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| **Huawei Nagios Plug-in**  **V1.0.5** | | |
| **User Guide** | | |
| **Issue** | **04** | |
| **Date** | **2020-05-06** | |
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|  | HUAWEI TECHNOLOGIES CO., LTD. | |  |  |

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| --- | --- |
| Huawei Technologies Co., Ltd. | |
| Address: | Huawei Industrial Base  Bantian, Longgang  Shenzhen 518129  People's Republic of China |
| Website: | <https://e.huawei.com> |
|  |  |

Preface

Purpose

This document describes how to install, configure, monitor, and uninstall the Huawei Nagios plug-in.

Intended Audience

This document is intended for:

* Technical support engineers
* Maintenance engineers

Symbol Conventions

The symbols that may be found in this document are defined as follows.

| Symbol | Description |
| --- | --- |
|  | Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury. |
|  | Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury. |
|  | Indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury. |
|  | Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance deterioration, or unanticipated results.  NOTICE is used to address practices not related to personal injury. |
|  | Calls attention to important information, best practices, and tips.  NOTE is used to address information not related to personal injury, equipment damage, and environment deterioration. |

Change History

Changes between document issues are cumulative. The latest document issue contains all the changes made in earlier issues.

| Issue | Date | Description |
| --- | --- | --- |
| 04 | 2020-05-06 | Modified 1 Overview. |
| 03 | 2018-09-25 | Modified 2.2 Preparing for Installation. |
| 02 | 2018-02-07 | Modified 2.3.2 Adding or Deleting Servers. |
| 01 | 2017-04-30 | This issue is the first official release. |

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# Overview

Function Description

The Huawei Nagios plug-in is a plug-in integrated in the Nagios software and used for Huawei server management. Huawei servers can be monitored after being added.

You can implement the following functions by using the Huawei Nagios plug-in:

* Monitor the alarm information of Huawei servers.
* Query the basic information and status of the PSUs, fans, CPUs, hard disks, memory, systems, and RAID controller cards of Huawei servers.

Supported Servers

* Nagios supports a maximum of 1,000 servers.
* Nagios can run on SLES 10.2 and Ubuntu 14.04.
* Table 1-1 lists the servers supported by the Nagios.



* For V3 servers, the Huawei Nagios plug-in supports alarms in the event code format.
* Huawei Nagios plug-in supports only commas (,) as alarm delimiters. You need to change the delimiter to comma in the trap IP address registration area on the device WebUI.

Supported servers

| Architecture | Type | Server Model |
| --- | --- | --- |
| x86 | Rack server | RH2288H V2 |
| RH1288 V3 |
| RH2288 V3 |
| RH2288H V3 |
| RH5885 V3 |
| RH8100 V3 |
| 1288H V5 |
| 2288H V5 |
| 2488 V5 |
| Blade server | E9000 |
| High-density server | XH321 V3 |
| XH620 V3 |
| XH622 V3 |
| XH628 V3 |
| Arm | Rack server | TaiShan 200 server (model 2280) |
| TaiShan 200 server (model 5280) |
| TaiShan 200 server (model 5290) |
| TaiShan 200 server (model 2480) |

# Installing the Huawei Nagios Plug-in

[2.1 Installation Process](#_EN-US_TOPIC_0097233154)

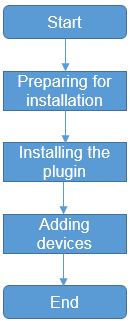
[2.2 Preparing for Installation](#_EN-US_TOPIC_0097233142)

[2.3 Installing the Huawei Nagios Plug-in and Adding Servers Manually](#_EN-US_TOPIC_0097233146)

## Installation Process

Figure 2-1 shows the process of installing the Huawei Nagios plug-in.

Installation process



## Preparing for Installation

This section describes the preparations for installing the Huawei Nagios plug-in.

Software Requirements

Before installing the Huawei Nagios plug-in, ensure that the system meets the following requirements:

* The Python tool version is Python 2.7.13.
* The Nagios tool version is Nagios Core-3.5.1 or Nagios Core-4.3.4.
* Make sure **snmpget** and **snmpwalk** command can run in you host, if not, run the follow command to install them.

**yum install net-snmp net-snmp-devel net-snmp-libs net-snmp-utils php-snmp**

* The following files exist on the Nagios server:
* pysnmp-4.2.4.tar.gz
* pyasn1-0.1.6.tar.gz
* pycrypto-2.3.tar.gz



Download the **pysnmp-4.2.4.tar.gz**, **pyasn1-0.1.6.tar.gz**, and **pycrypto-2.3.tar.gz** files and upload them to any directory on the Nagios server, for example, **/usr/local**) and install the software. The procedure for software installation is as follows:

Run the following command to decompress the software package.

