FAQ Manual

Version 1.0.2 Sep 2022

NMC-9181

Network Management Controller



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Important Information

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1. FAQ

Q01: An error message appears during [Add Device] [Cannot ping 192.168.xxx.xxx]



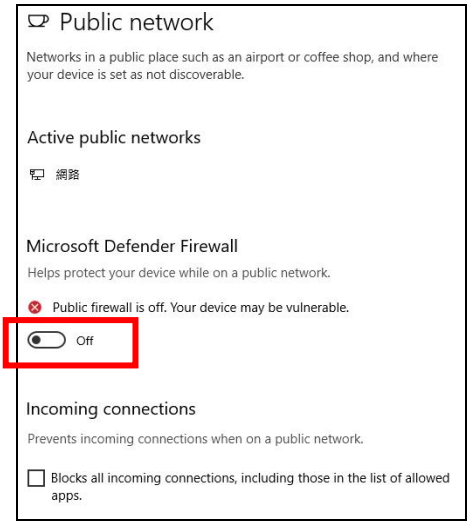
A01: Common reasons for the device to disable IPV6 or deny access to NMC-9181, the exclusion method is based on the example of windows 10 OS operation, there are two methods, please refer to the following instructions to set

1. Public network firewall is off.

Step1



Step2

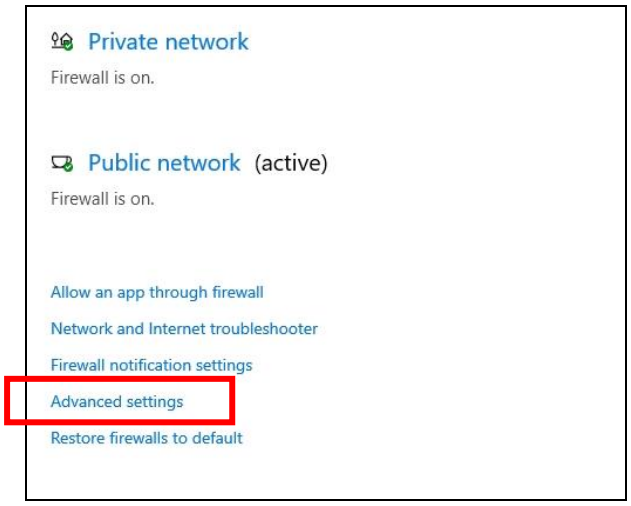


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2. Go to [Advanced Settings] > [Inbound Rules] > [File and Printer Sharing(ICMP4-In)] > [Check Enable]

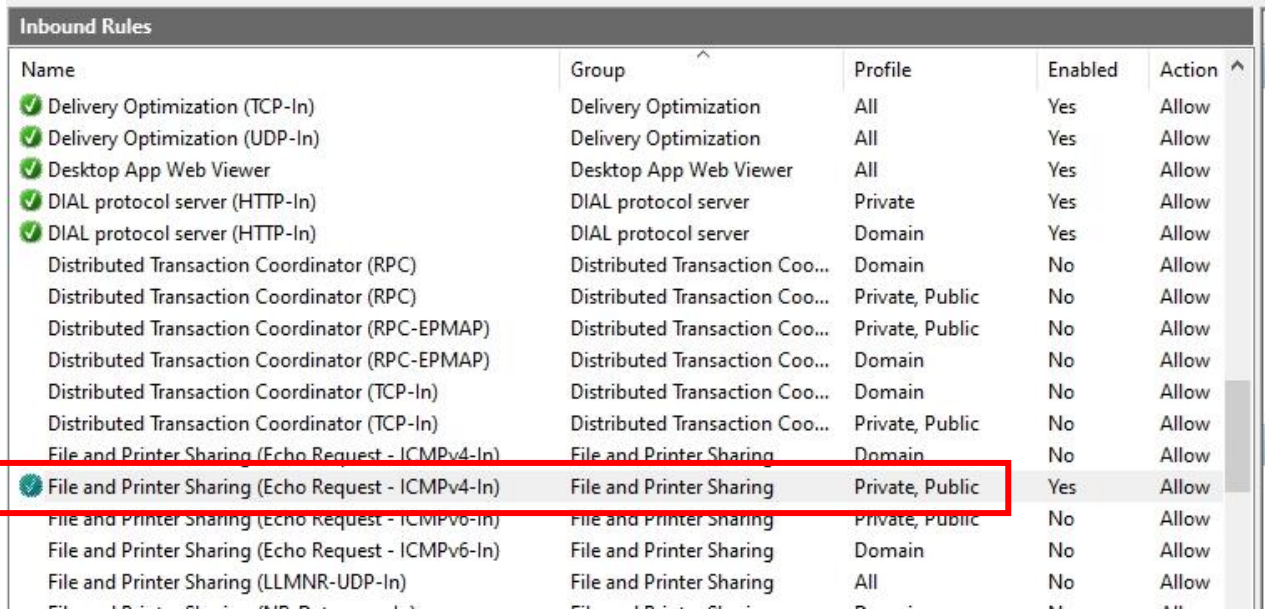
Step1:



Step2



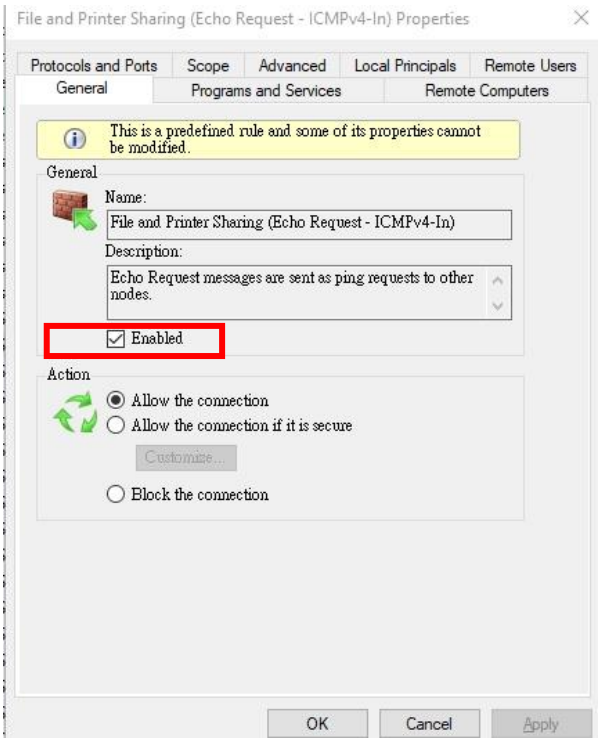
Step3



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Step4



Q02: An error related to [SNMP] occurred during [Add Device].



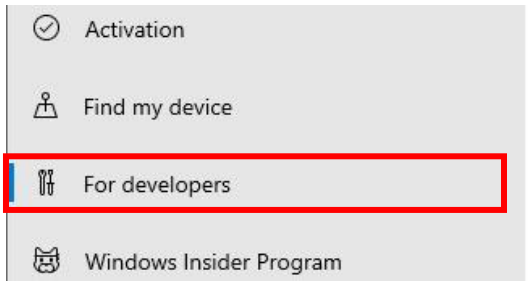
A02: The common cause is that the device is not installed with SNMP or the SNMP setting is wrong. The user must confirm the detailed SNMP setting, the exclusion method is based on the example of windows 10 OS operation, please refer to the following instructions to set.

1. [Settings] > [Update and Security] > [For Developers] > Developer Mode [On]

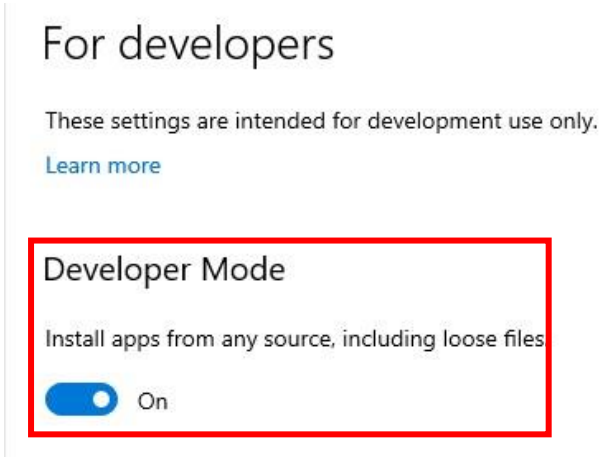
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Step1

