



SANGFOR



IAM

Third-party device SNMP monitoring Troubleshooting Guide

Version 12.0.18



Change Log

Date	Change Description
Sept 2, 2019	Version 12.0.18 document release.

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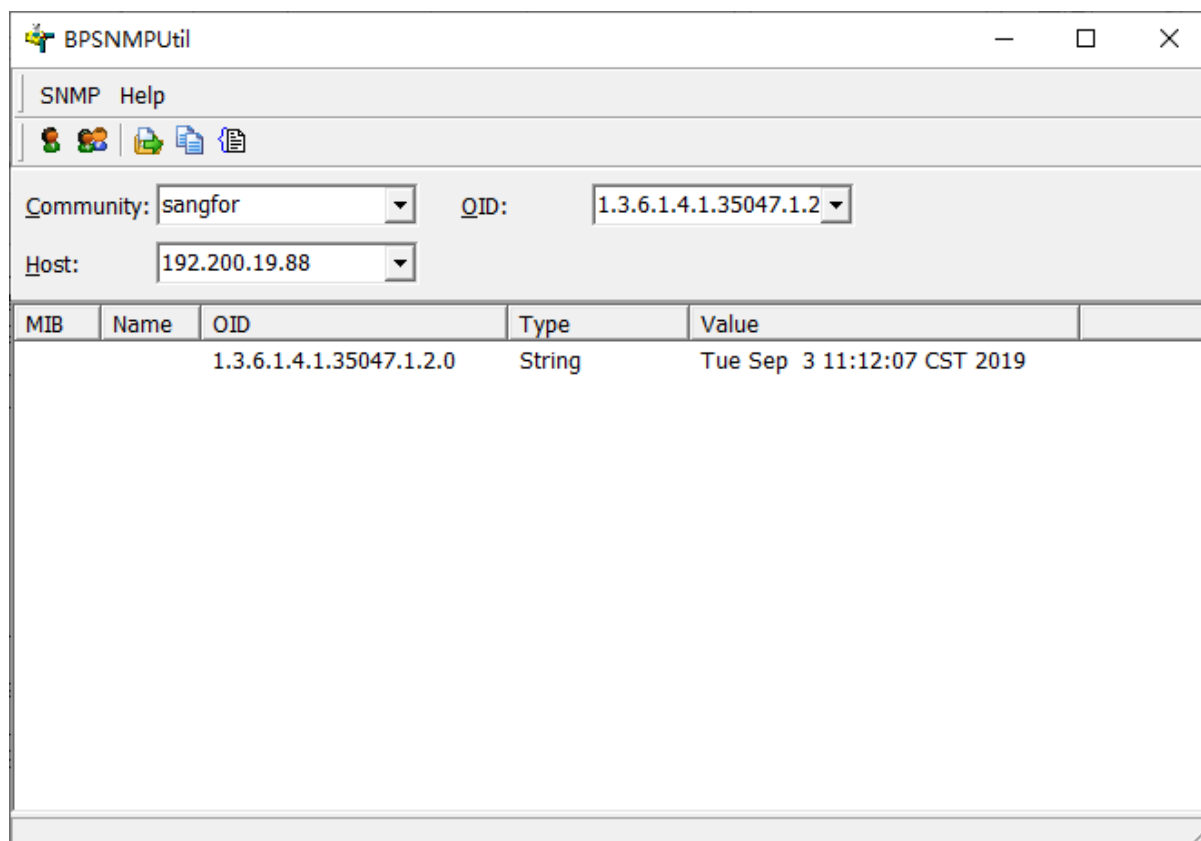
Chapter 1 Basic Troubleshooting