**tar xzvf** *$sourcName*

For example, If **pysnmp-4.2.4.tar.gz** is used as an example, run **tar xzvf pysnmp-4.2.4.tar.gz**.

Run the following command to go to the decompression directory.

**cd**

For example, if **pysnmp-4.2.4.tar.gz** is used as an example, run **cd pysnmp-4.2.4**.

Run the following commadn to install the software:

**python setup.py install**

If the system has multiple python versions, run the **export PATH=***$pythonPath***:$PATH** command, where **$pythonPath** indicates thedirectory where Python 2.7.13 is located.

Data Preparation

Table 2-1 lists the data required for installing the Huawei Nagios plug-in.

Table1 Required data

| Item | Function | Example |
| --- | --- | --- |
| IP address of the Nagios server | Used to access the server where the Nagios tool is installed and install the Huawei Nagios plug-in. | 192.168.1.110 |
| Path for uploading the installation package to the Nagios server | Used to install the Huawei Nagios plug-in installation package on the Nagios server. | /etc  NOTE  The software is decompressed in the /etc/Huawei eSight Server Management Plugin (for Nagios) directory. |
| Software installation path | Used to install the Huawei Nagios plug-in on the Nagios server. | /usr/local/nagios |
| User name for logging in to the Nagios server | Used to log in to the OS of the Nagios server. | root |
| Password of the Nagios server user | Used to log in to the OS operating system of the Nagios server. | huawei123 |
| Basic information about managed servers | You can configure information about managed servers on the Nagios server so that the Nagios server can monitor the servers. The following information is required:   * IP address of the managed server * Host name of the managed server * User name for logging in to the managed server * Password for logging in to the managed server * SNMP read/write community name for communicating with the Nagios server * SNMP version. By default, only the SNMP V3 is enabled on the server side. If you need to use SNMP V1 or SNMP V2C to add a server, log in to the server to enable the SNMP V1 or SNMP V2C protocol and obtain the read and write community names of the protocol. For details, see the manuals released with the server. * Trap community name, which is used when the server reports an alarm.   NOTE  If SNMP V1 or SNMP V2C is used, the system reports only alarms related to SNMP V1 or SNMP V2C, but not alarms related to SNMP V3. | * 192.168.1.100 * huawei-1 * root * huawei123 * public * v3 * Huawei12#$ |

Tools

PuTTY software

## Installing the Huawei Nagios Plug-in and Adding Servers Manually

This section describes how to install the Huawei Nagios plug-in and add servers.

### Installing the Huawei Nagios Plug-in

This section describes how to install the Huawei Nagios plug-in. The Huawei Nagios plug-in for this version is not compatible with the configuration file of V100R001C00SPC201 or earlier. In the case of Huawei Nagios plug-in installation during system upgrade, do not save the configuration file.

Prerequisites

* The Huawei Nagios plug-in installation package **Huawei Nagios Plugin vX.X.tar** has been obtained from [GitHub](https://github.com/Huawei/Server_Management_Plugin_Nagios/tree/master/releases).
* The installation package has been uploaded to the Nagios server.
* You have logged in to the Nagios server as the **root** user.

Operation Procedure

Run the following commands to decompress the installation package:

**cd /etc**

**tar -xvf Huawei\ Nagios\ Plugin\ vX.X.tar**

The **Huawei Nagios Plugin vX.X** folder is generated.

Run the following commands to install the Huawei Nagios plug-in and add server information to the Nagios system:

**cd Huawei Nagios Plugin vX.X**

**python setup.py install -d** *10.10.10.10* **-p** *10061* **-n** */usr/local/nagios*

The parameters are described as follows:

* The parameter following **-d** indicates the IP address of the Nagios server.
* The parameter following **-n** is the installation path of the Nagios tool.



In the preceding command, **/usr/local/nagios** indicates the installation path. Change it based on the site requirements.

* The parameter after **-p** indicates the Nagios alarm listening port. This parameter is optional. The default port number is **10061**.



If multiple Python versions exist in the system, the error message "check python version fail, please check you python is 2.7.13" may be displayed during the installation. If the path of the Python 2.7.13 application is **/usr/local/bin**, run **/usr/local/bin/python setup.py install -d 192.168.1.110 -p 10,061 -n /usr/local/nagios** to install the Huawei Nagios plug-in.