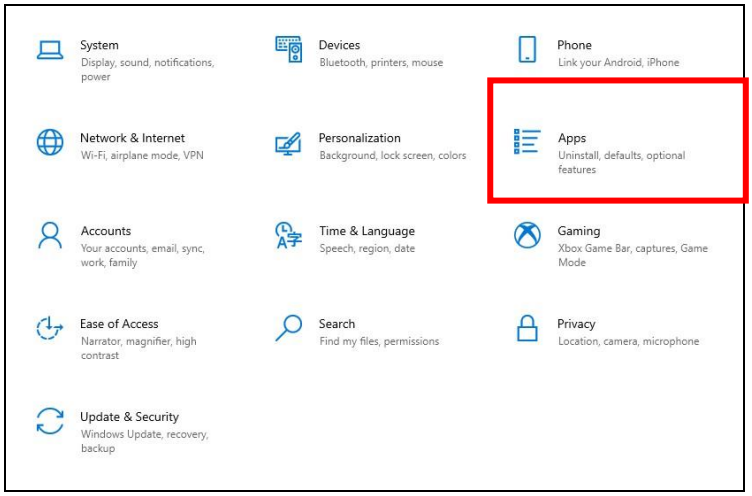


Step2



2. [Settings] > [Apps] > [Optional Features] > [New Features]> Find Simple Network Management Protocol (SNMP)> [Install]

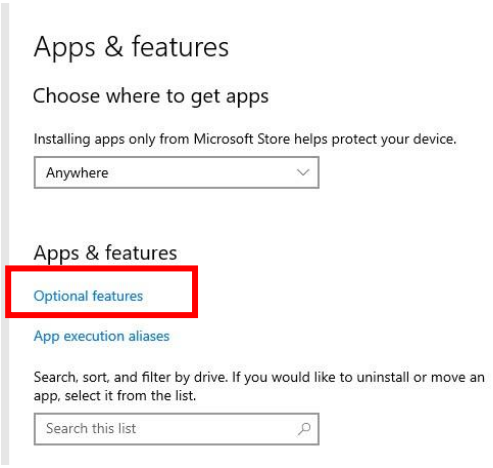
Step1



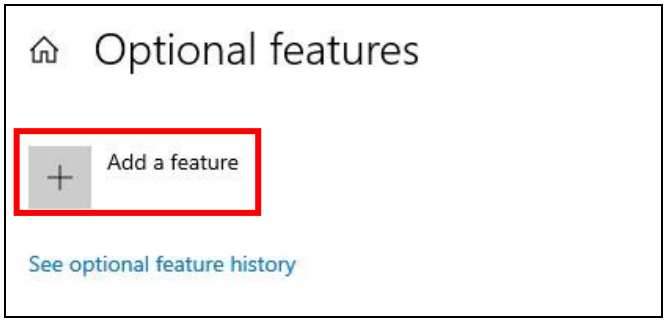
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Step2



Step3

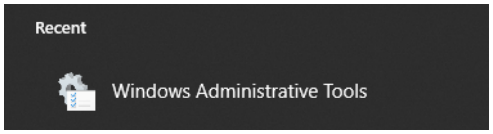


Step4



3. Please go to [Windows Administrative Tools] > [Services] > [SNMP Service] > Confirm whether to enable

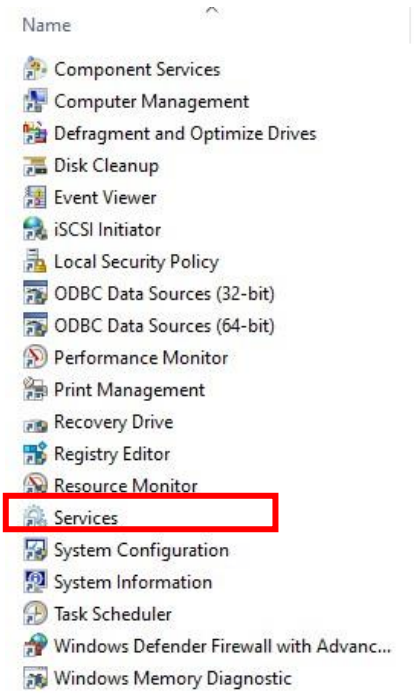
Step1



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Step2



Step3

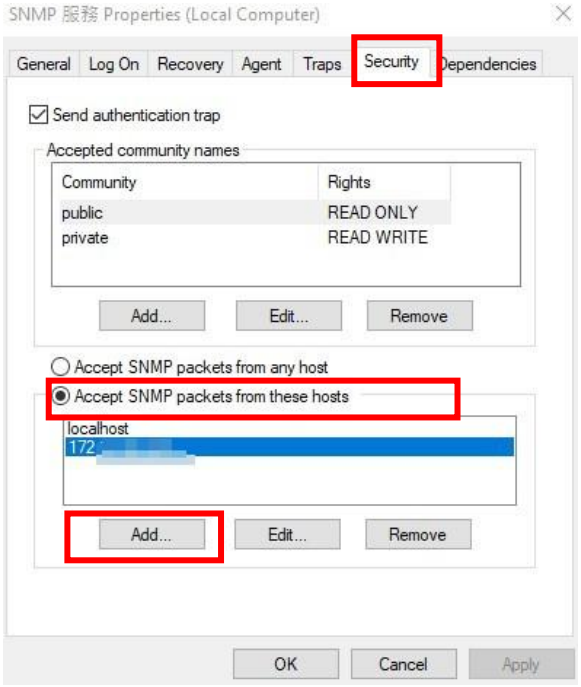


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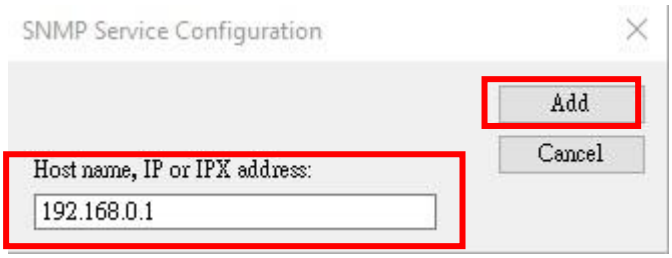
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4. Click [SNMP Service] > Go to [Security] > [Accept SNMP packets from these hosts] > [Add IP of NMC-9181].

Step1



Step2: Add NMC-9181 IP

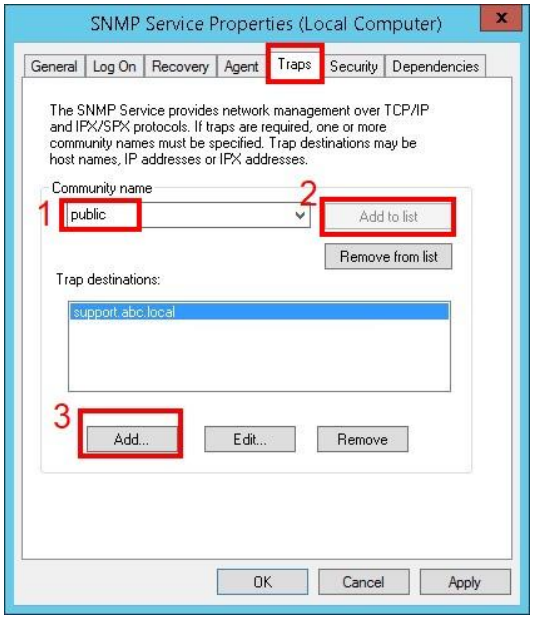


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5. Click [SNMP Service] > Click [Traps] tab > enter [Community name] > Click [Add to list] > Trap destinations [Add IP of NMC-9181].

Step1:



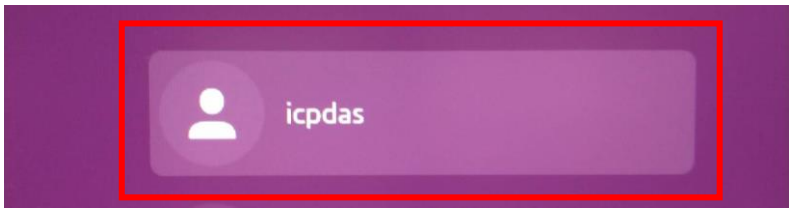
Step2: Add NMC-9181 IP



Q03: How to import SNMP MIB files?

