Lenovo Upward Integration Module for Zenoss Service Dynamics SNMP ZenPacks 1.0

February 2015

Troubleshooting Guide

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Chapter 1. Introduction

ZenPack is a plug-in deployed on Zenoss framework to monitor devices. The Lenovo Upward Integration Module for Zenoss delivers two SNMP ZenPacks for monitoring Chassis Management Module (CMM) and Integrated Management Module (IMM) devices.

You can use the troubleshooting and support information provided in this guide to troubleshoot problems with IMM and CMM ZenPacks.

This guide explains about various issues in ZenPacks with details on symptoms, possible causes, and resolving the problem.

Intended audience

The audience for this guide are the network administration engineers at Lenovo customer sites who install, configure, and use Zenoss and ZenPacks.

Conventions used in this guide

Several conventions are used in this publication for special terms, actions, commands, and paths.

This guide uses the following conventions:

Bold

Interface controls (such as, check boxes, push buttons, radio buttons, spin buttons, fields, folders, icons, list boxes, items inside list boxes, multicolumn lists, containers, menu choices, menu names, tabs, property sheets, and labels)

Keywords and parameters in text

Italic

Citations (such as, titles of publications)

Monospace

Examples and code examples Commands Message text and prompts addressed to the user Text that the user must type

Monospace Italic

Variables

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Chapter 2. Troubleshooting tasks

This chapter explains the problems along with the steps to resolve those problems.

Timeout error while modeling a device

Normally, the system models devices every 12 hours (720 minutes); however, you can model a device manually.

Symptoms

When you model some device, you encounter a timeout error.

Causes

The value of zCollectorTimeout configuration property may be low or the zSnmp properties may not be configured correctly.

Resolving the problem

To resolve the problem, perform the following steps:

- 1. Select the device name in the devices list.
- 2. Select Configuration Properties in the left panel.
- 3. Increase the value of zCollectorTimeout configuration property.



Figure 1: zCollectorTimeout value

- 4. Navigate to **Infrastructure > Device > Configuration Properties** and provide appropriate values for the following properties:
 - zSnmpSecurityName
 - zSnmpPrivType
 - zSnmpPrivPassword

- zSnmpAuthType
- zSnmpAuthPassword

 zSnmpVer 						
Zenõss' DASHBOARD	EVENTS	INFRASTRUC	TURE REPORTS AD	VANCED	۹	👻 🛔 admin SKSN OUT 🔋
Devices Networks Processes	IP Services	Windows Serv	ices Network Map Man	ufacturers		Page Tips
9.37.76.140 <u>/Server/CMM</u> 9.37.76.140	▼1 ▲2	0 0	Up 🕘 Pr DEVICE STATUS PRODU	oduction Normal ICTION STATE PRIORITY		
Chassis Fan Cooling Zone (30)	• • •	Delete Local Cop	y			
System Healdr (4)	Is Local	Category	Name 🛎	Value		Path
Chassis Fans (10)			zsnmp			
Gran Pack (6)	Yes	SNMP	zSnmpAuthPassword			/Server/CMM/devices/9.37.76.140
Inventory Mamt Activity VPD (70)	Yes	SNMP	zSnmpAuthType	SHA		/Server/CMM/devices/9.37.76.140
Switch Module LED (3)		SNMP	zSnmpCollectionInterval	300		1
Blade MAC Address VPD (14)		SNMP	zSnmpCommunities	public private		1
ØFuel Gauge Power Policy (5)		SNMP	zSnmpCommunity	public		1
Component Firmware (30)	_	Misc	zSnmpDiscoveryPorts			1
Fuel Gauge EHI Thermal Trending (SNMP	zSnmpEngineld			1
GFuel Gauge Blade Details (2)		SNMP	zSnmpMonitorignore	false		/Server/CMM
Component Disk Drive (1)		SNMP	zSnmpPort	161		1
Graphs	Yes	SNMP	zSnmpPrivPassword	*******		/Server/CMM/devices/9.37.76.140
Modeler Plugins	Yes	SNMP	zSnmpPrivType	AES		/Server/CMM/devices/9.37.76.140
Configuration Properties	Yes	SNMP	zSnmpSecurityName	USERID		/Server/CMM/devices/9.37.76.140
Dynamic View		SNMP	zSnmpTimeout	40		/Server/CMM
Software		SNMP	zSnmpTries	4		/Server/CMM
Custom Properties	Yes	SNMP	zSnmpVer	v3		/Server/CMM/devices/9.37.76.140
Administration						
 Monitoring Templates 						
CMMSysUpTime (/Server/CMM)						
CMMTemperature (/Server/CMM)	*					DISPLAYING 1 - 15 of 15 ROWS
+ - O - Commands -						v stobs -

Figure 2: Configuration Properties page

- 5. Run the snmpwalk command.
- 6. Re-model the device.

Graphs not generated

You can view the performance graphs for IMM and CMM devices.

The Graphs view shows performance graphs defined for the device. To access graphs, select **Graphs** in the left panel.

Symptoms

The graphs are not generated.

Causes

The graphs are not generated due to any of the following causes:

- zenperfsnmp or zencommand may be stopped: In this case, you need to restart the zenperfsnmp or zencommand daemons.
- You may have received Scan stopped error message.

Resolving the problem

To check the status of zenperfsnmp and zencommand daemons, perform the following steps:

- 1. From the Navigation menu, select Advanced.
- 2. Select **Daemons** in the left panel. The browser displays the Zenoss daemons.
- 3. Check the State of zenperfsnmp and zencommand daemons. The State must

indicate g	green 🤇), el	se click tł	ne F	Restart	button to start the daemons.	
Zenõss [.]	DASHBOARD	EVENTS	INFRASTRUCTURE	REPORTS	ADVANCED	Q	*

SERVICE DYNAMICS	ASHBOARD EVENTS INFRAST	RUCTURE REPORTS					admin SIGN OUT
Settings Collectors	Monitoring Templates Jobs MIB	ls Tuning Licensing					Page Tips
Settings	Zenoss Daemons						
Commands	Zenoss Daemon	PID	Log File	Configuration		State	Actions
/enPacks	zencatalogservice	29322	view log	view config	edit config	۲	Restart Stop
ortiets	zeneventserver	32760	view log	view config	edit config	۲	Restart Stop
Daemons	zenwebserver	26239	view log	view config	edit config	٢	Restart Stop
/ersions	zenhub	679	view log	view config	edit config	٥	Restart Stop
Events	zenjobs	775	view log	view config	edit config	۲	Restart Stop
Jser Interface	zeneventd	861	view log	view config	edit config	۲	Restart Stop
.DAP	zenping	945	view log	view config	edit config	۲	Restart Stop
	zensyslog	1095	view log	view config	edit config	٢	Restart Stop
	zenstatus	1064	view log	view config	edit config	۲	Restart Stop
	zenactiond	1115	view log	view config	edit config	٢	Restart Stop
	zentrap	1253	view log	view config	edit config	۲	Restart Stop
	zenmodeler	1221	view log	view config	edit config	٢	Restart Stop
	zenperfsnmp	1280	view log	view config	edit config	۲	Restart Stop
	zencommand	1324	view log	view config	edit config	۲	Restart Stop
	zenprocess	1379	view log	view config	edit config	۲	Restart Stop
	zredis	1383	view log	view config	edit config	۲	Restart Stop
	zenjmx	1451	view log	view config	edit config	۲	Restart Stop
	zenjserver	1538	view log	view config	edit config	۲	Restart Stop
	zenmailtx	1663	view log	view config	edit config	٢	Restart Stop
							C 0 Jobs -