----End

### Adding or Deleting Servers

After the Huawei Nagios plug-in is installed, you can add Huawei servers to be monitored on the Nagios server.

Prerequisites

* The Huawei Nagios plug-in has been installed. For details, see 2.3.1 Installing the Huawei Nagios Plug-in.
* You have obtained information about managed servers.

If the E9000 is to be added, ensure that the static IP address of the HMM is cleared.

* The managed servers have registered a Trap IP address.
* You have logged in to the Nagios server as the **root** user.

Adding Servers Using config.py Commands

Table 2-2 describes the config.py commands.

config.py command description

| Command | Description |
| --- | --- |
| add | Add a single server. |
| batch | Adding servers in batches. |
| del | Delete a server. The server can be deleted in batches or one by one. |
| inquiry | Query the configured server. |
| version | Query the current version number. |
| resetserver | Clear the trap IP address of the interconnected server. |

Adding a Single Server

Switch to the directory where **config.py** is located.

**cd /usr/local/nagios/bin/huawei\_server**

Run the following command to add a server:

**python config.py add -i** *10.10.10.10* **-t** *Rack* **-p** *161* **-a** *\*\*\*\*\*\** **-v** *v3* **-u** *root* **-x** *SHA* **-d** *AES* **-A** *\*\*\*\*\*\** **-V** *v3* **-U** *root* **-X** *SHA* **-D** *AES*

Command parameters

| Parameter | Description |
| --- | --- |
| -i | IP address of the monitored server. |
| -H | Name of the monitored server. This parameter is optional. If this parameter is left blank, the value is the same as the IP address. This parameter is not recommended and cannot be specified during batch configuration. |
| -t | Type of the monitored server. The options are as follows:   * Rack * Blade * HighDensity |
| -p | SNMP service port of the monitored server. If this parameter is left blank, default value **161** is used. |
| -v | SNMP protocol version used to query and monitor the monitored server. The value can be v1, v2, or v3 (v3 is recommended). If this parameter is left blank, default value **v3** is used. |
| -V | SNMP version used for receiving trap messages from the monitored server. The value can be v1, v2, or v3 (v3 is recommended). If this parameter is left blank, default value **v3** is used. |
| -u | User name used by the SNMP V3 protocol to query and set the monitored server. If this parameter is not specified, the trap destination IP address of the server cannot be set. |
| -U | User name used by the SNMP V3 protocol to receive traps from the monitored server. If this parameter is left blank, the value is the same as the value of **-u** by default. |
| -a | Password used by the SNMP V3 protocol to query and set the monitored server. If this parameter is not specified, the trap destination IP address of the server cannot be set. |
| -A | Password used by the SNMP V3 protocol to receive traps from the monitored server. If this parameter is left blank, the value is the same as the value of **-a** by default. |
| -x | authprotocol used by the SNMP V3 protocol to query and set the monitored server. The value can be **MD5** or **SHA**. |
| -X | authprotocol used by the SNMP V3 protocol to receive traps from the monitored server. The value can be MD5 or SHA. If this parameter is not set, the value is the same as the value of **-x** by default. |
| -d | privprotocol used by the SNMP V3 protocol to query and set the monitored server. The value can be **AES** or **DES**. |
| -D | privprotocol used by the SNMPv3 protocol to receive traps from the monitored server. The value can be AES or DES. If this parameter is not set, the value is the same as the value of **-d** by default. |
| -c | Community name used by the SNMP V1 or SNMP V2C protocol to query and set the monitored server. This parameter is applicable only to the SNMP V1 and SNMP V2C protocols. |
| -C | Community name used by the SNMP V1 or SNMP V2C protocol to receive traps from the monitored server. This parameter is applicable only to the SNMP V1 and SNMP V2C protocols. |

After a server is added, the Huawei Nagios plug-in configures the trap parameters for the server automatically. For details about the configuration items, see Table 2-4.

Parameter setting

| Item | Description |
| --- | --- |
| Trap mode | Set the trap mode to event mode. |
| SNMP version for sending traps | Configure the SNMP version based on the **-V** parameter in Table 2-3. |
| Destination IP address for sending traps | Set the IP address of the last trap. The iBMC uses the fourth address; the HMM uses the fifth address. |
| Destination port for sending traps | Set the port corresponding to the IP address of the last trap. The iBMC uses the port mapping to the fourth IP address; the HMM uses the port mapping to the fifth IP address. |
| Enable trap sending | Enable the trap sending function. |

----End

Adding Servers in Batches

Switch to the directory where **config.py** is located.