A03: Please follow the instructions below to set up

Step1: Login as [icpdas], the default password is [icpdas]



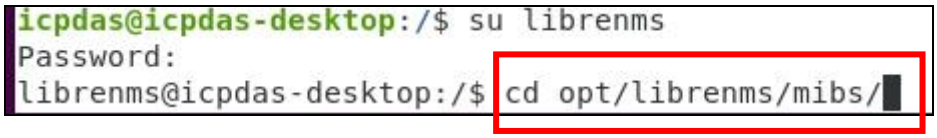
Step2: Open the terminal and enter [su librenms] , the default password is [D32fwefwef]

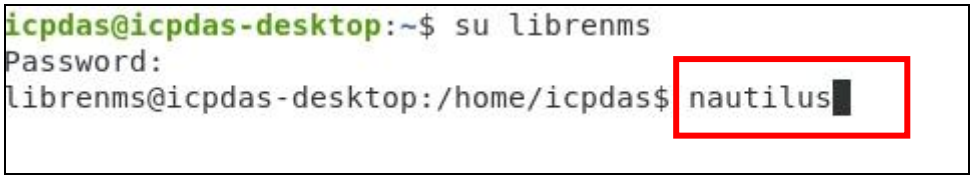
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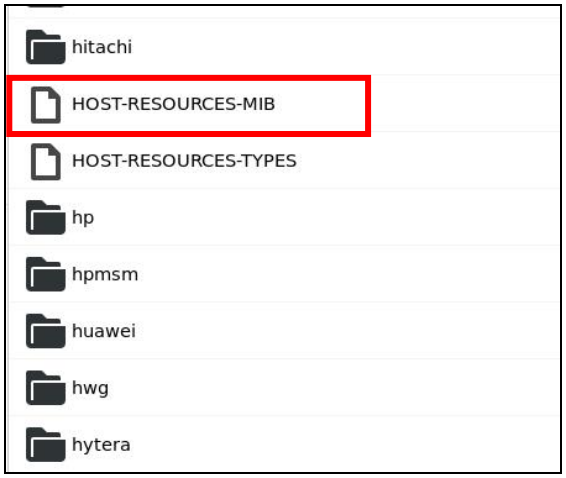


Step3: Users can type [cd opt/librenms/mibs] to go to the mibs folder, or type [nautilus] to open the file manager operation to access the mibs folder.





Step4: Copy the .MIB file to the mibs folder



***Note:**

1.If the device has MIBs available and you use it in the detection then you can add these in. It is highly recommended that you **add mibs** to a **vendor specific directory**. For instance **HP mibs** are in **mibs/hp**. Please ensure that these directories are specified in the yaml detection file, see mib_dir

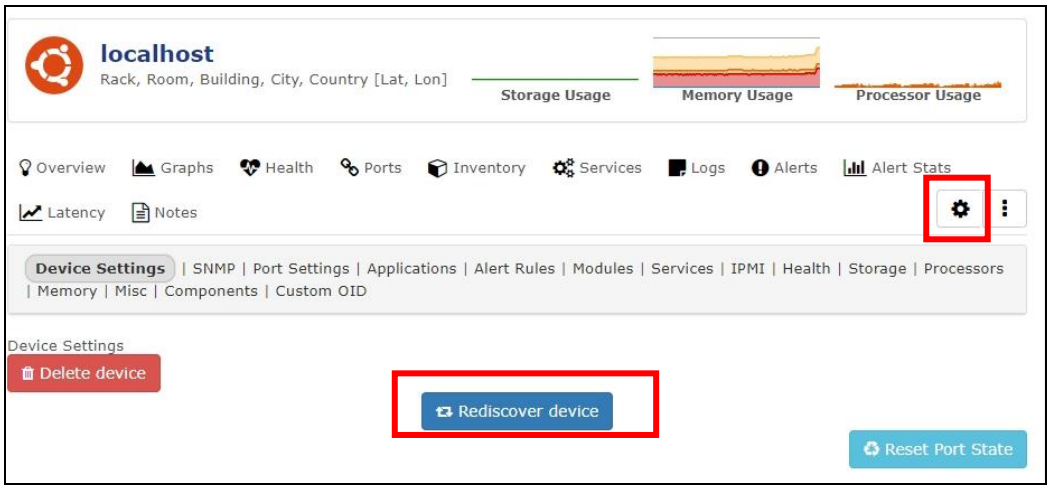
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above.

2. Do not delete files randomly to avoid errors.

Step5: Then click the gear icon at the top right of the device and then click [Rediscover Device] to let LibreNMS scan again.



***Note:**

1. Librenms will grab the device information based on the **yaml file** in the [**opt/ librenms /includes/definitions**] directory and the **sysObjectID** in the specified folder in **mib_dir**.
2. mib_dir can **only** specify one folder.
3. For details, please refer to the link below
   https://docs.librenms.org/Developing/os/Initial-Detection/

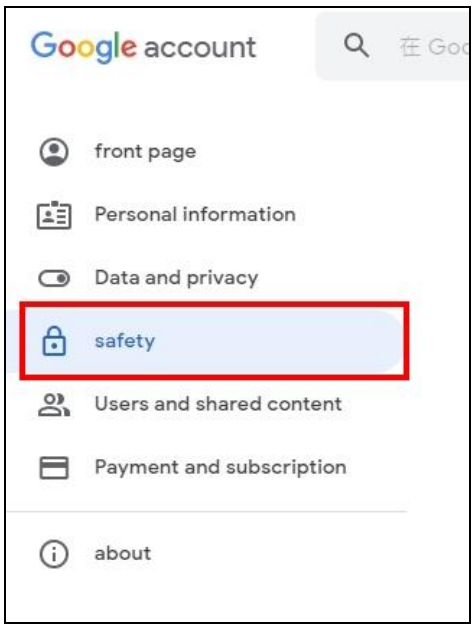
Q04: How to use Google SMTP to send a letter?

A04: Please follow the instructions below to set up.

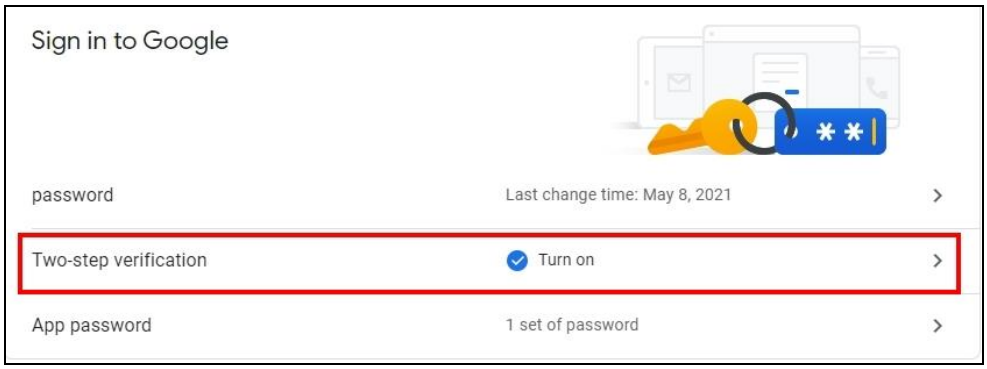
Step1: Login to Google and go to Google security settings page.

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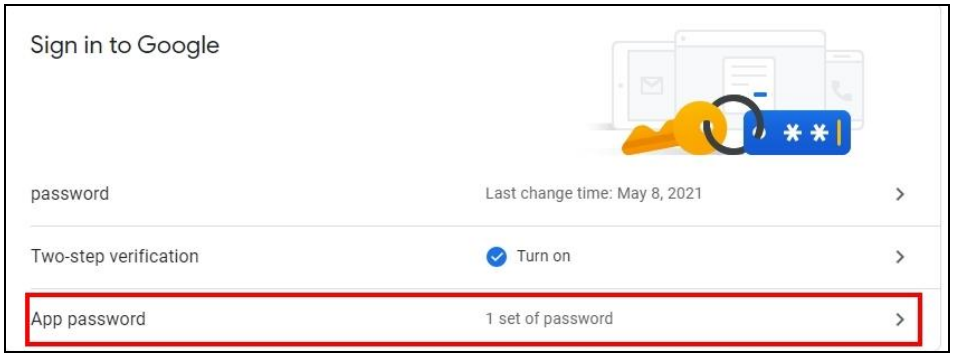


Step2: Enable [Two-step verification]



***Note:** In this process, you need to use your phone for verification.

Step3: Set [Application Password]

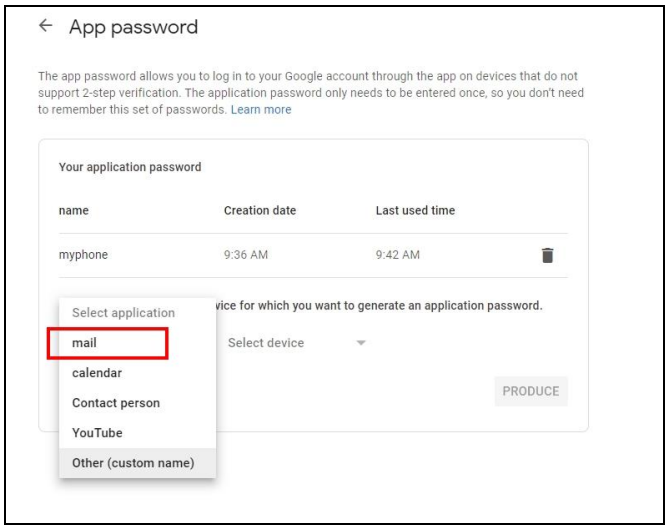


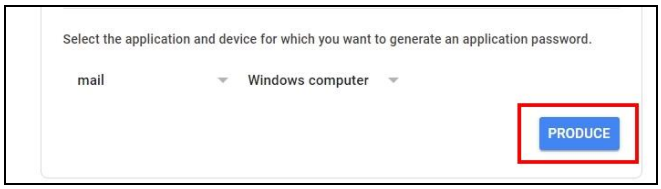
Step4: Select the application (MAIL) and device for which you want to generate an application

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password, and then press [Produce].