Figure 3: Daemons state

You can also use the following CLI commands to check the status of zenperfsnmp and zencommand daemons:

zenperfsnmp status
zencommand status

If the zenperfsnmp or zencommand daemon is not running, use the following commands to start the daemons:

zenperfsnmp start zencommand start

Also, the graphs are not generated when you receive the scan stopped event: Scan stopped; Collection time exceeded interval -Elapsed time 578.179178 seconds greater than 300 seconds

After the scan time is restored, the following event is generated in closed state and the graphs are generated:

Collection run time restored below interval and the pervious scan stopped event is also closed

ZenPack version not visible

After you install ZenPacks and restart the Zenoss server, the installed ZenPack becomes visible in the user interface.

Symptoms

After you install ZenPacks, you receive the following message: This pack was just installed, or is missing or broken. Please restart Zope.

Also, that version of the ZenPack is not visible in the user interface.

ettings commands	Loaded ZenPacks 🖉 - Pack	Package	Author	Version	Egg
lsers	ZenPacks.IBM.IMM_snmp	This pack was just in:	stalled, or is missing or broken. Please resta	rt Zope.	
enPacks	ZenPacks.zenoss.AdvancedSearch	zenoss	Zenoss	1.1.3	Yes
laemons	ZenPacks.zenoss.AixMonitor	zenoss	Zenoss	1.2.0	Yes
ersions	ZenPacks.zenoss.ApacheMonitor	zenoss	Zenoss	2.1.4	Yes
lackups	ZenPacks.zenoss.AuditLog	zenoss	Zenoss	1.2.1	Yes
ivents	ZenPacks.zenoss.AutoTune	zenoss	Zenoss	0.3.3.2	Yes
Iser Interface	ZenPacks.zenoss.BiglpMonitor	zenoss	Zenoss	2.6.2	Yes
DAP	ZenPacks.zenoss.BrocadeMonitor	zenoss	Zenoss	2.1.0	Yes
	ZenPacks.zenoss.CatalogService	zenoss	Zenoss	1.0.24.2	Yes
	ZenPacks.zenoss.CheckPointMonitor	zenoss	Zenoss	1.0.4	Yes
	ZenPacks.zenoss.CiscoMonitor	zenoss	Zenoss	5.1.9	Yes
	ZenPacks.zenoss.CiscoUCS	zenoss	Zenoss	1.8.4	Yes
	ZenPacks.zenoss.DellMonitor	zenoss	Zenoss	2.2.0	Yes
	ZenPacks.zenoss.DeviceSearch	zenoss	Zenoss	1.2.0	Yes
	ZenPacks.zenoss.Diagram	zenoss	Zenoss	1.2.2	Yes
	ZenPacks.zenoss.DigMonitor	zenoss	Zenoss	1.1.0	Yes
	ZenPacks.zenoss.DistributedCollector	zenoss	Zenoss	2.5.17	Yes
	ZenPacks.zenoss.DnsMonitor	zenoss	Zenoss	2.1.0	Yes
	ZenPacks.zenoss.DvnamicView	zenoss	Zenoss	1.2.2	Yes
	ZenPacks.zenoss.EnterpriseCollector	zenoss	Zenoss	1.4.17	Yes
	ZenPacks.zenoss.EnterpriseLinux	zenoss	Zenoss	138	Yes

Figure 4: Error message displayed

Causes

You may not have restarted the Zenoss server after the installation of ZenPacks.

Resolving the problem

To restart the Zenoss server from command line, perform the following steps:

- 1. Log in to the Zenoss server as zenoss user.
- 2. Run the following command to restart Zenoss server from CLI: zenoss restart

To check if the installed ZenPack is visible in the user interface, perform the following steps:

1. Log in to the Zenoss user interface as admin.



Figure 5: Login page

2. From the navigation menu, select **Advanced > ZenPacks**.

Settings Collectors	s Monitoring Templates Jobs MIBs Tuning Licensing				
Settings	Loaded ZenPacks				
Commands	Pack	Package	Author	Version	Egg
Users	ZenPacks.BM.MM snmp	IBM	IBM	0.0.13	Yes
ZenPacks	ZenPacks.zenoss.AdvancedSearch	zenoss	Zenoss	1.1.3	Yes
Daemons	ZenPacks.zenoss.AbtMonitor	zenoss	Zenoss	1.2.0	Yes
Versions	ZenPacks.zenoss.ApacheMonitor	Zenoss	Zenoss	2.1.4	Yes
Backups	ZenPacks.zenoss AuditLog	zenoss	Zenoss	1.2.1	Yes
Events	ZenPacks.zenoss AutoTune	zenoss	Zenoss	0.3.3.2	Yes
User Interface	ZenPacks.zenoss.BioloMonitor	zenoss	Zenoss	2.6.2	Yes
LUAP	ZenPacks.zenoss.BrocadeMonitor	zenoss	Zenoss	2.1.0	Yes
	ZenPacks.zenoss.CatalogService	zenoss	Zenoss	1.0.24.2	Yes
	ZenPacks.zenoss.CheckPointMonitor	zenoss	Zenoss	1.0.4	Yes
	ZenPacks.zenoss.CiscoMonitor	zenoss	Zenoss	5.1.9	Yes
	ZenPacks.zenoss.CiscoUCS	zenoss	Zenoss	1.8.4	Yes
	ZenPacks zenoss DelMonitor	zenoss	Zenoss	2.2.0	Yes
	ZenPacks zenoss DeviceSearch	zenoss	Zenoss	1.2.0	Yes
	ZenPacks.zenoss.Diagram	zenoss	Zenoss	1.2.2	Yes
	ZenPacks.zenoss.DigMonitor	zenoss	Zenoss	1.1.0	Yes
	ZenPacks.zenoss.DistributedCollector	zenoss	Zenoss	2.5.17	Yes
	ZenPacks zenoss DnsMonitor	Zenoss	Zenoss	2.1.0	Yes
	ZenPacks.zenoss.DvnamicView	Zenoss	Zenoss	1.2.2	Yes
	ZenPacks zenoss EnterpriseCollector	zenoss	Zenoss	1.4.17	Yes
	ZenPacks zenoss EnterpriseLinux	zenoss	Zenoss	1.3.8	Yes

Figure 6: Advanced > ZenPacks page

3. Click the **ZenPacks** tab. The browser displays the installed ZenPacks.

Traps not generated for a device

Devices can be configured to send traps.