**cd /usr/local/nagios/bin/huawei\_server**

Run the following command to add a server:

**python config.py batch -i** *10.10.10.116-3* **-t** *Rack* **-p** *161* **-a** *\*\*\*\*\*\** **-v** *v3* **-u** *root* **-x** *SHA* **-d** *AES* **-A** *\*\*\*\*\*\** **-V** *v3* **-U** *root* **-X** *SHA* **-D** *AES* or **python config.py batch -i** *10.10.10.\** **-t** *Rack* **-p** *161* **-a** *\*\*\*\*\*\** **-v** *v3* **-u** *root* **-x** *SHA* **-d** *AES* **-A** *\*\*\*\*\*\** **-V** *v3* **-U** *root* **-X** *SHA* **-D** *AES*

**-i** *10.10.10.116-119* indicates that the IP addresses of the servers to be added are 10.10.10.116, 10.10.10.117, 10.10.10.118, and 10.10.10.119 (four servers in total).

**-i** *10.10.10.2.\** indicates that the network segment for adding servers in batches is *10.10.10.*.

For details about other parameters, see Table 2-3. After servers are added, the Huawei Nagios plug-in configures the trap parameters for the servers automatically. For details about the configuration items, see Table 2-4.

----End

Deleting a Server

Switch to the directory where **config.py** is located.

**cd /usr/local/nagios/bin/huawei\_server**

Run the following commands to delete a server or multiple servers:

* Delete a single server:

**python config.py del -i** *10.10.10.1*

* Delete servers in batches:

**python config.py del -i** *10.10.10.116-119* or **python config.py del -i** *10.10.10.\**

After a server is deleted, the destination address of the last trap is set to null for the server. (The iBMC is located in the fourth address, anduses theed in the fifth address.)

----End

Manually Clearing the Trap IP Addresses of Servers

Switch to the directory where **config.py** is located.

**cd /usr/local/nagios/bin/huawei\_server**

Run the following commands to clear the trap IP addresses of servers:

* Clear the trap IP address of a server:

**python config.py resetserver -i** *10.10.10.1* **-p** *161* **-a** *\*\*\*\*\*\** **-v** *v3* **-u** *root* **-x** *SHA*

* Clear the trap IP addresses of servers in batches:

**python config.py resetserver -i** *10.10.10.116-119* **-p** *161* **-a** *\*\*\*\*\*\** **-v** *v3* **-u** *root* **-x** *SHA* or **python config.py resetserver -i** *10.10.10.\** **-p** *161* **-a** *\*\*\*\*\*\** **-v** *v3* **-u** *root* **-x** *SHA*

Manually set the destination address of the last trap to null for the server. (The iBMC uses the fourth address; the HMM uses the fifth address.)

----End

Querying Server IP Addresses

Switch to the directory where **config.py** is located.

**cd /usr/local/nagios/bin/huawei\_server**

Run the following commands to query the server IP addresses:

**python config.py inquiry**

----End

Querying the Huawei Nagios Plug-in Version

Switch to the directory where **config.py** is located.

**cd /usr/local/nagios/bin/huawei\_server**

Run the following commands to query the Huawei Nagios plug-in version:

**python config.py version**

----End

# Obtaining Information

This chapter describes how to obtain information about rack serversuses theand high-density servers using Nagios.

Prerequisites

* The Huawei Nagios plug-in has been installed and servers have been added. For details, see 2.3.1 Installing the Huawei Nagios Plug-in and 2.3.2 Adding or Deleting Servers.
* You have logged in to the Nagios server as the **root** user.

Background Information

The Nagios enables you to obtain server information in manual or automatic mode:

* Manual mode: Log in to the Nagios server to manually run scripts to obtain information about the system, PSU, fan, CPU, DIMM, disk, PCIe card, RAID controller card, logical disk, component, sensor, and firmware version.
* Automatic mode: Configure Nagios to automatically invoke scripts to obtain information about the system, PSU, fan, CPU, DIMM, and disk.