Step5: Get the application password generated by the system.



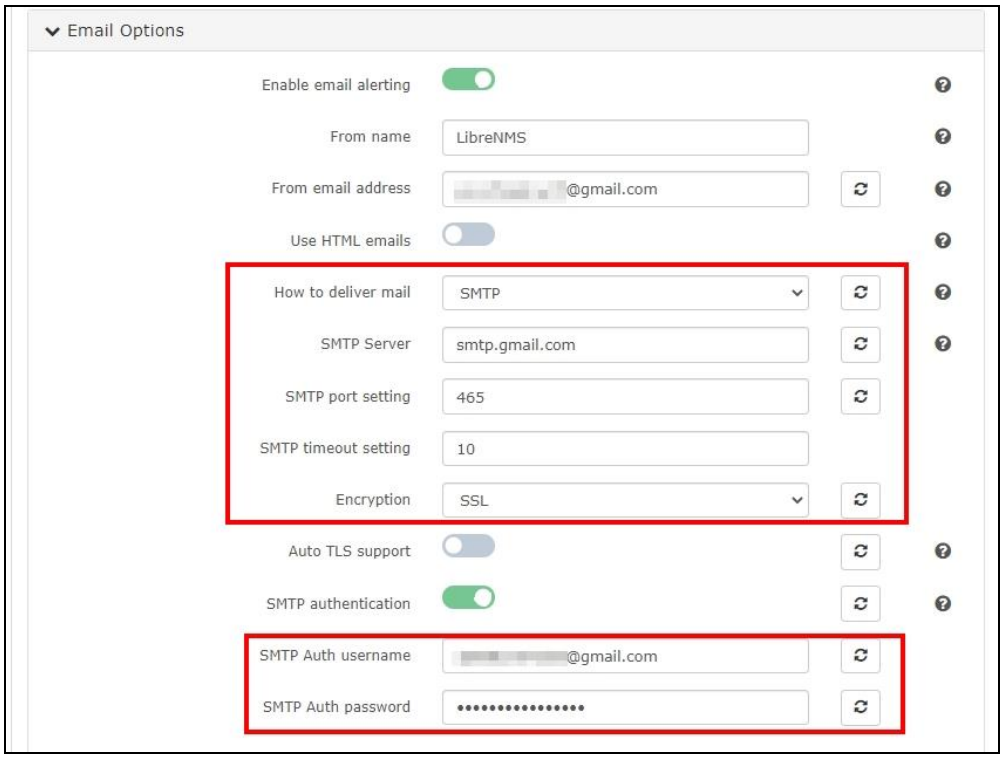
***Note**

This application password is just like your usual password, which grants full access to your Google account. You do not need to remember this set of passwords, so please do not write down or disclose the password to anyone who knows it.

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Step6: To [Global Setting] > [Alerting] > [Email Options], Set up Google SMTP to send mail.



- **SMTP host: smtp.gmail.com**
- **SMTP port number: 465**
- **SMTP security mode: SSL/TLS**
- **SMTP authentication: Enable**
- **SMTP account: [your gmail account]**
- **SMTP password: [google application password]**

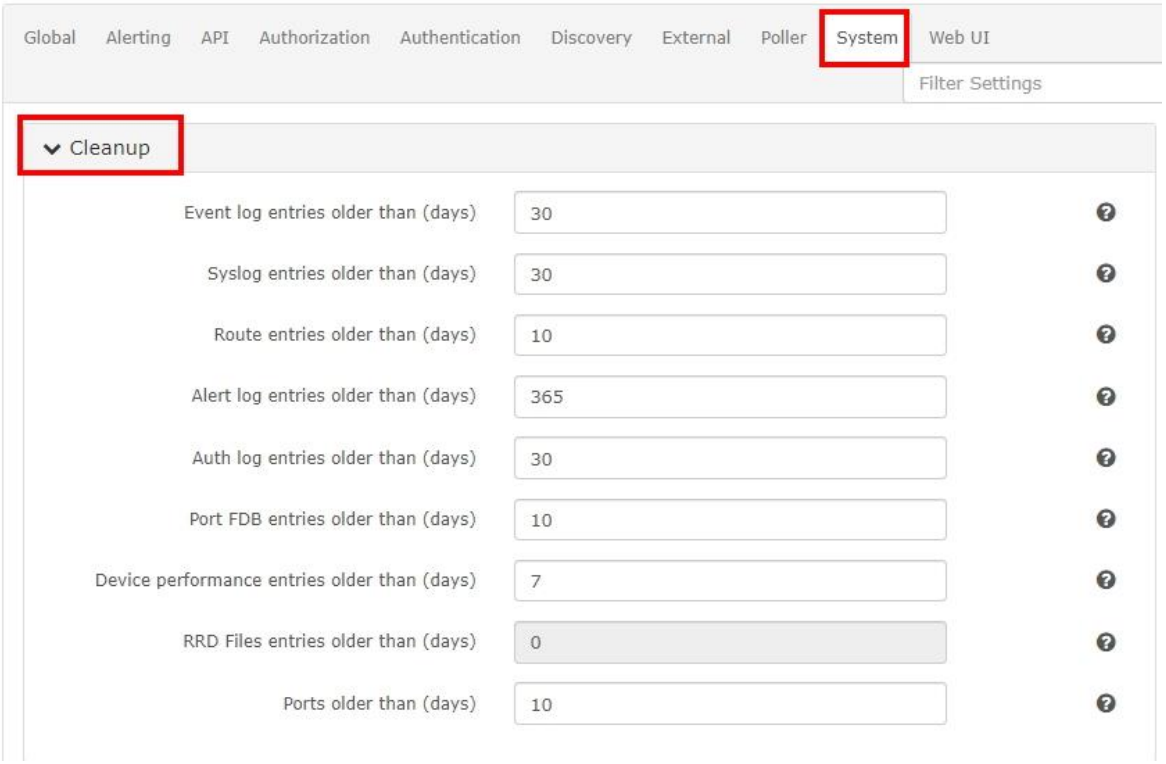
Q05: How to clean up LibreNMS log files?

A05: As the number of devices starts to grow in your LibreNMS install, so will things such as the RRD files, MySQL database containing eventlogs, Syslogs and performance data etc. Your LibreNMS install could become quite large so it becomes necessary to clean up those entries. With Cleanup Options, you can stay in control.

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Step1: To [Global Setting] > [System] > [Cleanup], these options will ensure data within LibreNMS over X days old is automatically purged. You can alter these individually, values are in days.



***Note**

Please be aware that [**RRD Files**] is **NOT** set by default. This option will remove any RRD files that have not been updated for the set amount of days automatically - **only enable** this if you are comfortable with that happening. (All active RRD files are updated every polling period.)

Q06: How to Add Device?

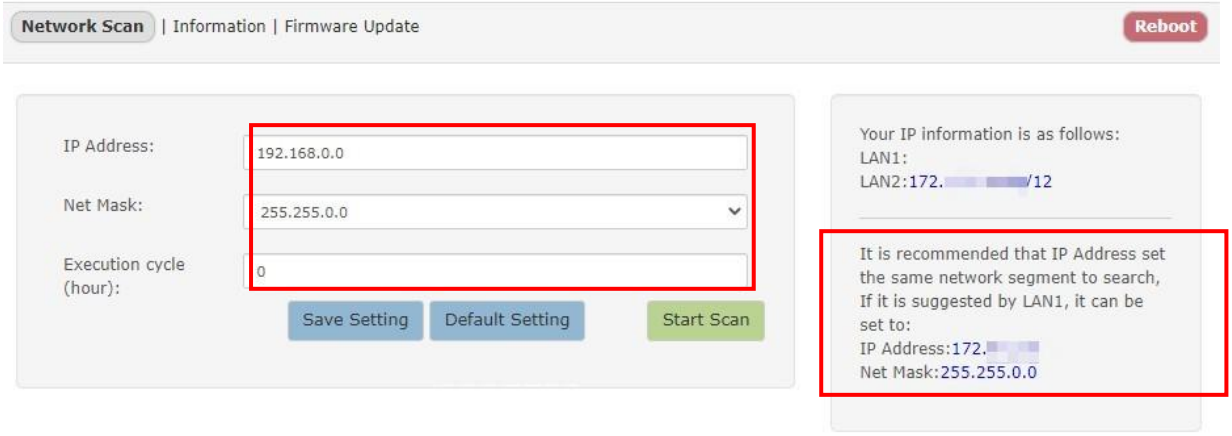
A06: To use this software, you must add a new device, please refer to the following link to add a device.

