

SNMP traps do not arrive at the trap receiver

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| Problem Summary | The network management system (NMS) does not receive SNMP trap messages. |
| Error Message | None. |
| Possible Cause | There is a misconfiguration in the SNMP service properties. |
| Recommended Action | <p>Perform the following actions:</p> <ol style="list-style-type: none"> 1. On the Cisco Unified CCX server, choose Start > Settings > Control Panel > Administrative Tools > Services. 2. Double-click SNMP Services in the Name field. 3. In the SNMP Service Properties window, click the Traps tab and make sure that you use the correct case and name for the community name. Also, make sure that the IP address or host name of the trap destination is correct. 4. In the SNMP Service Properties window, click the Security tab and make sure that at least one community name is defined and that its rights are READ ONLY or READ WRITE. Do not use ?public? community name as it might lead to security holes in your system. For more information about SNMP security, refer to your Microsoft Windows documentation. Also, make sure that you use the correct case for the community name. 5. On the Cisco Unified CCX server, choose Start > Settings > Control Panel > Administrative Tools > Services and verify that the SNMP service and Cisco Unified CCX Alarm Service are running. 6. On the Cisco Unified CCX server, verify that the Cisco Unified CCX Alarm Service is receiving messages: Open the AlarmService.ini file and verify that the correct port number is listed. The default port is 1444. Open the Alarm Service error logs, AlarmTracen.log, where n indicates the log number. (For example, AlarmTrace11.log is the eleventh log.) By default, the error logs are in the following folder: C:\Program Files\Cisco\AlarmService\AlarmServiceLog. 7. On the trap receiver (the NMS system) make sure that the same community names are defined in the SNMP Service properties as you used in step 4. Make sure traps are enabled by verifying that the cvaNotificationEnable table is set to true in the ciscoVoiceAppsMIB. |
| Release | Release 7.0(1) |
| Associated CDETS # | None. |