Symptoms

For a particular device, traps are not generated.

Causes

For that device, the IP (on which the traps are received) of the server may not be set on the device. Also, the IP on which traps are received may not be accessible.

Resolving the problem

To resolve the issue, perform the following steps:

- 1. Log in to device.
- 2. Navigate to Event Recipients page.
- 3. On the Event Recipients page, provide the IP address in the **Host name or IP** address of the SysLog collector field (to receive events as syslog from device), select the **Enable this recipient** option, and click **OK**.

Properties for USERID				х		
Descriptive name:	jure specified SysLog server to rece	we Critical, Attention or System notifications.				
N Host name or IP add	ress of the SysLog collector: 🔍	Port:				
9.80.10.211		514				
Events to receive:						
• mue sub-types	Oristal Temperature Threshold Oristal Voltage Threshold Exec Oristal Power Falure Hard Rake Threshold Oral Falure Oral Falure Memory Falure Memory Falure Memory Falure Al other critical events	Exceeded Dever redundancy warning eded Warning Temperature Threshold Exceeded Warning Nonga Threshold Exceeded Warning Nonga Threshold Exceeded OPU in degraded state OPU in degraded state Warning Warning Wall other attention events	Successful Remote Login Coperang System Timeout System Timeout System Foreign Coperang Coperang System hourd Raine Coperang System hourd Raine Predicted Raine (PPA) Eventing 75% ful Network change			
Status: Enable this recipient Disable this recipient						

Figure 7: Event Recipients page

- 4. Navigate to **IMM Management > Network > SNMP** page.
- For traps with SNMPV1 and SNMPV2C, click the Communities tab and provide the IP in the Set trap destination that also be allowed to query MIB objects field (to receive events as traps from device using V1 or V2C protocol).

https://9.111.69.172/designs/imm/index-console.	ohp#21		∀ C Soogle	. م	€ 4	A	Ξ
Most Visited [] Getting Started [] Suggested Sites [Web Slice Gallery						
Configure SNMP v1 and/or v3 agents.							-
2 Enable SNMPv1 Agent 3 2 Enable SNMPv3 Agent 3 2 Enable SNMP Traps 3							
Contact Users Communities Traps							
SNMPv1 Communities Select communities to configure. At least one comm	inity must be configured.						Г
Community 1	Enable Community 2	Enable Community 3					
Community name: I number of the second secon							
Get v							
Allow and back to success tells advected and							
Alow any host to query Mile objects							
Accept IPv6 Hosts							
Set trap destination that also be allowed to query MIB objects:							
9 80 10 211							-
							-

Figure 8: SNMP page

6. For SNMPV3 protocol, provide the IP for the required user in the **IP address or host name for traps** field in the Users SNMPV3 Properties page (to receive

events as traps using V3).

► A https://9.1	11.69.172/designs/i	mm/index-console.php#	21	∀ C Soogle	▶ ☆ 自 ♣ 余 〓
Most Visited () speaned in FQDN to th	Getting Started (DNS tao and make su e IP address. Otherw	Suggested Sites () W are the DNS server can reso lise, communication errors v	ab Slice Gallery we true nostname or ill occur.		
Ethernet 9	INMP DNS	DDNS SM	TP LDAP Teinet USB Port Assignments		
Simple Net	work Manage	ement Protocol	User SNMPv3 Properties	x	
Enable SMMP	1 Agent 🗐	LS,	Elise an authentication protocol		
Enable SNMPV Enable SNMPV	3 Agent		Hash-based Message Authentication Code (HMAC) - Secure Hash	h Algorithm (SHA)	
Contact	Users Comm	unities Traps	Use a privacy protocol Advanced Encryption Standard (AES)	×	
Local User Acc The table below	ounts v shows the list of	local user accounts defi	Privacy password:	ount that will	need SNMPv3
access.	Access	SNMPv3 settions	Confirm privacy password:		
USERID	Supervisor	Access type: Get			
ga user	Supervisor	Access type: Get;	Access type:		
dummy	Read-only	Access type: Get	det		
			IP address or host name for traps:		
			9.80.10.211		
			OK Cancel		

Figure 9: Users SNMPV3 Properties page

After the upgrade of Zenoss server, the Devices page appears blank

From the **Navigation** menu, when you select **Infrastructure**, the Devices page appears. The device details are displayed on the page.

Symptoms

After you have upgraded the Zenoss server, when you navigate to the Devices page, the page appears blank.



Figure 10: Devices page

Causes

You may not have cleared the cache of the browser. The browser can be Google Chrome, Mozilla Firefox, or Internet Explorer.

Resolving the problem

To clear the cache from Google Chrome, follow these steps:

1. Navigate to **Tools > Developer Tools** from the browser.

← → C 🗋 10.44.76.114:8080/zport/dmd/Devices/Server/IMM/devices/9.111.66.120/devicedet	tail#deviceDetailNav:device_overview	යි 🔳
ZENCE Shows DASHBOARD EVENTS IN-FRASTRUCTURE REPORTS ADVANCED Emices Networks Processes IP Services Windows Services Network Map Manufacturers Desices Networks Processes IP Services Windows Services Network Map Manufacturers Desices Secretified 0 Vot 0 IP Production PRODUCTION STATE PRODUCTION STATE PRODUCTION STATE PRODUCTION STATE PRODUCTION STATE	Q Normal PRIORITY	New tab Ctrl+T New window Ctrl+N New incognito window Ctrl+Shift+N Bookmarks ▶ Recent Tabs ▶
Overview Unlocked Events Unlocked Memory/Swap. Components Obis (3)	Integrated Manac	Edit Cut Copy Paste Zoom - 100% + C 3 Save page as Ctrl+S Find Ctrl+F
Votage (4) Votage (4) CPU VPD (2) Systems adl: Nore Croups adl: Nore Location adl: Prover Transfer plotmation (24) Orbors Module (2) Orbors Module (2) Cransis Component VPD (62) Cransis Component VPD (62) Cransels 9.1156.120 Informative (11) Cransels 9.1156.120 Infor	SNMP Sys Cireate application shortcuts SNMP Servit Extensions SNMP Decit Task manager SNMP Corr Clear browsing data David Report in suse David Encoding Linux IMM2- Encoding Linux IMM2- Encoding View source Ctrl-U Mon Feb 17 Developer tools SNMP Carr Jav&Script console SNMP Carr Inspect tools SNMP Carr Inspect oncole SNMP Version: Encoding	Print Ctrl+P Tools History Ctrl+H Downloads Ctrl+J Sign in to Chrome Settings About Google Chrome Help Exit Ctrl+Shift+Q Rode: DC 06
Software Custom Properties Custom Properties Custom Commands -	V3.	• edot 0 €3

Figure 11: Tools > Developer Tools selected

2.