Method 1: Plugins Network Scan

Step 1: To [Plugins] > [ICPDAS] > [Network Scan] Input your network segment, netmask and excution cycle.

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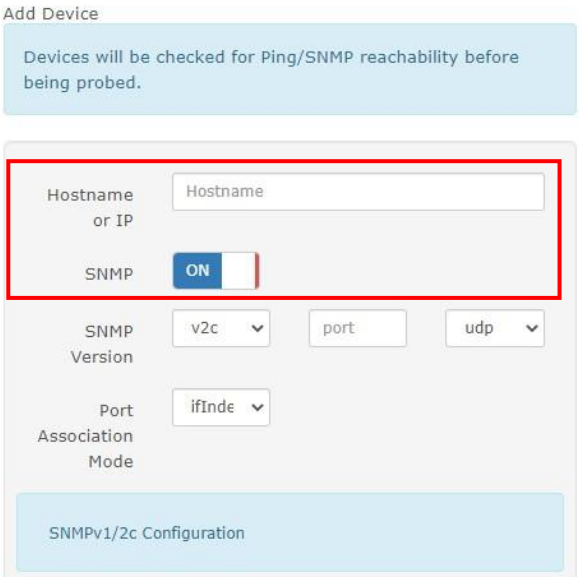
Note:

For IP Address and Net Mask settings, please refer to the suggestions on the right.

Step 2: Click Save Setting **and** Start Scan **to start automatic search.**

Method 2: Add Device

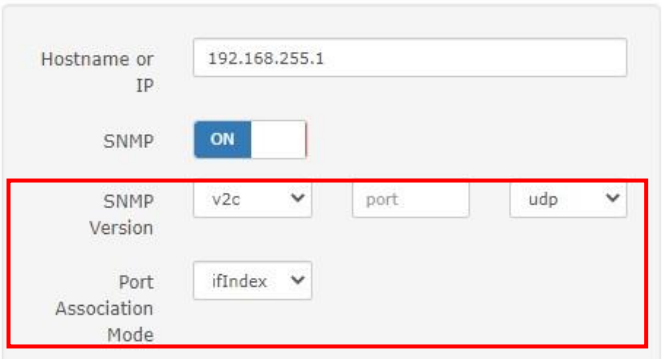
Step 1: To [Device] > [Add Device] Input Hostname or IP address, and on the ON **SNMP button.**



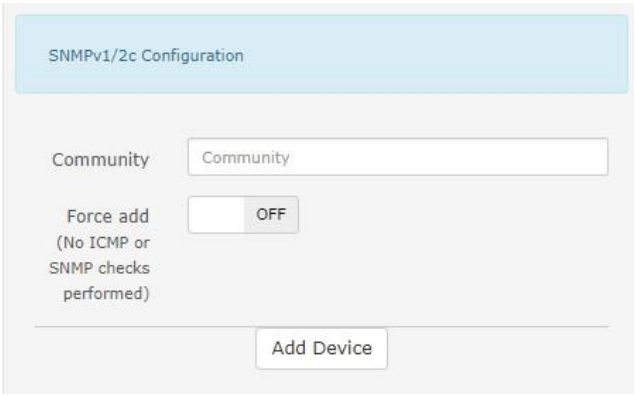
Step 2: Input the SNMP Version, port and Communication protocols, Port Association Mode choose "ifIndex".

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Step 3: Fill in the following information according to the selected version, and then press the Add Device **button, all the added devices will be in the device list. After clicking [Devices] -> [All Devices] in the menu, you can view all the device objects in your control.**



Note：

- If you “Force add” button choose “OFF”, will perform ICMP or SNMP check, whether the device supports ICMP or SNMP protocol
- If the check fails, please check whether the device is installed or enabled with SNMP.

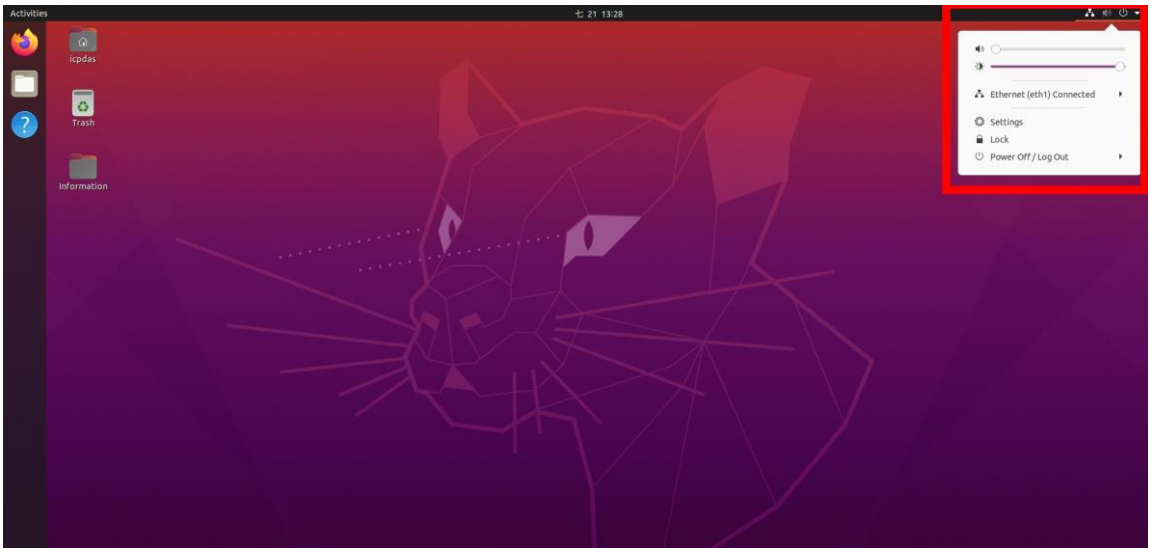
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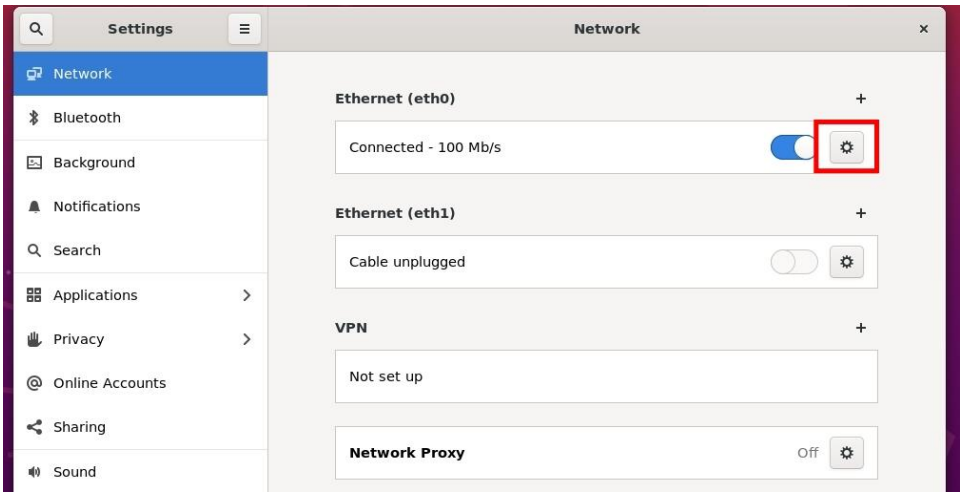
Q07: How to Change Your IP Address on Linux?

A07: Please Login Linux and follow the instructions below to set up.

Step1: To Click the icon in the upper right corner and select [Setting]



Step2: To [Setting] > [Network] > Click on the icon of the interface you would like to set an IP address.

