



## CHAPTER 32

# Troubleshooting SNMP in Cisco Unity Connection 9.x

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Cisco Unity Connection supports Simple Network Management Protocol (SNMP) to provide standard network management. Connection SNMP uses the SNMP Master Agent service in Cisco Unified Serviceability and the Connection SNMP Agent service in Cisco Unity Connection Serviceability.



**Note**

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Connection SNMP supports CISCO-UNITY-MIB from Cisco Unity.

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See the following sections:

- [Problems with SNMP in Cisco Unity Connection 9.x, page 32-1](#)
- [Using Traces to Troubleshoot SNMP Issues in Cisco Unity Connection 9.x, page 32-2](#)

## Problems with SNMP in Cisco Unity Connection 9.x

Use the troubleshooting information in this section if you experience problems with SNMP. See the following possible issues:

- [SNMP Master Agent Service Is Not Running, page 32-1](#)
- [Connection SNMP Agent Service Is Not Running, page 32-2](#)
- [SNMP Community String Is Configured Incorrectly, page 32-2](#)

## SNMP Master Agent Service Is Not Running

The SNMP Master Agent service in Cisco Unified Serviceability runs as the master agent. Do the following procedure to confirm that the service is running.

### To Confirm That the SNMP Master Agent Service Is Running

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- Step 1** In Cisco Unified Serviceability, on the Tools menu, select **Control Center - Network Services**.
- Step 2** On the Control Center – Network Services page, under Platform Services, confirm that the status of the SNMP Master Agent service is **Started**.

- Step 3** If the status is not Started, select **SNMP Master Agent** and select **Restart**.
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## Connection SNMP Agent Service Is Not Running

The Connection SNMP Agent service in Cisco Unity Connection Serviceability runs as a subagent. Do the following procedure to confirm that the service is running.

### To Confirm That the Connection SNMP Agent Service Is Running

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- Step 1** In Cisco Unity Connection Serviceability, on the Tools menu, select **Service Management**.
- Step 2** On the Control Center – Feature Services page, under Base Services, confirm that the Connection SNMP Agent service status is **Started**. If the service status is Stopped, select **Start**.
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## SNMP Community String Is Configured Incorrectly

The SNMP community string must be configured for SNMP to function correctly. Do the following procedure to confirm that the SNMP community string is configured correctly.

### To Confirm That the SNMP Community String Is Configured Correctly

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- Step 1** In Cisco Unified Serviceability, on the SNMP menu, select **V1/V2 > Community String**.
- Step 2** On the SNMP Community String Configuration page, select **Find**.
- Step 3** If an SNMP community string appears, select the name. If there is no SNMP community string, select **Add New**.
- Step 4** Enter any applicable settings and verify the settings.
- Step 5** Select **Save**.
- Step 6** When prompted that the SNMP Master Agent service will be restarted, select **OK**.
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## Using Traces to Troubleshoot SNMP Issues in Cisco Unity Connection 9.x

You can use traces to troubleshoot SNMP issues. For detailed instructions on enabling the applicable traces and viewing the trace logs, see the [“Traces in Cisco Unity Connection Serviceability in Cisco Unity Connection 9.x”](#) section on page 2-1.