Click the Settings ice	on.	
ZENOSS DASHBOARD EVENTS INFRAS	TRUCTURE REPORTS ADVANCED	Q 👻 🛃 admini SKGN OUT 🗜
Devices Networks Processes IP Services Window	s Services Network Map Manufacturers	Page Tip
9.111.66.120 <u>ServerMMM</u> 9.111.66.120	Up O Production Normal DEVICE STATUS PRODUCTION STATE PRIORITY	
Overdear Unlocked Events Unlocked Components Unlocked Disk (3) Leads (67) Ovoltage (4) OccU VPD (2) Memory VPD (2) Fan (12)	wn Cancel SNMP SysName: SNMP SysName: SNMP Socation:	Integrated Management Module Save Cancel Other Information: IMI Hostname: MIX2-41/13/05/725 System ULD: 80/05/25/AC/05/83/70/158/32/64/F13D4/8886 Hactine Level VPD Machine Tree: 8722
+ · O · Commands ·		Q 0 Jobs
Q Elements Network Sources Timeline Profiles Resources Auc	its Console)三 (2) (2) (2) (2) (2) (2) (2) (2) (2) (2)
<pre>bource: [content conpt: shoppets</pre>	Hit Ctrl+P to open a file	Wath Expressions Call Stack Call

Figure 12: Settings icon clicked

3. In the **General** tab, select the **Disable cache (while DevTools is open)** check box. The cache is cleared.

	DASHBOARD	EVENTS	INFRASTRUCTURE	REPORTS	ADVANCED	_	۹ +	edmin SKGN OUT 🦻
Devices Net	vorks Processes	IP Services	Windows Services	Network Map	Manufacturers	eneren er en		Page Tips
9.111 <u>/Server/</u> 9.111.6	.66.120	V 0 A 1	DEV	Jp 🕛 🛛	Production PRODUCTION STATE	Normal PRIORITY		
Overview Events Components Olisk (3)		Unlocks Memor Unknov	ad y/Swap: wn/Unknown		Sav	Cancel	Integrated Management Module Save Cancel	
 Voltage (4) CPU VPD (2) Memory VPD Ean (12) 	(2)	System None Groups	ns <u>edit</u> : edit			SNMP SysName: SNMP Service SNMP Location:	Other Information: IMM Hostname: IMM2-e41f13d93725 System UUID: 80DB2E0ACD03B701EB32E41R Machine Level VPD Machine Tvoe: 8722	13DA6B96
+ - 0 - Comm	ands -	0.00						• adol 0 ()
Settings	General							×
General Workspace	 Disable cao Disable Jav 	he (while DevToo aScript	ols is open)			Sources Search in conte	ent scripts	
Shortcuts	Appearance	vertically when	docked to right			Detect indentat	tion	
	🔲 Enable Ctrl	+ 1-9 shortcut to	switch panels			Bracket matchi	ing	
	Elements					 Show whitespa Fnable CSS source 	ice characters	

Figure 13: Disable cache (while DevTools is open) check box selected

- To clear the cache from Mozilla Firefox, follow these steps:
- 1. Navigate to **Developer** option from the browser.

Search or enter address	V C S r moneycontrol	▶ ☆ 自	↓ 俞 🔳
🔊 Most Visited 🗍 Getting Started 🗍 Suggested Sites 🗍 Web Slice Gallery	×	Cut 🛯 Copy	D Paste
		- 100%	+
	Ne*	Window New Private Window	Save Page
	1	Print History	€ Full Screen
		P D Find Options	Add-ons
	De	/elog Web Developer Tor	ols (Ctrl+Shift+I)
	🗘 si	gn in to Sync	
	E C	ıstomize	0 0

Figure 14: Developer option selected

2. Select the **Toggle Tools** option.

Search or enter address	⊽ C 🛛 🕙 × moneycontrol		2合自・	
Most Visited 🗍 Getting Started 📄 Suggested Sites 📄 Web Slice Gallery		Cut	Web Developer	
		_	Toggle Tools	Ctrl+Shift+1
			Web Console	Ctrl+Sbift+K
		888-	Inspector	Ctrl+Shift+C
		lindow	Debugger	Ctrl+Shift+S
			Style Editor	Shift+F7
		3.	Profiler	Shift+F5
		int	Network	Ctrl+Shift+Q
			Developer Toolbar	Shift+F2
		P	App Manager	
		nd	Browser Console	Ctrl+Shift+J
			Responsive Design View	Ctrl+Shift+M
		9	Scratchpad	Shift+F4
		× loper	Page Source	Ctrl+U
		in as f	Get More Tools	
		tomize	Work Offline	

Figure 15: Toggle Tools option selected

3. In the **Toolbox Options** tab, select the **Disable Cache** * option available under **Advanced settings**. The cache is cleared.

(🗲) 🛛	Search or enter add	iress					∀ Cł	🙁 - moneycontrol	 2 2	2 0	•	A	Ξ
Most \	/isited []] Getting	Started 🗍 Suggested S	iites 🗍 Web Slice Galle	ery									
													111
1													
1													
*	> Console	🛱 Inspector	(i) Debugger	🕼 Style Editor	O Profiler	😤 Network			Gr.				Ū ×
*Not su	Console	Inspector toolbox target	() Debugger	Z Style Editor	O Profiler				L.				
* Not su	Console cracespou pported for current	inspector toolbax target	(i) Debugger	Z Style Editor	⑦ Profiler	Network Network Network Show Gecko platfi Advanced entition	form data		Gr.				ġ ×
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To clear the cache from Internet Explorer, follow these steps:

1. Click the 🔯 icon, and then click **F12 Developer Tools** from the menu.

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Overview	^	Device ID:	Device Title:	Rack Slot:	Manage add-ons	
Events 4 Components 9 MMADUSMAnn (3) 9 MMADUSMAnn (3) 9 MMADUSMAnn (3) 9 MMADUSMANN (3) 9 MMADUSMANN (3) 9 MMACOMPONENTLENGMANN (4) 9 MMAFestMatAcAddAnn (4) 9 MMAFestMatAcAddAnn (2) 9 MMAFestMatAcAddAnn (2)		Uptime: Finst Seen: Last Change: Model Time: Locking: Memory/Swap:	Production State: Priority: Tag: Serial Number: Save Cancel	Collector edit: Hardware Manufi None None OS Manufacturer edi None OS Model edit: None	Comparing View settings Comparing View settings Report website problems About Internet Explorer	
Graphs Modeler Plugins Configuration Properties Dynamic Vew Software Custom Properties	~	Systems edi: None Location edi:		SNMP SysName: SNMP Location: SNMP Contact:		~
+ • Ø • Commands •					(Q) (Jobs 👻

Figure 17: F12 Developer Tools selected

2. Click the **Network** tab and click the **Clear browser cache... (Ctrl+R)** icon. The browser cache and all temporary files are deleted.

