

HowTo - Enabling SNMP Agent for alarms

INFORMATION

MiContact Center includes an SNMP agent that enables you to monitor MiContact Center alarms through an SNMP manager. MiContact Center SNMP agent integrates with the Windows SNMP service and requires that a Windows SNMP Service be added and configured on the Enterprise Server.

The MiContact Center SNMP agent is primarily configured for traps only, but also responds to Get-request messages for trap messages.

SNMP Agent provides information on nine categories of alarms:

- General Category Alarm
- Data Collection Alarms
- Server Resource Alarm
- Communication Alarm
- License Violation Alarm
- IVR Alarm
- Reporting Alarm
- Performance Alarm
- Configuration Alarm

The value reported for each alarm category is the highest severity of alarm currently triggered in that category.

CONFIGURING WINDOWS SNMP SERVICE

MiContact Center and Business Reporter requires the use of the Windows SNMP service for the MiContact Center SNMP agent.

The following procedures outlines how to:

- Install the Windows SNMP services (Windows Server 2008 R2 and Windows Server 2012 and 2012 R2)
- Configure Windows SNMP service for the SNMP agent

To install the Windows SNMP services (Windows Server 2008 R2)

1. Start the **Server Manager**.
2. Under **Features Summary**, click **Add Features**.
 - The Add Features Wizard opens.
3. Select the following services:
 - SNMP Services
 - SNMP Service
 - SNMP WMI Provider
4. Click **Next**.
5. Click **Install**.
6. Click **Close**.

To install the Windows SNMP services (Windows Server 2012 and 2012 R2)

1. Start the **Server Manager**.
2. Click **Manage => Add Roles and Features**.
 - The Add Roles and Features Wizard opens.
3. Select **Role-based or feature-based installation** and click **Next**.
4. Select **Select a server from the server pool** and select the **Enterprise Server**.
5. Click **Next**.
6. Click **Next**.
7. Select the following services:
 - SNMP Service
 - SNMP WMI Provider
8. Click **Add Features**.
9. Click **Next**.
10. Click **Install**.
11. Click **Close**.

To configure Windows SNMP service for the SNMP agent

1. If you do not have SNMP Service installed on your server, install it using the **Add/Remove Program, Add Features, or Add roles and features** function of your Window server.
2. After the installation has completed, navigate to **Services**.
3. Right-click on **SNMP** and select **Properties**.
4. Select the **Traps** tab.
5. Under **Community name**, type a community name, such as **Public**, and click **Add to list**.
6. Under **Trap destinations:**, click **Add**.
7. Under **Host name, IP or UPX address:**, type the destination for MiContact Center SNMP Agent traps.
8. Click **Add**.
9. Select the **Security** tab.
10. Click **Add**.
11. In the **Community rights** drop-down list, select **READ WRITE**.
12. Under **Community name:**, type **Public**.
13. Select the **Log On** tab.
14. Under **Log on as:**, select **Local System Account**.
15. Click **OK**.
 - **NOTE:** After setting up your SNMP Agent, it is recommended you test it using an appropriate tool to confirm that it has been configured correctly.

SNMP MIB SUMMARY

Table 1 and Table 2 summarize object information from the MIB. The MIB is located in either **[InstallDir]/Services/MaintenanceAlarmDispatcher/Snmp/** or **[InstallDir]/Support/Snmp/**.

Table 1: prairieFyre sub-tree

Object	Type	Alarms
SNMP-PRF-ALARM-STATUS-MIB	notification	1

APPLIES TO

MiCC Version 6.0.2.3 and newer

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