Operation Procedure

* Manual mode:
  1. Run the following command to switch to the **nagios** user:

**su - nagios**

* 1. Run the following command to go to the **/usr/local/nagios/bin/huawei\_server** directory:

**cd /usr/local/nagios/bin/huawei\_server**

* 1. Run the following commands to obtain the server information:

**python collect.py -a** *-r resultPath*

**python collect.py –f** *directory /host.xml -r resultPath*

Command description

| Command | Description |
| --- | --- |
| python collect.py -a | Invoke the **huawei\_hosts.xml** file to obtain server information. The result file is stored in **/usr/local/nagios/bin/result** by default. |
| python collect.py -a *-r resultPath* | Invoke the **huawei\_hosts.xml** file to obtain server information. The result file is stored in a specified directory. |
| python collect.py –f *directory /host.xml* | Invoke the **host.xml** file to obtain server information. The result file is stored in **/usr/local/nagios/bin/result** by default.  NOTE  **host.xml** is the configuration file created by the user. The format of the file must be the same as that of **huawei\_hosts.xml**, and the path of the file must be provided. |
| python collect.py -f *host.xml -r resultPath* | Invoke the **host.xml** file to obtain server information. The result file is stored in a specified directory.  NOTE  **host.xml** is the configuration file created by the user. The format of the file must be the same as that of huawei\_hosts.xml, and the path of the file must be provided. |

* Automatic mode:

The Nagios automatically invokes the script to obtain server information upon startup. The default polling interval is 5 minutes.

# Monitoring Server Status andAlarms

This chapter describes how to monitor the status and alarms of rack, high-density, and blade servers in Nagios.

Prerequisites

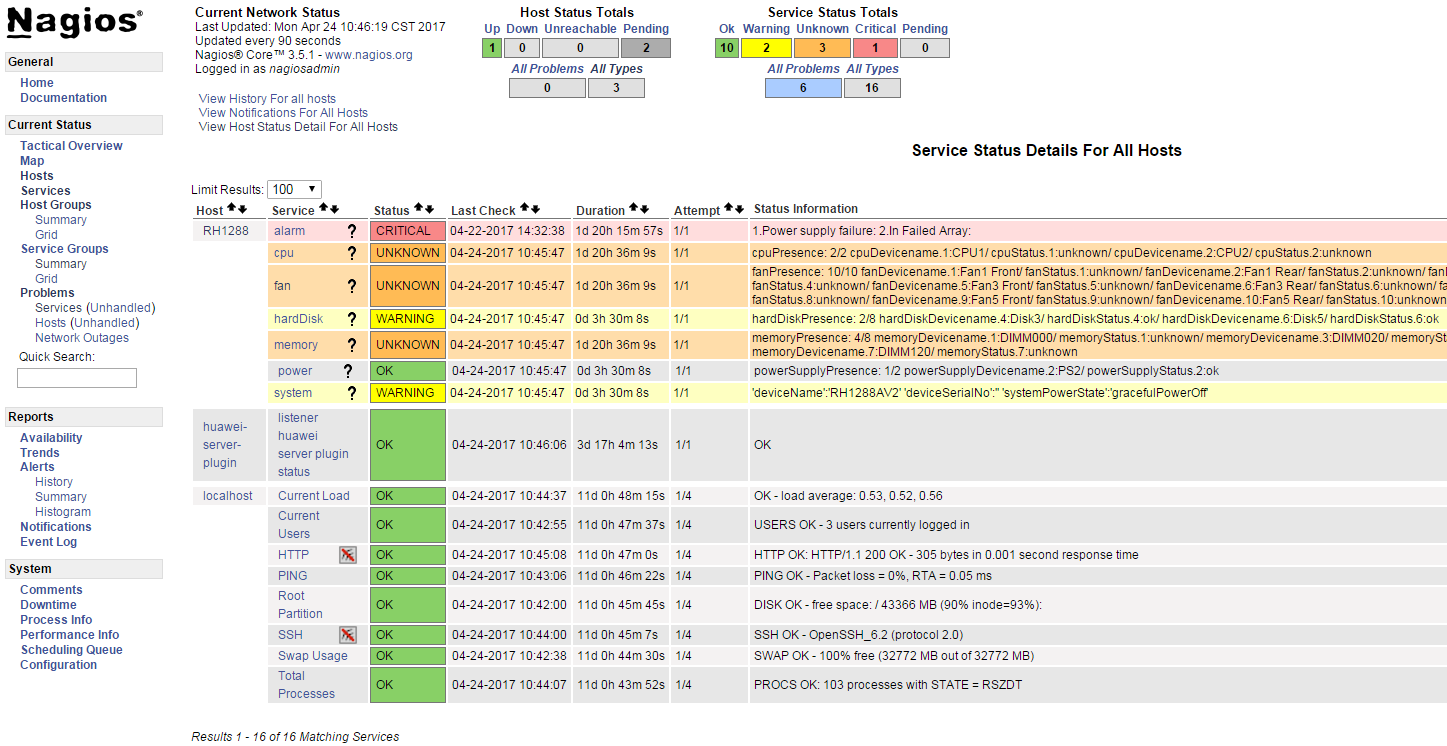
* The Huawei Nagios plug-in has been installed and servers have been added. For details, see 2.3.1 Installing the Huawei Nagios Plug-in and 2.3.2 Adding or Deleting Servers.
* You have logged in to the Nagios server as the **root** user.

