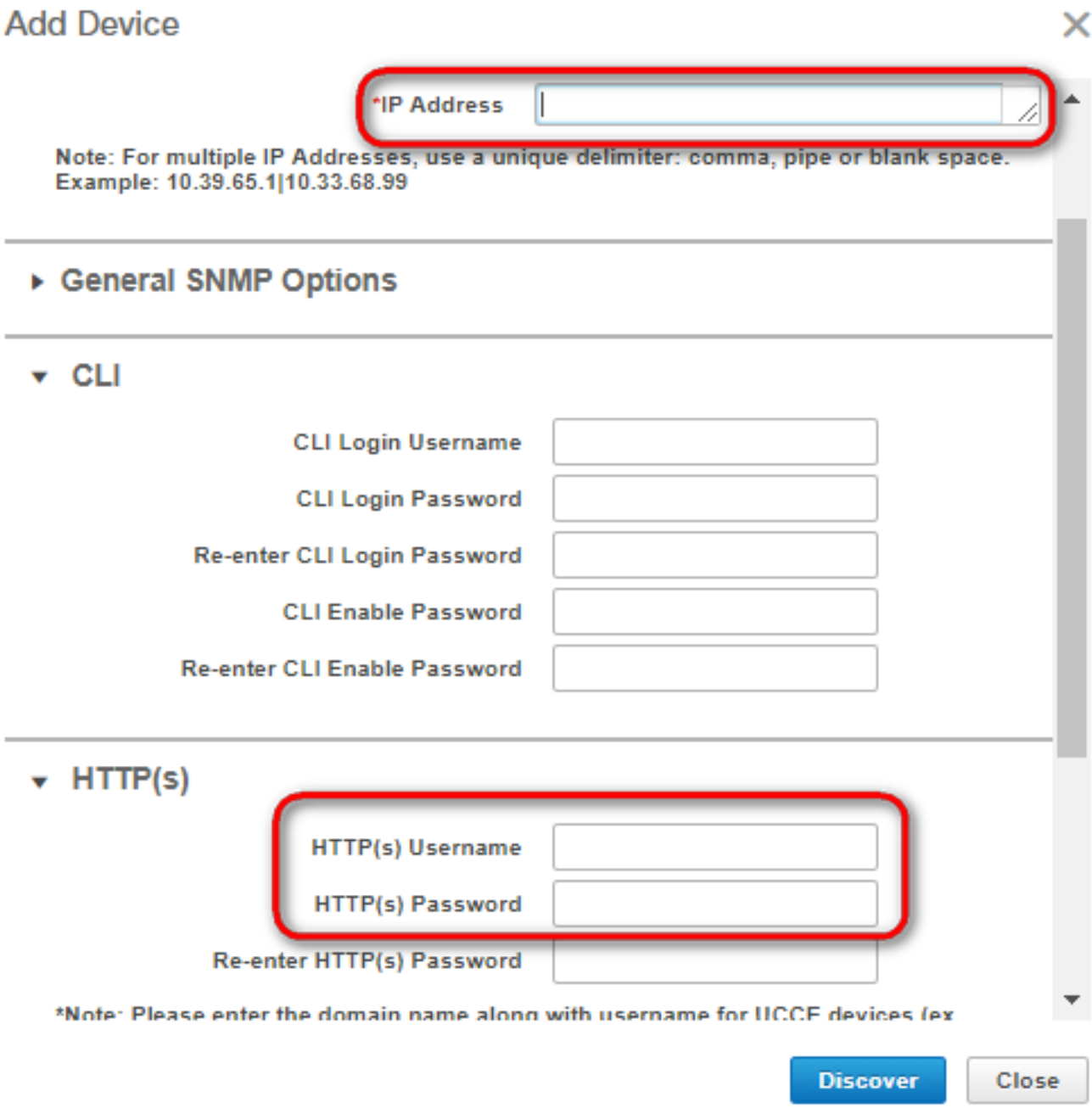
Problème

Le périphérique PLM est affiché en tant que non Cisco sur la page d'inventaire.

Solution

1. Sélectionnez le **serveur PLM** dans la page Inventaire et suspendez le périphérique.
2. Supprimer le périphérique de l'inventaire PCA.
3. Supprimez toute chaîne de communauté ajoutée dans le PLM via l'interface de ligne de commande (CLI) :
   utils snmp config 1/2c community-string delete

4. Ajoutez le périphérique à nouveau dans l'APC à l'aide de l'interface de ligne de commande du système d'exploitation (CLI PLM du système d'exploitation) dans le champ Informations d'identification du périphérique HTTP(s) PCA, comme illustré dans l'image.


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