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Devices Networks Processes I	IP Services Windows Services Network Map Manufa	cturers	anennennenne	Page Tips
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Overview Events	Device ID:	Device Title:	Rack Slot:	^
Components	Uptime:	Production State:	Collector edit:	
 IMMLedMon (87) IMMVoltMon (4) IMMCpuVpdMon (2) 	First Seen:	Priority:	Hardware Manufacturer odd: None	
MMMemVpdMon (2) MMMFanMon (12)	Last Change: Model Time:	Tag:	Hardware Model edit: None OS Manufacturer edit:	
 IMMComponentLogMon (10) IMMFGPowerTrendingMon (24) IMMHostMacAddrMon (4) 	Locking:	Serial Number:	None OS Model edit:	
MMPowerMon (2)	Memory/Swan		None	×
+ · O · Commands ·				4 2 0 Jobs -
F12 Network]		? > = ×
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items: 0 Sent: 0 B	Keceived: U	D		

Figure 18: Clear browser cache... (Ctrl+R) option selected

Daemon Processes Down on dashboard

The Daemon Processes Down portlet displays the system information on the dashboard.

Symptoms

On dashboard, in Daemon Processes Down portlet, entries indicate that certain processes are down.

Causes

Some daemons may be down.

Resolving the problem

To resolve this issue, perform the following steps:

- 1. From the **Navigation** menu, select **Advanced**.
- Select **Daemons** in the left panel. The browser displays the Zenoss daemons. 2.
- Check the **State** of daemons. The **State** must indicate green , else click the 3. Restart button to start the daemons.

Zenoss DAS	SHBOARD EVENTS INFRASTRUCT	URE REPORTS	ADVANCED		٩	v) 🕴	sdmin SKGN OUT 🔋
Settings Collectors	Monitoring Templates Jobs MIBs 1	Funing Licensing	111211122		Child Laborer	an a	Page Tip
Settings Commands	Zenoss Daemons Zenoss Daemon	PD	Log File	Configuration		State	Actions
Users	zencatalogservice	29322	view log	view config	edit config	٢	Restart Stop
Portlets	zeneventserver	32760	view log	view config	edit config	۲	Restart Stop
Daemons	zenwebserver	26239	view log	view config	edit config	٢	Restart Stop
Versions	zenhub	679	view log	view config	edit config	٢	Restart Stop
Events	zenjobs	775	view log	view config	edit config	۲	Restart Stop
User Interface	zeneventd	861	view log	view config	edit config	٢	Restart Stop
LDAP	zenping	945	view log	view config	edit config	۲	Restart Stop
	zensyslog	1095	view log	view config	edit config	٢	Restart Stop
	zenstatus	1064	view log	view config	edit config	۲	Restart Stop
	zenactiond	1115	view log	view config	edit config	٢	Restart Stop
	zentrap	1253	view log	view config	edit config	۲	Restart Stop
	zenmodeler	1221	view log	view config	edit config	٢	Restart Stop
	zenperfanmp	1280	view log	view config	edit config	۲	Restart Stop
	zencommand	1324	view log	view config	edit config	٢	Restart Stop
	zenprocess	1379	view log	view config	edit config	۲	Restart Stop
	zredis	1383	view log	view config	edit config	٢	Restart Stop
	zenjmx	1451	view log	view config	edit config	۲	Restart Stop
	zenjserver	1538	view log	view config	edit config	۲	Restart Stop
	zenmailtx	1663	view log	view config	edit config	۲	Restart Stop
							doL 0 5

Figure 19: Daemons state

You can also use the following CLI command to check the status of daemons: zenoss status

If any daemon is not running, use the following command to start that daemon:

<daemon name> start

Google maps not working

The Google Maps portlet displays the configured locations and configured network connections on the dashboard.

Symptoms

The Google Maps portlet does not display google maps or device locations.

Causes

You may have used the IP address to access the Zenoss user interface.

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Welcome! This area provides links to Zenoss product documentation, announcements, and other resources to help optimize Resource Manager use.	Uevice v-ibmxrm	Events	
Guides			
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Zenoss Training			
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Zenoss Analytics & Optimization Training	ar Y	ou are accessing this instan	ice by
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Figure 20: IP address used for accessing the Zenoss user interface

Resolving the problem

To resolve the problem, perform the following step:

• Instead of IP address, use the hostname to access the Zenoss user interface.



Figure 21: Hostname used for accessing the Zenoss user interface

Cannot run the snmpwalk command for any device

You can run the snmpwalk command to test whether a device is running SNMP. If this command does not time out, it indicates that SNMP is installed and working correctly.

Symptoms

You are unable to run the snmpwalk command for some device from the user interface and command line.

Causes

This issue may occur due to wrong credentials provided when you run the snmpwalk command for that device.

```
Example 1: You have run the snmpwalk command with the following values:
$ snmpwalk -v3 -u USERID1 -l AuthPriv -a SHA -A
Passw0rd -x AES -X password 9.37.76.140
1.3.6.1.4.1.2.3.51.2.2.23.1.1
```

You encounter the following error: No log handling enabled - turning on stderr logging snmpwalk: Unknown user name

In this case, the user name is incorrect.

```
Example 2: You have run the snmpwalk command with the following values:
  $ snmpwalk -v3 -u USERID -l AuthPriv -a SHA -A
  Passw0rdl -x AES -X password 9.37.76.140
  1.3.6.1.4.1.2.3.51.2.2.23.1.1
```

You encounter the following error:

```
No log handling enabled - turning on stderr logging snmpwalk: Authentication failure (incorrect password, community or key)
```

In this case, the password is incorrect.