Operation Procedure

In the navigation tree on the left, choose **Current Status** > **Services**.

In the **Service Status Details For All Hosts** area in the right pane, view the information about all monitored servers and their component status, as shown in Figure 4-1.

Viewing server information



* **Host**: Host name of the monitored server. You can click a host name to view details about the server.
* **huawei-server-plugin**: Name of the Huawei Nagios plug-in service monitored by Nagios.
* **Service**: Component or alarm of the monitored device. You can click a component to view its status.
* **Status**: Status of the monitored component.

----End

# FAQs

[5.1 How Do I Uninstall the Huawei Nagios Plug-in?](#_EN-US_TOPIC_0097233156)

[5.2 How Do I Restart the Huawei Nagios Plug-in Service?](#_EN-US_TOPIC_0097233144)

[5.3 What Should I Do If Host Service Status Cannot Be Displayed on the Nagios Home Page?](#_EN-US_TOPIC_0097233147)

[5.4 What Should I Do If SNMPv3 Alarms Cannot Be Reported?](#_EN-US_TOPIC_0097233161)

## How Do I Uninstall the Huawei Nagios Plug-in?

This section describes how to uninstall the Huawei Nagios plug-in.

Prerequisites

* The Huawei Nagios plug-in has been installed.
* You have logged in to the Nagios server as the **root** user.

Operation Procedure

Run the following command to access the directory where the Huawei Nagios plug-in is installed:

**cd /etc**

**cd Huawei Nagios Plugin vX.X**

Run the following command to uninstall the Huawei Nagios plug-in:

**python setup.py uninstall -n** */usr/local/nagios*

**/usr/local/nagios** indicates the Nagios tool installation path. Use the actual path.

When the following information is displayed, determine whether to retain user data as required:

Do you want to retain user data?(Y/N)

* To retain user data, type **y** and press **Enter**.
* If you do not need to retain user data, type **n** and press **Enter**.

The system starts to uninstall the Huawei Nagios plug-in. After the uninstallation is complete, the following information is displayed:

setup.py=> [info] uninstall success.   
Done.

Check whether the **nagios.cfg** file is correct.

1. Run the following command to switch to the **nagios** user:

**su - nagios**

1. Run the following command to check the **nagios.cfg** file:

*/usr/local/nagios***/bin/nagios -v /usr/local/nagios/etc/nagios.cfg**



In the preceding command, **/usr/local/nagios** indicates the installation path. Change it based on the site requirements.

If the following information is displayed, it indicates that the **nagios.cfg** file is correct:

Things look okay - No serious problems were detected during the pre-flight check

1. Run the following command to switch to the **root** user:

**exit**

Run the following command to restart the Nagios service:

**service nagios restart**

If the following information is displayed, the Nagios service is restarted successfully:

Stopping nagios: done.   
Starting nagios: done.

----End

## How Do I Restart the Huawei Nagios Plug-in Service?

This section describes how to restart the Huawei Nagios plug-in service on the Nagios server.

Prerequisites

* The Huawei Nagios plug-in has been installed.
* You have logged in to the Nagios server as the **root** user.

Operation Procedure

Run the following command to check whether the Huawei Nagios plug-in alarm service has been started:

**ps -ef |grep trapd.py |grep -v grep**

If the following information is displayed, it indicates that the Huawei Nagios plug-in alarm service has been started: Otherwise, wait for 2 minutes until the Huawei Nagios plug-in service automatically starts.

nagios 22237 1 1 18:06 ? 00:00:00 python /usr/local/nagios/bin/huawei\_server/trapd.py



In the preceding command output, 22,237 indicates the process ID of the Huawei Nagios plug-in.

Run the following command to check whether the device information service has been started:

**ps -ef |grep collect.py**

If the following information is displayed, the device information service has been started. Otherwise, wait for 2 minutes until the device information service automatically starts.

nagios 23858 1 5 17:00 ? 00:00:01 python /usr/local/nagios/bin/huawei\_server/collect.py –p



In the preceding command output, **23858** indicates the process ID of the Huawei Nagios plug-in.

Run the following commands to stop the Huawei Nagios plug-in service:

**kill -9 22237**

**kill -9 23858**

Waiting 1 minute, run the command in [Step 1](#step_01) to check whether the Huawei Nagios plug-in service is started.

