Configure SNMP trap in Cisco Finesse

Contents

Introduction

This document describes the process to configure SNMP trap in Cisco Finesse.

Contributed by Sameer Yadav, Cisco Engineer.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Finesse
- MIB Browser

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Finesse 11.6

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, ensure that you understand the potential impact of any command.

Configure

On Finesse Server

Step 1.

Open Cisco Unified Serviceability page for Finesse server **(https://fqdn:8443/ccmservice/).**

Step 2.

Navigate to **SNMP** -> **V1/V2** -> **Notification Destination.**

Step 3.

In **Find** section -> Select **Finesse server** and click **Add new.**

Step 4.

In the **Host IP Address** dropdown select **Add new.**

Step 5.

Provide **Host IP Address** as the **SNMP Destination** and **port number (161)**.

Step 6.

Select SNMP version V2 and create new community string.

Step 7.

Provide a **Community String Name** and **Access privilages** required.

Step 8.

Click **Insert**.

Step 9.

Restart **SNMP Agent Service** (On Serviceability page navigate to **Tools** -> **Control Center** -> **Network Services**).

> **Note**: Ensure that the network is ready for SNMP service restart.

On MIB Browser

Step 1.

Install any MIB of your choice and Load the **CISCO-SYSLOG-MIB.my** from ftp://ftp.cisco.com/pub/mibs/v2/ .

Step 2.

Provide host as your **finesse server IP**,**port 161** and **community string**.

Step 3.

Complete if any other setting that MIB browser requires.

Step 4.

Execute **Get**,**Get Next** or **Get Bulk SNMP** operation.

Verify

Execute **Get**,**Get Next** or **Get Bulk SNMP** operation and corresponding SNMP walk/trap result should be visible the MIB browser viewer.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.