Resolving the problem

To resolve the problem, perform the following steps:

- 1. Select the device name in the devices list.
- 2. Select **Configuration Properties** in the left panel.
- 3. Enter the appropriate values for the following properties:
 - zSnmpSecurityName
 - zSnmpPrivType
 - zSnmpPrivPassword
 - zSnmpAuthType
 - zSnmpAuthPassword
 - zSnmpVer

← → ℃ 📋 10.44.76.114:8080/	zport/dmd	/Devices/Se	rver/CMM/devices/9.37.76.	.140/devicedetail#deviceDetailNav:device_config_p	roperties	宝 [記
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9.37.76.140	V1 🔼	0 0	Up 🕐 Pro	oduction Normal CTION STATE PRIORITY		
Chassis Fan Cooling Zone (30)	- 00	Delete Local	Copy			
System Health (4)	Is Local	Category	Name +	Value		Path
Fuel Gauge Air Flow Thermal Trendi			zsnmp			
Chassis Fans (10)	Yes	SNMP	zSnmpAuthPassword			/Server/CMM/devices/9.37.76.140
Gran Pack (6)	Yes	SNMP	zSnmpAuthType	SHA		/Server/CMM/devices/9.37.76.140
Inventory Mgmt Activity VPD (70)		SNMP	zSnmpCollectionInterval	300		1
Switch Module LED (3)		SNMP	zSnmpCommunities	public private		1
Blade MAC Address VPD (14)		SNMP	zSnmpCommunity	public		1
Fuel Gauge Power Policy (5)		Misc	zSnmpDiscoveryPorts			1
Component Filmware (30)		SNMP	zSnmpEngineld			1
Sevel Cauge End Details (2)		SNMP	zSnmpMonitorignore	false		/Server/CMM
Component Disk Drive (1)		SNMP	zSnmpPort	161		1
Graphs	Yes	SNMP	zSnmpPrivPassword	******		/Server/CMM/devices/9.37.76.140
Modeler Plugins	Yes	SNMP	zSnmpPrivType	AES		/Server/CMM/devices/9.37.76.140
Configuration Properties	Yes	SNMP	zSnmpSecurityName	USERID		/Server/CMM/devices/9.37.76.140
Dynamic View		SNMP	zSnmpTimeout	40		/Server/CMM
Software		SNMP	zSnmpTries	4		/Server/CMM
Custom Properties	Yes	SNMP	zSnmpVer	v3		/Server/CMM/devices/9.37.76.140
Administration						
Monitoring Templates						
CMMSysUpTime (/Server/CMM)						
CMMTemperature (/Server/CMM)	*					DISPLAYING 1 - 15 of 15 ROWS
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Figure 22: Configuration Properties page

- 4. Run the snmpwalk command.
- 5. Increase the value of zCollectorTimeout configuration property.

No data collected for a modeler for CMM or IMM device

When you run a modeler for IMM or CMM device, the modeler collects the data for the components which you have selected in the modeler plugins on Zenoss user interface. For those components, data is collected from the device.

Symptoms

No data is collected for some modeler for a CMM or IMM device.

Causes

This issue may occur when no data is present for some component on the device. Hence, no data gets fetched from the device.

In this case, while modeling the device, you may get the following message: No data collected from 9.37.76.140 for the community.snmp.<Plugin name>

Also, that component is not available on Zenoss user interface.

Resolving the problem

To resolve the problem, perform the following steps:

- 1. Log in to device UI and check whether the component is available on the device.
- 2. If the snmpwalk command returns data for that component, then wait for the next scheduled modeler and check whether the component is available after the modeler is run.

No data displayed on Overview page

To view details for a single device, click its name in the device list. The device Overview page appears. The Overview page displays manufacturer, hardware, SNMP, and other information

Symptoms

No data is displayed on the Overview page.



Figure 23: No data displayed on Overview page

Causes

This issue may occur when no modeler is run for a device map.

Resolving the problem

You can run the modeler for device map by using command line or through user interface.

Command line

To resolve the problem, perform the following step:

• Run the modeler for device map by using the following command: zenmodeler run --device="<Device IP>" -collect=IMMDeviceMap

Example:

```
$ zenmodeler run --device="9.111.69.178" --
collect=IMMDeviceMap
```

The output is displayed as follows:

2014-07-14 19:38:14,229 INFO zen.ZenModeler: Connecting to localhost:8789 2014-07-14 19:38:14,238 INFO zen.ZenModeler: Connected to ZenHub 2014-07-14 19:38:15,439 INFO zen.ZenModeler: Collecting for device 9.111.69.178 2014-07-14 19:38:16,002 INFO zen.ZenModeler: skipping WMI-based collection, PySamba zenpack not installed 2014-07-14 19:38:16,014 INFO zen.ZenModeler: No Python plugins found for 9.111.69.178 2014-07-14 19:38:16,015 INFO zen.ZenModeler: No command plugins found for 9.111.69.178 2014-07-14 19:38:16,017 INFO zen.ZenModeler: SNMP collection device 9.111.69.178 2014-07-14 19:38:16,017 INFO zen.ZenModeler: plugins: community.snmp.IMMDeviceMap 2014-07-14 19:38:16,649 INFO zen.ZenModeler: No portscan plugins found for 9.111.69.178 2014-07-14 19:38:28,817 INFO zen.SnmpClient: snmp client finished collection for 9.111.69.178 2014-07-14 19:38:28,817 INFO zen.ZenModeler: processing community.snmp.IMMDeviceMap for device 9.111.69.178 with snmp version v3 2014-07-14 19:38:28,907 WARNING zen.ZenModeler: Failed to map -1 2014-07-14 19:38:29,394 INFO zen.ZenModeler: Changes in configuration applied 2014-07-14 19:38:29,395 INFO zen.ZenModeler: Scan time: 13.96 seconds 2014-07-14 19:38:29,399 INFO zen.ZenModeler: Daemon ZenModeler shutting down

Zenõss' Dashboard	EVENTS INFRASTRUCTURE REPORTS ADVANCED		Q 🗸 🗸 sdmin SIGN OUT	2
Covices Networks Processes Secretified Secretifie	PService Windows Service Network Mag Manufacturers	Normal pricestry e Cancel SNMP SysName: MM2-34405696096 SNMP Contact: BM China WuXi Lab SNMP Contact: David SNMP Contact: David SNMP Description: La Sazta-392 Inflatming-Signed #T FA Jun 6 20:00:11 UTC 2014 shaa SNMP Contmunity: public SNMP Version: v3	Save Cancel Dther Information: IMAGE 111E1-00C5344085096096 System ULDD: PBOS3A40EB111E1-00C5344085096093 Machine Livel IPO Information Figure 7312 OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Sore: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: OS Failure Capture File Name: Naticague Static Power Page Statice Name: OS Failure Capture File Name: Naticague Static Power Page Date: D Naticague Static File Page Natice: D Naticague Static File Page Natice: D Naticague Static File Page Natice: D	ngo Tipa
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Figure 24: Data displayed in Overview page

User interface

To resolve the problem, perform the following steps:

- 1. From Zenoss user interface, click Modeler Plugins from the left pane.
- 2. Select community.snmp.IMMDeviceMap (for IMM devices) or

community.snmp.CMMDeviceMap (for CMM devices) and click Model

Device.

	nõss'	DASHBOARD	EVENTS	INFRASTRUCTURE	REPORTS	ADVANCED			_	Q	🔹 🔶 salmin	SKGN OUT 🙎
Devic	es Networks	Processes	IP Services	Windows Services	Network Map	Manufacturers	a ka			111	a esta esta esta esta esta esta esta est	Page Tips
	9.111.66.1 / <u>Server/CMM</u> 9.111.66.134	134	▼ 2 ▲	2 00 Dev	OWN () ICE STATUS	Production PRODUCTION STATE	Normal PRIORITY					
Overvier Events Graphs Modeled Configu Dynami Softwar Custom Adn 4 Mor C	w Plugns ration Properties c View e Properties Bind Templates Add Local Templat Remove Local Templat Remove Local Templat Reset/Change Device 1 Change Device 1 Change Device 1	ste mpiate e Hore Address	Path: /Server/ Plugin I CMMDe Modele Availabi Brocad Brocad Brocad Brocad Checkf DeliCp DeliDe DeliDe DeliDe DeliDe Unipe Junipe	CMM Decumentation: wiceMap gets data assoc Plugins: e DeviceMap eDeviceMap ForInt DeviceMap Map Cardhap DeviceMap DeviceMap Nocommunit/RouteMap	iated with the CI	MI at the device level		* • •	Selected community.snnp.CMMDeviceMag	9		
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10.44.76.11	5:8080/zport/dmd	//Devices/Server/C	MM/devices/91	11.66.134/devicedetail#								دَي 0 Jobs -

Figure 25: Model Device option

Grid displays lesser data than the data displayed by the snmpwalk command

After a device is modeled, important data is displayed in the inventory grid for the component selected.

Symptoms

Grid displays lesser data compared to the data displayed by the snmpwalk command.

Zenõss DASHBOARD	EVENTS	INF	RASTRUCTURE	REPORTS	ADVANCED			٩		👻 💈 admin SKSN OUT 🙎
Devices Networks Processes	IP Services	s Wi	ndows Services	Network Map	Manufacturers	a a the that the second se	122282		23982	Page Tips
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 Components 	0		CPU1 VR Temp				120		Unknown	
Voltage (4)	0	2	CPU2 VR Temp	0	16	125	120	95	Unknown	
ODisk (2)	0	3	PCH Temp	0	16	103	98	93	Unknown	
Leds (48)	0	4	Ambient Temp	23	25	50	46	43	Normal	
OCPU VPD (1)	0	5	Mezz Card Temp	0	0	0	0	0	Unknown	
Memory VPD (1)	0	6	FHHL Amb Temp	30	25	85	80	70	Normal	
Fuel Gauge Power Policy Informatio	0	7	LowProfile Amb	28	25	85	80	70	Normal	
ØFan (6)	0	8	RAID Amb Temp	27	25	85	80	70	Normal	
Chassis Component Log VPD (6) Power Trending Information (24)	Display	Graphs		1			Range:	Hourly	Reset	Link Graphs? 🖌 💽 💽 Refresh 🔹
Host MAC Address VPD (4)	System	n Temperi	ature(Nominal Reading	1)	< Z	oom In Zoom Out >				*
Power Module (2) System Health (2) Firmware VPD (7) Chassis Component VPD (6)	Degree C	15 10 5								
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+ - Q - Commands -										C) 0 Jobs -

Figure 26: Grid displaying data

Causes

The grid is configured to display only 10 columns.

Resolving the problem

To view the remaining columns, perform the following steps:

- 1. Click a device name in the list of devices. The device Overview page appears.
- 2. In the **Display** drop-down list, select Details. The Details section displays additional columns which are not displayed in the grid.

Zenõss' Dashboard	EVENTS	INF	RASTRUCTURE	REPORTS	ADVANCED		_	٩		👻 🚦 admin SIGN OUT 🙎
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Overview	- Tempe	rature	Ø • Ø Sel	ect -						Q Type to filter
Events	Events	0.*	Description	Current Reading	Nominal Reading	Non-Recoverable High Limit	Critical High Limit	Non-Critical High Limit	Health Status	Threshold Current Reading Max
 Components 	0		CPU1 VR Temp						Unknown	
Voltage (4)	0	2	CPU2 VR Temp	0	16	125	120	95	Unknown	
Olisk (2)	0	3	PCH Temp	0	16	103	98	93	Unknown	
OLeds (48)	0	4	Ambient Temp	23	25	50	46	43	Normal	
OCPU VPD (1)	0	5	Mezz Card Temp	0	0	0	0	0	Unknown	
Memory VPD (1)	0	6	FHHL Amb Temp	30	25	85	80	70	Normal	
Seven Policy Informatio	0	7	LowProfile Amb	28	25	85	80	70	Normal	
ØFan (6)	0	8	RAID Amb Temp	27	25	85	80	70	Normal	
Chassis Component Log VPD (6)				-						
Power Trending Information (24)	Display:	Details		4						
Oggedin Osers (1) OHost MAC Address VPD (4)	Status									A
Power Module (2)	Up									
System Health (2)	ID:									
Firmware VPD (7)	1									
Chassis Component VPD (6)	Descrip	ption:								
Temperature (8)	CPU1 \	/R Tem	p							
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Configuration Properties	- Sav	•	Cancel						1	Finished job: Add device 9.111.69.178
+ - O - Commands -										- adol 0 💭

Figure 27: Details section

Device not auto-modeled after a specified time interval

By default, the system remodels each known device every 720 minutes (12 hours).

Symptoms

Device is not auto-modeled after a specified time interval (720 minutes).

Causes

This problem may occur due to timeout issues or due to wrong configuration properties or SNMP settings.

Resolving the problem

In such cases, check zenmodeler.log to find the reason of this issue.

To resolve this issue, perform the following steps:

- 1. Log in to Zenoss CLI.
- 2. Navigate to the /opt/zenoss/log/localhost directory.
- 3. Run the following command: cat zenmodeler.log
- 4. Open the log file, check the possible reasons, and take necessary actions.

Modeler may fail if SNMP is not enabled on endpoint

When SNMP properties configured on Zenoss are same as that configured on the device, modeler runs successfully for that endpoint.

Symptoms

Modeler fails with a similar error message: Device <device ip> timed out: are your SNMP settings correct?

Causes

This problem may occur because of wrong SNMP settings provided in configurations on the Zenoss server and different SNMP agent activated on the device.

In the following example, V3 is disabled on device. Thus, no data is collected for modeler.



Figure 28: V3 disabled

In this case, no data is displayed in the Components section in the left panel of Zenoss user interface.