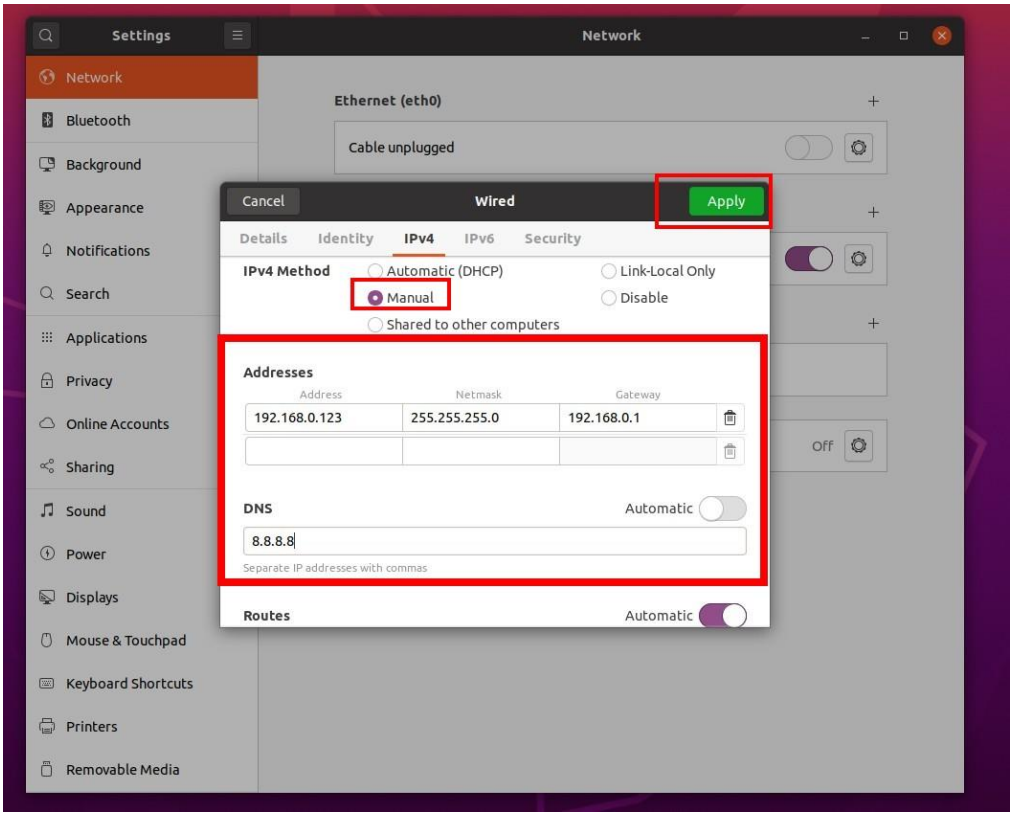


Step3: You will need to select Manual on the IPv4 tab in order to enter your settings.

Select [IPv4] > [Manual] > Update the IP address to what you want it to be > [Apply].

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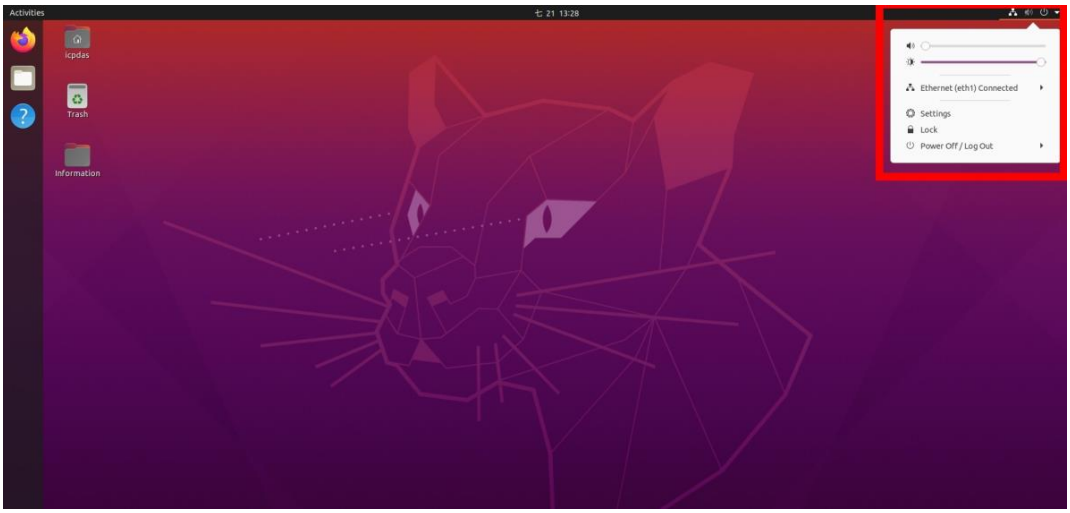
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Q08: How to Setting Display mode on Linux?

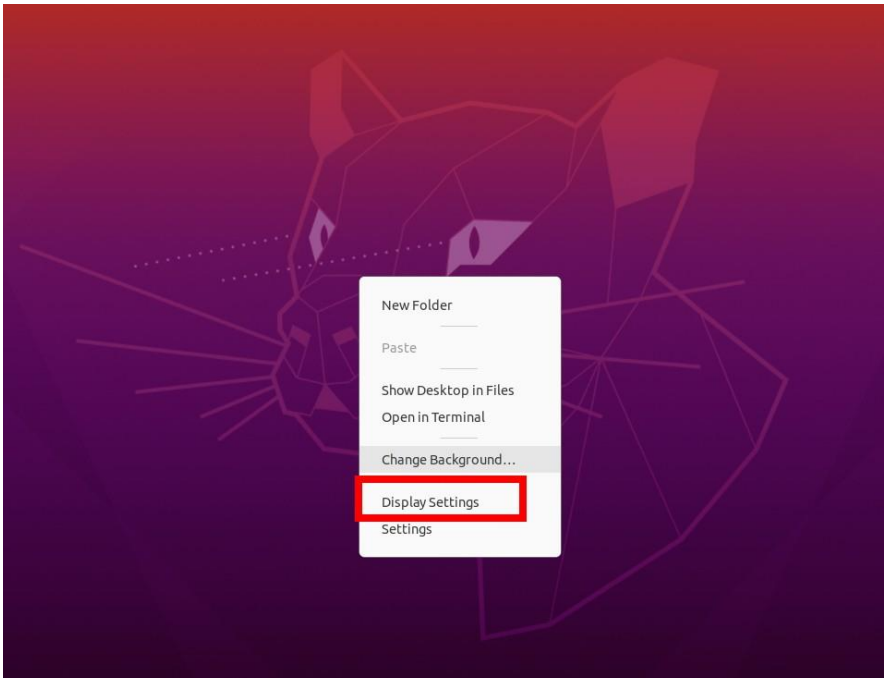
A08: If an external monitor is connected using VGA or HDMI, the Login controls not displayed on all screens, You can set the display mode to solve the problem, Please follow the instructions below to set up.

Step1: To Click the icon in the upper right corner and select [Setting] or click the right mouse button > select [Display Settings]



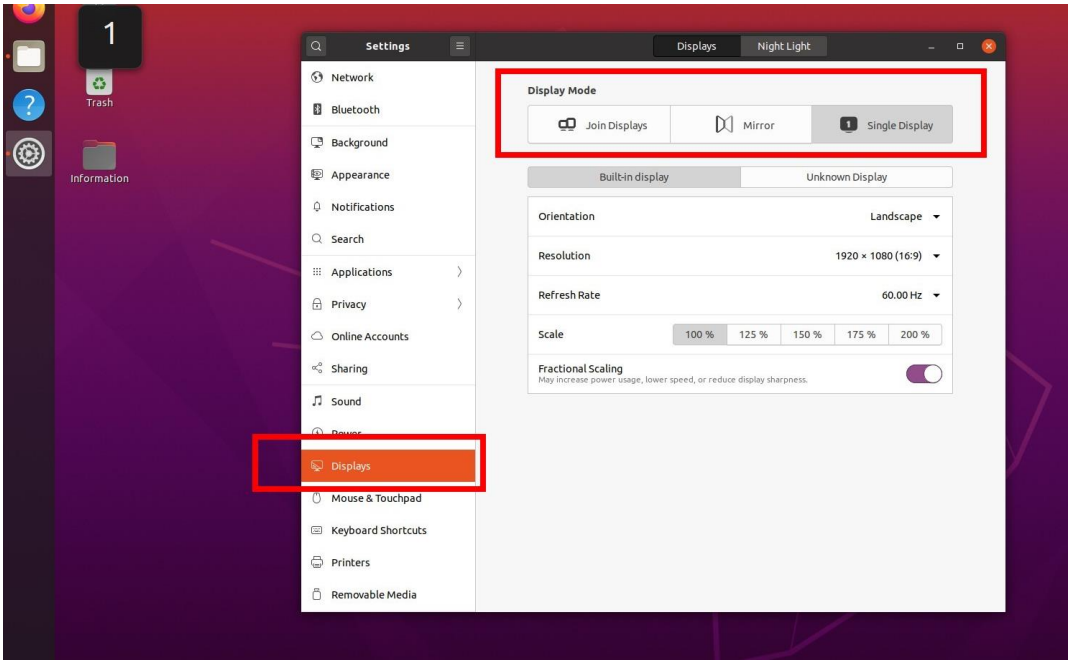
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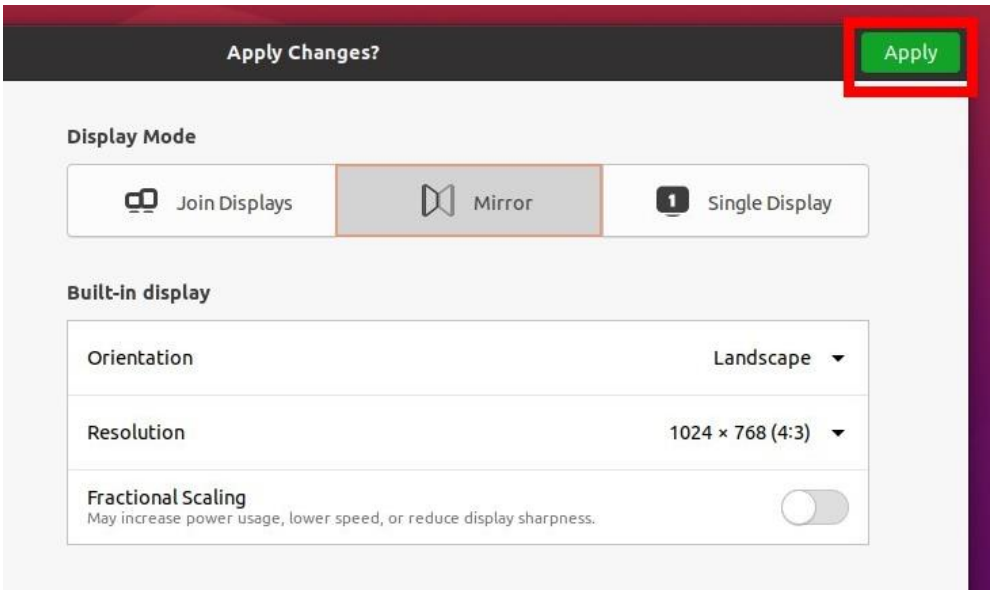
Step2: To [Setting] > [Displays] > Select a display mode to what you want it to be > [Apply].

