

排除PCA 11上显示的非Cisco设备故障

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简介

本文档介绍如何在添加思科统一通信管理器(CUCM)和Prime许可证管理器(PLM)时修复库存Prime协作保证(PCA)问题。 资产显示设备为非思科 而是CUCM应用或PLM。

作者：Michal Myszor和Andrea 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

本文档适用于：

- PCA 11.X托管服务提供商模式(MSP)
- 托管协作调解实施(HCM-F)10.6.X
- 思科统一通信管理器(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。

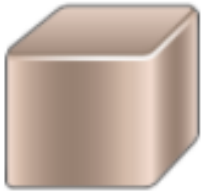
问题

当PCA无法根据SNMP查询确定设备类型时，CUCM设备在资产页面或设备视图中显示为非思科。

PCA资产显示：

设备360视图也显示了相同内容：

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：

```
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
```

解决方案

检查SNMP服务是否在UC应用上运行。

注意： Cisco CUCM有两种SNMP服务。

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

Cisco CallManager SNMP服务负责应答思科特定MIB SNMP查询

SNMP服务关闭已在PCA 11.6中修复，建议SNMP服务关闭：

```
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.
```

问题

PLM设备在资产页面显示为非思科。

解决方案

1. 在“资产”页面中选择PLM服务器并暂停设备。
2. 从PCA资产中删除设备。
3. 通过命令行界面(CLI)删除PLM中添加的任何社区字符串：
utils snmp config 1/2c community-string delete
4. 使用操作系统平台凭据(OS PLM CLI)将设备重新添加到PCA中，如图所示。

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