1. Check whether the SNMP is enabled for the IAM and try to use third-party software to read IAM's SNMP information.

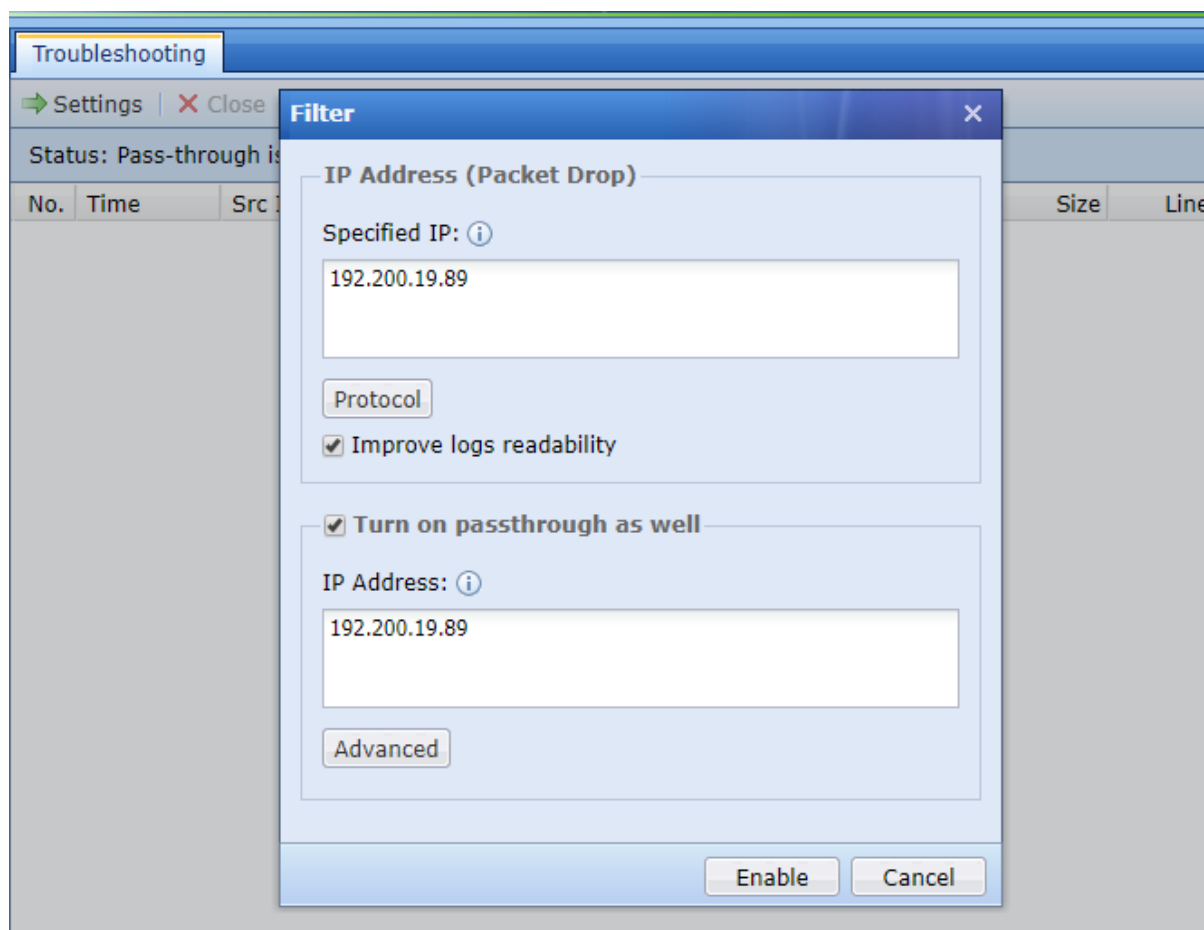
The screenshot shows the 'Advanced' settings page for Sangfor IAM, with the 'SNMP' category selected in the left sidebar. The main content area displays the following configuration options:

- Enable SNMP V1/V2** (checked):
 - Community: sangfor
- Enable SNMP V3** (unchecked):
 - USM User: noAuthUser
 - Context: noAuth
 - Authentication required** (unchecked):
 - Protocol: MD5 (dropdown)
 - Password: (empty text box)
 - Encryption** (unchecked):
 - Encryption: DES
 - Password: (empty text box)
- Enable SNMP TRAP** (unchecked):
 - IP Address: (empty text box with info icon)
 - Port: 162

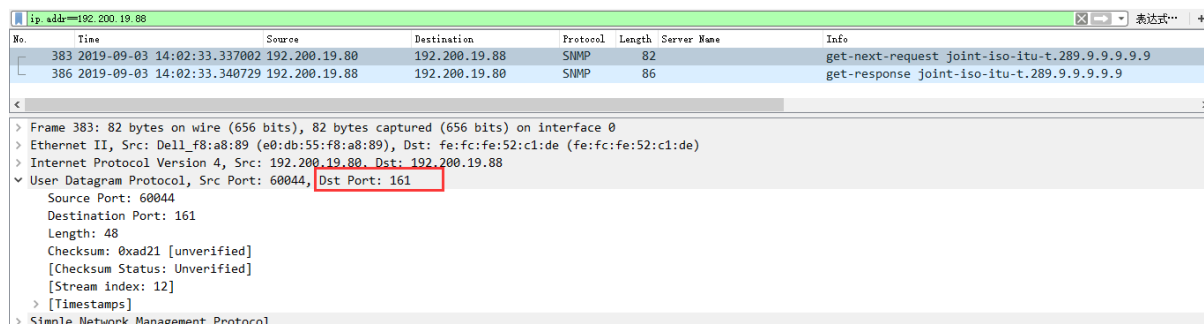
At the bottom of the configuration area, there is a 'Download MIB' button. A 'Commit' button is located at the bottom right of the page.