***Note: It is recommended to select [Mirror mode]**

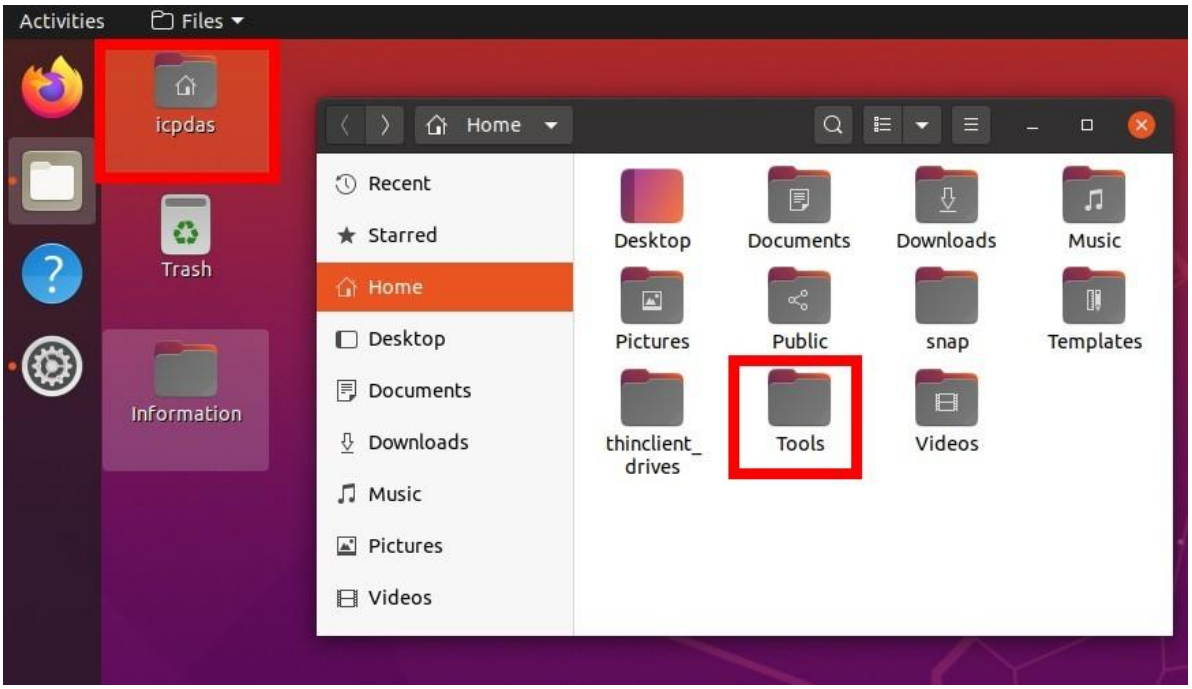


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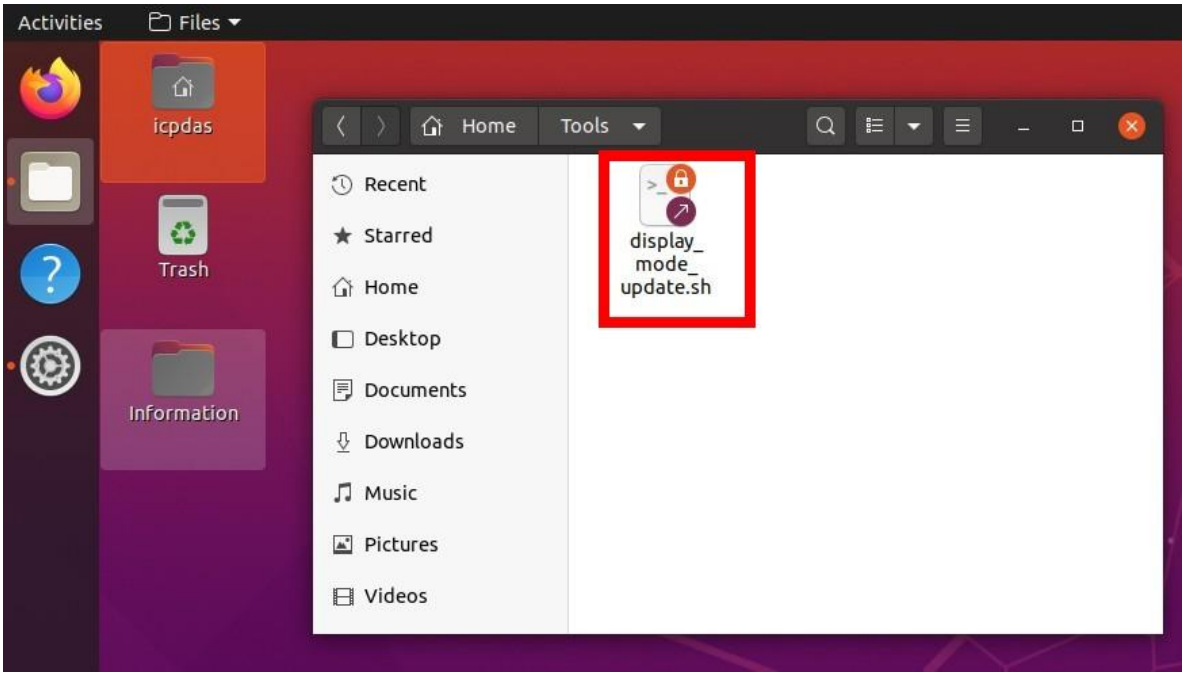
Step3: After setting the display mode, go back to the Desktop > Select [icpdas] file > Click [Tools] file