← → C 🗅 10.44.76.114:8080/zp	oort/dmd/Devices/Server/IMM/dev	vices/9.111.69.178/devicedetail#deviceDetailNav:dv	evice_overview
Zenõss' Dashboard	EVENTS INFRASTRUCTURE RE	PORTS ADVANCED	Q 💌 🎍 admini SKON OUT 📔
Devices Networks Processes IF	P Services Windows Services Netw	ork Map Manufacturers	Page Tips
Devices VAlworks Produstas CarcerMMI 2.5111.69.178 CarcerMMI 0.111.09.178 Devices Concermmi 0.111.09.178 Devices Concermmi Devices Prents Conduction Prents Conduction Modeler Plugins Conduction Properties Administration MuRFC (Brever)	Clerificial Windows Stervices Network V Up Up Devices Devices First 9 111.98.178 Uptime: 244.081.17m.428 First Seen: 2014/07/14 19.38.29 24.03.07.14 19.38.29 Model Time: 2014/07/14 19.38.29 Locking: Unicoxed Memory/Swap: Unicoxed Memory/Swap: Unicoxed Memory/Swap:	sit Map Manufactures Sit Map Production Normal TUS PRODUCTION STATE PRIORITY Device Title: 111.16.9.173 Production State: Production State: Production State: Production State: Production State: Individual State: Individual State: Individual State: Vidual State: Individual State: Individual State: Individual State: Indit: Inditin:	Rack Slot: Collector sdt: Locahost Hardware Monufacturer sdt: BM Hardware Model sdt: Acti OS Mandacturer sdt: BM OS Model sdt: Integrated Management Module Save Cancel
	Systems est: None Groups <u>est:</u> None Location <u>est:</u>	SMMP SysName IMM2-344055696096 SMMP Location: IBM China WuX Laa SMMP Contact:	Other Information: IMM Hosthamer IMM2344005090095 Srystem UUID: PB053AA0EE111E1A0C53440858990933 Machine Level YOD Machine Type: 7912 OS Failure Capture The Fame: S Failure Capture The Fame: Finished job: Add device 5:111.85:178
+ - O - Commands -			+ adoL 0 ≦5

Figure 29: No data displayed in Components section

Resolving the problem

To resolve this issue, perform the following steps:

- 1. Log in to the device user interface.
- 2. Activate the suitable SNMP protocol and retry the modeler. For example,
 - SNMPV3 in this case.

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Figure 30: V3 enabled

3. Run the modeler again. Data gets displayed in the Components section in the left panel of Zenoss user interface.



Figure 31: Data is displayed in Components section

No events (traps) generated from a device

To get events (traps) from a device, the SNMP agent must match on Zenoss and device.

Symptoms

No events (traps) are generated from a device.

Causes

This issue may occur due to different SNMP settings on device and on Zenoss user interface.

For example, if SNMPV3 is enabled on a device, then SNMPV3 should be configured on Zenoss user interface under configuration properties for that device.

Resolving the problem

To resolve this issue, perform the following steps:

- 1. Log in to the device user interface.
- 2. Check the SNMP agent.

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Configure SNMP v1 and/or v3 agents.								1
Enable SNMPv1 Agent 🧼								
Enable SNMPv3 Agent								
Enable SNMP Traps								
Contact Users Communities Traps								
SNMPv1 Communities Select communities to configure. At least one comm	inity must be configured.							
Community 1	Enable Community 2	Enable Community 2						1
Community name: @		Enable communicy 5						
public								
Access type:								
Get 👻								
Allow any host to query MIB objects -								н
Accept IPv4 Hosts								
Accept IPv6 Hosts								
Set trap destination that also be allowed to query MIB objects:								
9.80.10.211								

Figure 32: SNMP agent

- 3. Log in to Zenoss user interface.
- 4. Select the device name in the devices list.
- 5. Select **Configuration Properties** in the left panel and check the zSNMP properties.

For SNMPV1 and SNMPV2C, check the zSnmpVer property and enter the same version as that of device. Also, check the zSnmpCommunity property. For SNMPV3, check and configure the following properties as that of device:

- zSnmpSecurityName
- zSnmpPrivType
- zSnmpPrivPassword
- zSnmpAuthType
- zSnmpAuthPassword
- zSnmpVer

ZENOSS' DASHBOARD	EVENTS		URE REPORTS ADVA	NCED Q	👻 🍦 admin SIGN OUT 📑
Devices Networks Processes	IP Services	Windows Servic	es Network Map Manufa	acturers	Page T
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ante	Is Local	Category	Name 🔺	Value	Path
amonents			zsnmp		
ODisk (2)	Yes	SNMP	zSnmpAuthPassword	REFEREN	/Server/IMM/devices/9.111.69.172
OLeds (48)	Yes	SNMP	zSnmpAuthType	SHA	/Server/IMM/devices/9.111.69.172
Ovoltage (4)		SNMP	zSnmpCollectionInterval	300	1
CPU VPD (1)		SNMP	zSnmpCommunities	public private	1
Memory VPD (1)		SNMP	zSnmpCommunity	public	1
Fuel Gauge Power Policy Informatio		Misc	zSnmpDiscoveryPorts		/
ØFan (6)		SNMP	zSnmpEngineld		7
Chassis Component Log VPD (6)		SNMP	zSnmpMonitorignore	false	1
Power Trending Information (24)		SNMP	zSnmpPort	161	1
LoggedIn Users (1)	Yes	SNMP	zSnmpPrivPassword	· · · · · · · · · · · · · · · · · · ·	/Server/IMM/devices/9.111.69.172
Host MAC Address VPD (4)	Yes	SNMP	zSnmpPrivType	AES	/Server/IMM/devices/9.111.69.172
OPower Module (2)	Yes	SNMP	zSnmpSecurityName	USERID	/Server/MM/devices/9.111.69.172
System Health (2)		SNMP	zSnmpTimeout	40	/Server/MM
ØFirmware VPD (7)		SNMP	zSnmpTries	4	/Server/IMM
Chassis Component VPD (6)	Yes	SNMP	zSnmpVer	v3	/Server/MM/devices/9.111.69.172
Temperature (8)	-		*******************		
apns					
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Figure 33: Configuration Properties page

30 Lenovo Upward Integration Module for Zenoss Service Dynamics SNMP ZenPacks 1.0: Troubleshooting Guide

No data displayed on inventory grid and Details section for a CMM component

When you run a modeler on Zenoss server, the data is displayed in grid and Details section.

Symptoms

For some CMM components, when you run the modeler on Zenoss server, no data is displayed in grid and Details section.

Causes

This problem may occur for modelers when database is in inconsistent state.

Workaround

On Zenoss server, whenever you encounter this issue, run the following commands:

- zendmd
- reindex()
- commit()