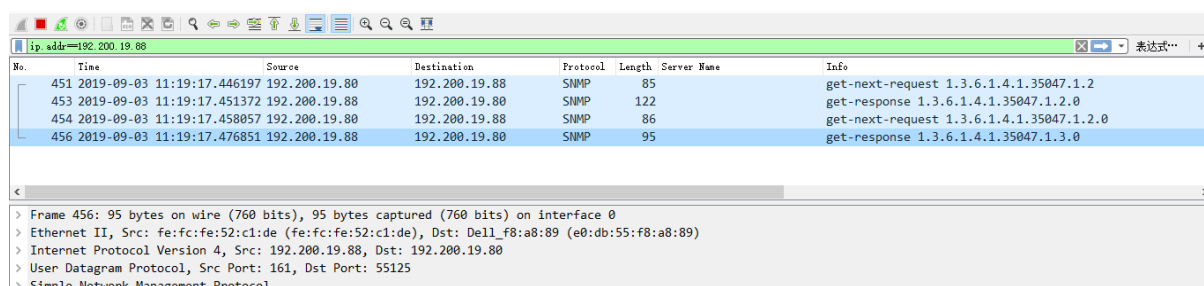
2. If third party software unable to read IAM SNMP information, please check whether if the IAM had intercepted the SNMP's request. Please enable the troubleshooting in IAM to check any policies intercept the request data.



3. Check whether UDP 161 and UDP 162 ports are blocked by firewall or other devices.



4. Use Wireshark to capture the packet and check if the communication is valid.



5. Please check if the correct OID is used to query SNMP information. If the wrong OID is used, IAM cannot answer the exact information.

No.	Time	Source	Destination	Protocol	Length	Server Name	Info
456	2019-09-03 11:19:17.476851	192.200.19.88	192.200.19.80	SNMP	95		get-response 1.3.6.1.4.1.35047.1.3.0
9933	2019-09-03 11:21:31.731070	192.200.19.80	192.200.19.88	SNMP	82		get-next-request joint-iso-itu-t.248.8.7.7.6.6
9934	2019-09-03 11:21:31.733959	192.200.19.88	192.200.19.80	SNMP	86		get-response joint-iso-itu-t.248.8.7.7.6.6
28215	2019-09-03 11:25:54.837472	192.200.19.80	192.200.19.88	SNMP	83		get-next-request 1.2.3.4.5.6.7.8.9
28216	2019-09-03 11:25:54.838178	192.200.19.88	192.200.19.80	SNMP	179		get-response 1.3.6.1.2.1.1.1.0
31487	2019-09-03 11:26:51.059898	192.200.19.80	192.200.19.88	SNMP	82		get-next-request joint-iso-itu-t.289.9.9.9.9.9
31488	2019-09-03 11:26:51.061369	192.200.19.88	192.200.19.80	SNMP	86		get-response joint-iso-itu-t.289.9.9.9.9.9

> Frame 31487: 82 bytes on wire (656 bits), 82 bytes captured (656 bits) on interface 0
 > Ethernet II, Src: Dell_f8:a8:89 (e0:db:55:f8:a8:89), Dst: fe:fc:fe:52:c1:de (fe:fc:fe:52:c1:de)
 > Internet Protocol Version 4, Src: 192.200.19.80, Dst: 192.200.19.88
 > User Datagram Protocol, Src Port: 52517, Dst Port: 161
 > Simple Network Management Protocol
 version: version-1 (0)
 community: sangfor
 data: get-next-request (1)
 get-next-request
 request-id: 0
 error-status: noError (0)
 error-index: 0
 variable-bindings: 1 item
 joint-iso-itu-t.289.9.9.9.9.9 (2.289.9.9.9.9.9): <MISSING>
 Object Name: 2.289.9.9.9.9.9 (joint-iso-itu-t.289.9.9.9.9.9)
 Value (OctetString): <MISSING>

- Check whether the SNMP version used by the third-party software is consistent with the configuration on the IAM.

SNMP

☒ **Enable SNMP V1/V2**

Community:

☒ **Enable SNMP V3**

USM User:
Context:

☐ **Authentication required**

Protocol:
Password:

☐ **Encryption**

Encryption:
Password:

☐ **Enable SNMP TRAP**

IP Address: ⓘ
Port:



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