The Huawei Nagios plug-in service is automatically started after being stopped.

Run the following command to restart the Nagios service:

**# service nagios restart**

If the following information is displayed, the Nagios service is restarted successfully:

Stopping nagios: done. Starting nagios: done.



If the Nagios service fails to obtain the server type or trap IP address during startup, Nagios sets the server status to **Unknown**, indicating that the server is not monitored by Nagios.

Check whether the Huawei Nagios plug-in service and device information service are started.

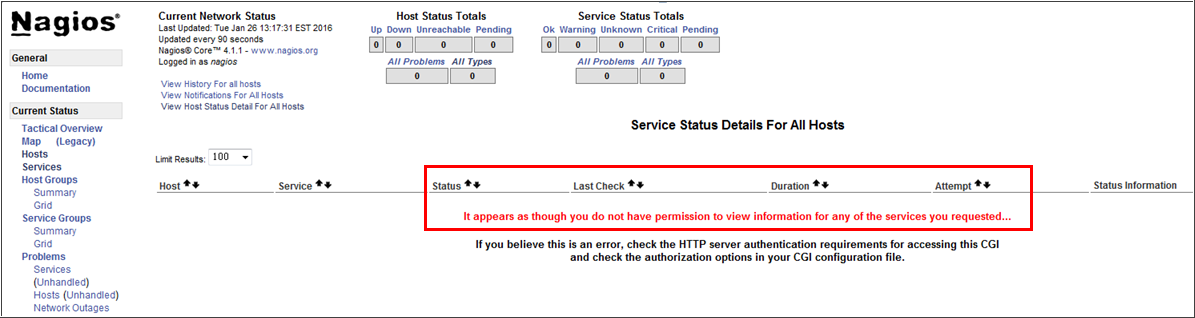
----End

## What Should I Do If Host Service Status Cannot Be Displayed on the Nagios Home Page?

Symptom

The detailed information about the host service status is not displayed on the Nagios home page, as shown in Figure 5-1.

No host service status information on the Nagios home page



Possible Causes

The value of **use\_authentication** in the **/usr/local/nagios/etc/cgi.cfg** file isset to **1**.

Operation Procedure

Change the value of **use\_authentication**.

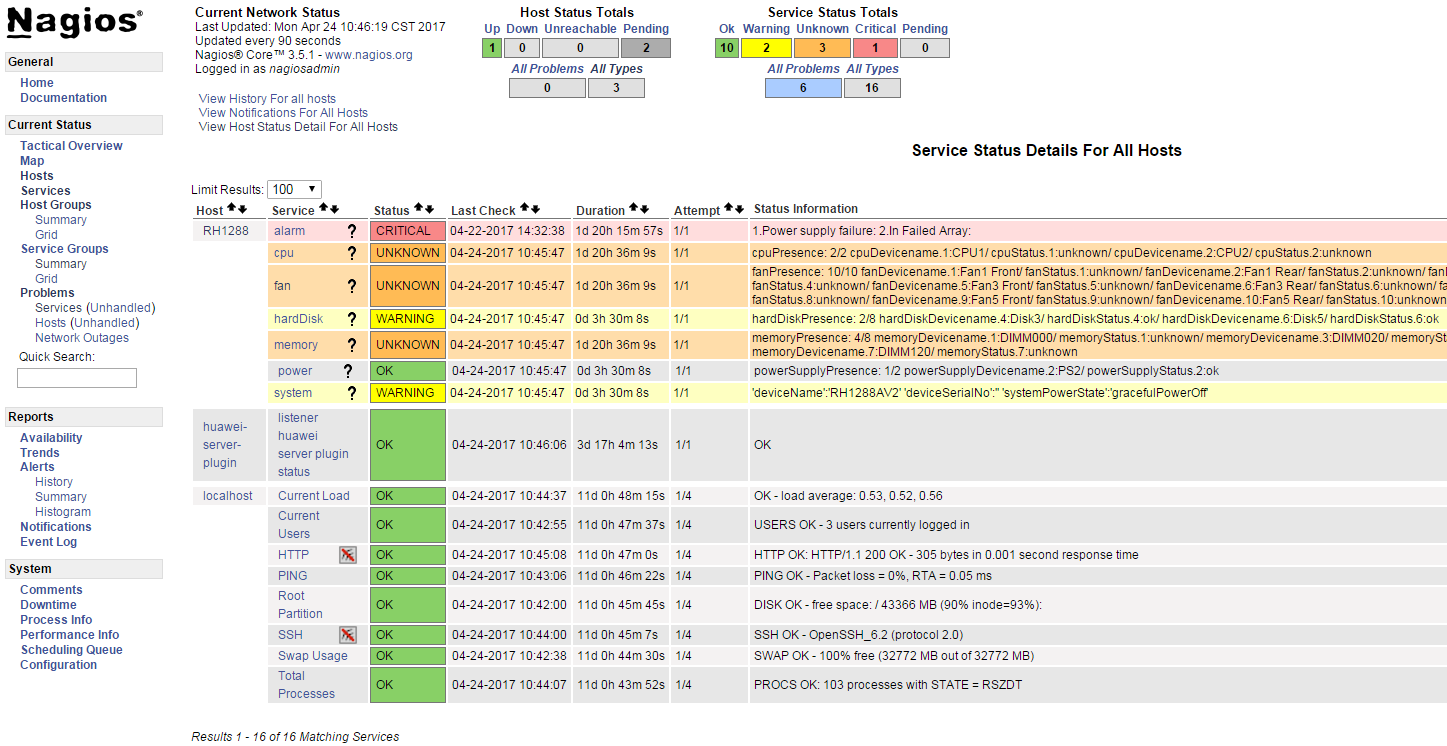
1. Open the **/usr/local/nagios/etc/cgi.cfg** file.
2. Locate the **use\_authentication** file.
3. Change the value of **use\_authentication** to **0**.

Run the following command to restart the Nagios service:

**service nagios restart**

The detailed information about the host service status is displayed on the Nagios home page, as shown in Figure 5-2.

Detailed information about the host service status



----End

## What Should I Do If SNMPv3 Alarms Cannot Be Reported?

Symptom

After an active/standby switchover between servers that use SNMP V3, alarms cannot be reported.



Blade servers do not support SNMP V3 alarm reporting.

Possible Causes

* After an active/standby switchover, server power-on/off, or server restart, the server engine ID changes.
* The event code and trap version reported by the server are inconsistent with the configuration.



The alarm on the server side must be in event code mode.

* The trap IP address is not registered on the server or the port is not **10061**.

Operation Procedure

Check whether the IP address of the server is the same as the IP address in the configuration file of the Huawei Nagios plug-in.

* Yes: Go to [Step 4](#step0504).
* No: Change the IP address in the configuration file of the Huawei Nagios plug-in to the IP address of the server.

Check whether the server is powered on.

* Yes: Go to [Step 4](#step0504).
* If no, power on the server.

Check whether the alarm reporting function of the server is normal.

* Yes: Go to [Step 4](#step0504).
* No: Set the trap IP address reporting mode to event code, manually register the trap IP address, change the port number to **10061**, and set the separator to comma (,).

Run the following command to query the alarm process ID:

**ps -ef | grep trapd.py**

Run the following command to stop the alarm process:

**Kill -9** *Alarm process ID*

----End

1. Obtaining Help
   1. Preparing to Contact Huawei Technical Support

If a fault persists during routine maintenance or troubleshooting, contact Huawei technical support.

To rectify a fault, make the following preparations before you contact Huawei technical support.

Collecting Fault Information

You need to collect the following information:

* Your company name and detailed address
* Name and telephone number of the contact person
* Time when the fault occurred
* Fault symptom
* Device type and software version
* Measures taken after the fault occurred and results
* Fault severity and deadline for rectifying the fault

Preparing for Debugging

When you seek technical support, Huawei technical support may ask you to perform some operations to further collect fault information or even rectify the fault. You need to make preparations before seeking technical support. For example, prepare spare server parts and controller cards, screwdrivers, screws, serial cables, network cables, and other necessary objects.

* 1. Obtaining Help from Huawei Support Website

Huawei provides timely and efficient technical support over local offices, secondary technical support systems, telephones, remote technologies, and onsite instructions.

Huawei technical support system consists of:

* Technical Support Department at Huawei Headquarters
* Technical support centers in local offices
* Huawei support website
* Customer service center

Huawei support website: <http://support.huawei.com/enterprise>

To view the latest product documentation at http://support.huawei.com, perform the following steps:

1. Log in to <http://support.huawei.com/enterprise>.
2. Click **Login**. The **Login** page is displayed.
3. Enter your user name, password, and verification code, and click **Login**. The **Technical Support** page is displayed.
4. In the navigation tree, click **TECHNICAL SUPPORT > Technical Support > Product and Solution Support** and select a product manual based on the product name.



Alternatively, you can quickly locate a product manual by entering a keyword in the **Search** text box in the upper right corner of the web page.