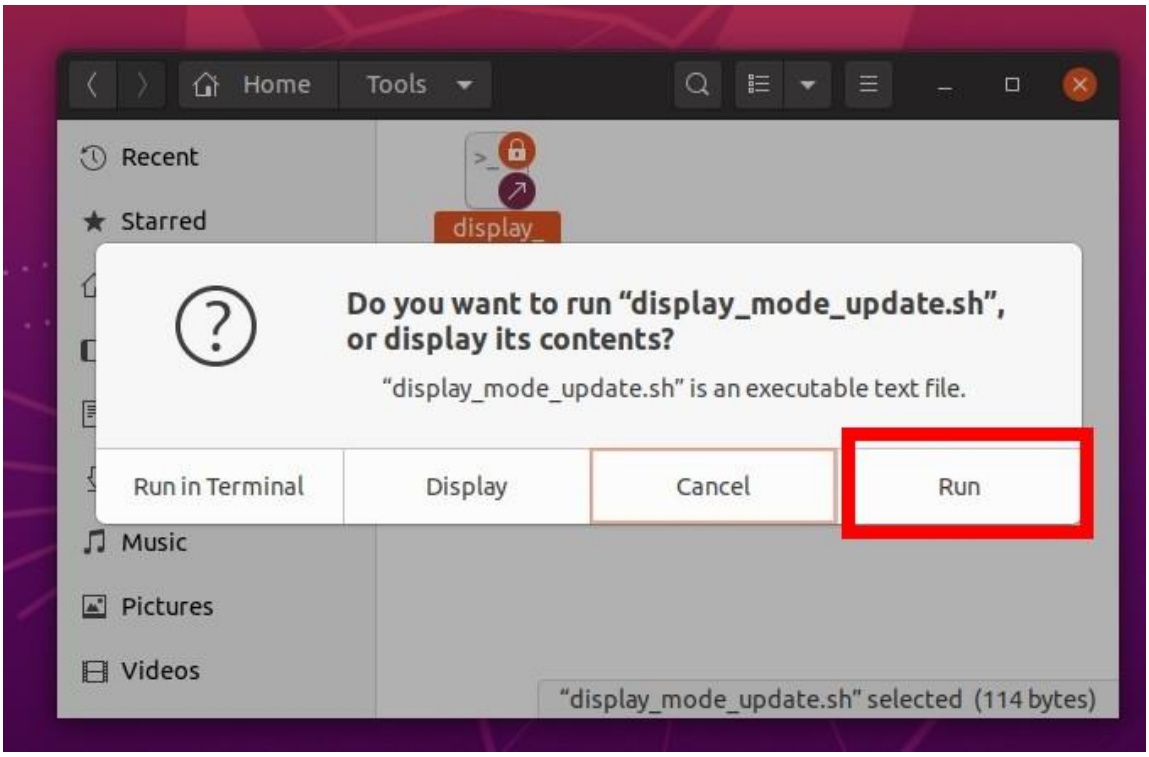


Step4: Double click [display_mode_update.sh] file > Select [Run]

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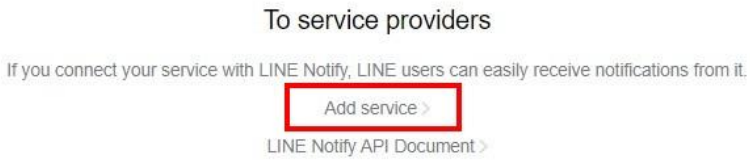
Q09: How to set up LINE Notify for alert transmission and rules ?

A09: Before setting up, you need to apply for a token at the Line Notify website.

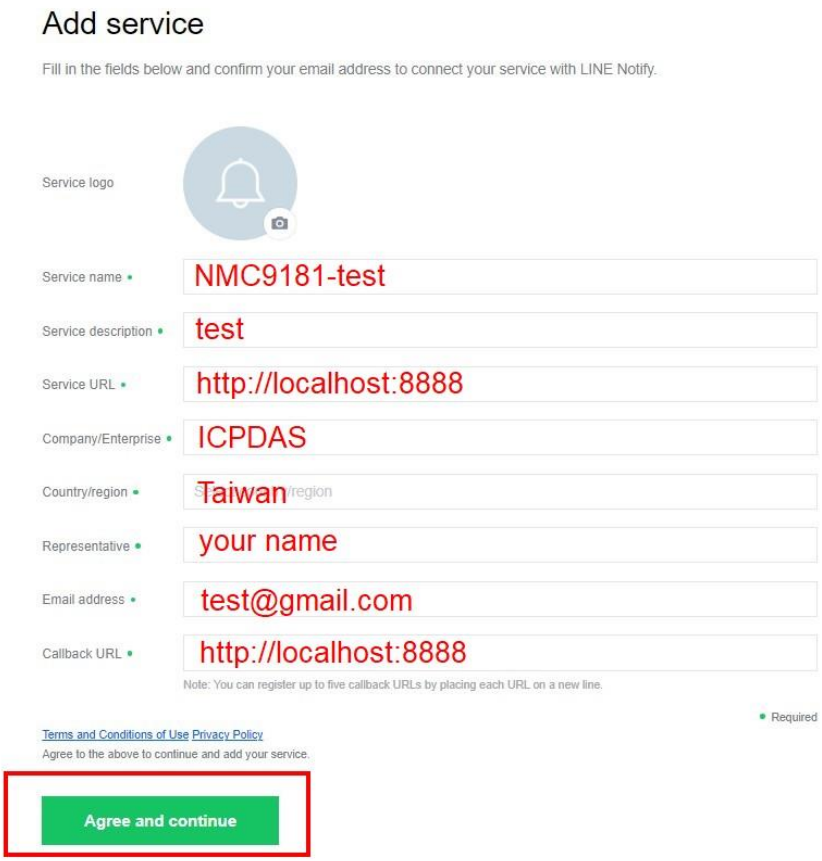
If you already have a LINE Notify token, you can skip to Step7.

- **Add new LINE Notify service**

Step1: Go to Line Notify website https://notify-bot.line.me/en/ , and click [Add Service]



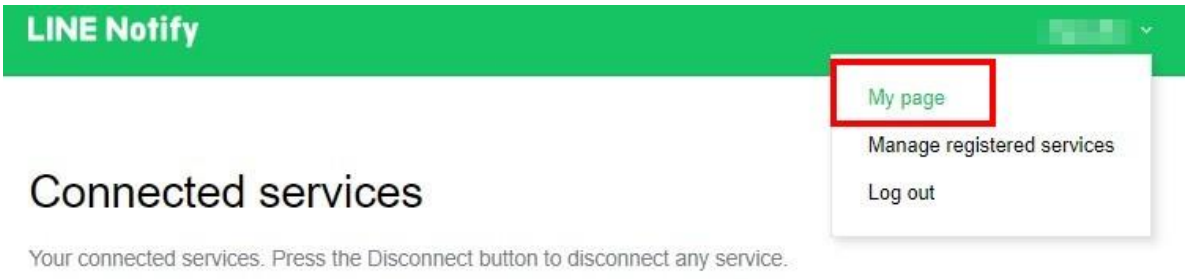
Step2: Please complete the following information and refer to the example below, and click [Agree and continue]



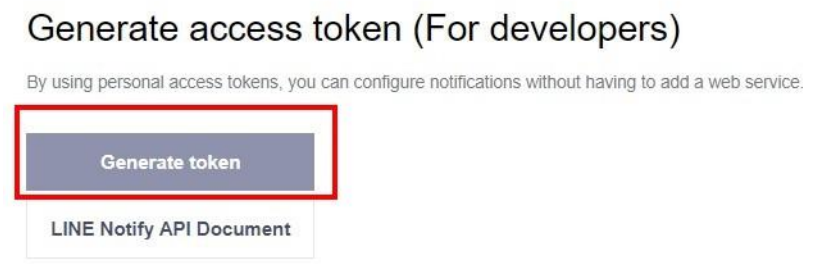
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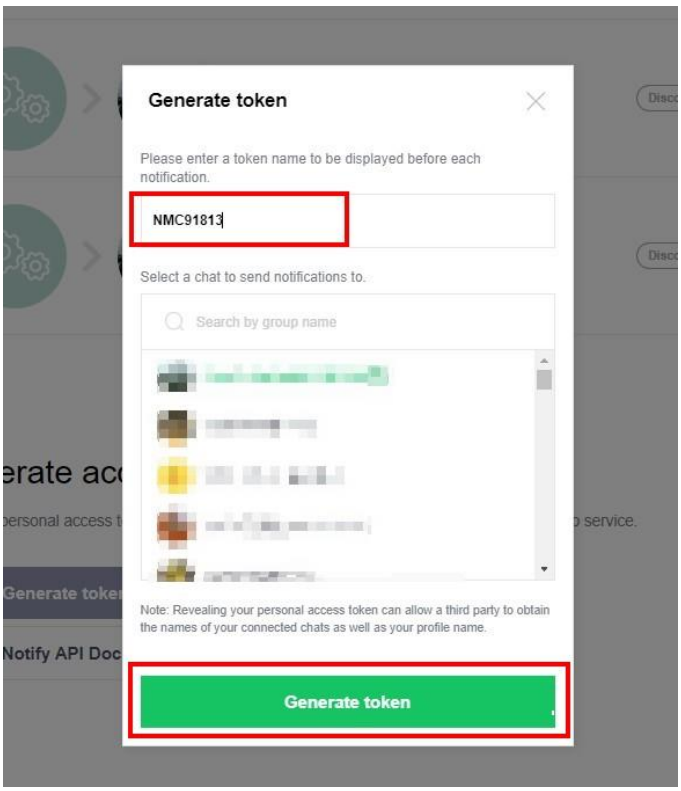
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Step3: Find your personal information in the upper right corner and click [My Page].



Step4: Click [Generate token], enter the name of the token displayed before each notification and select a chat to send the notification to.



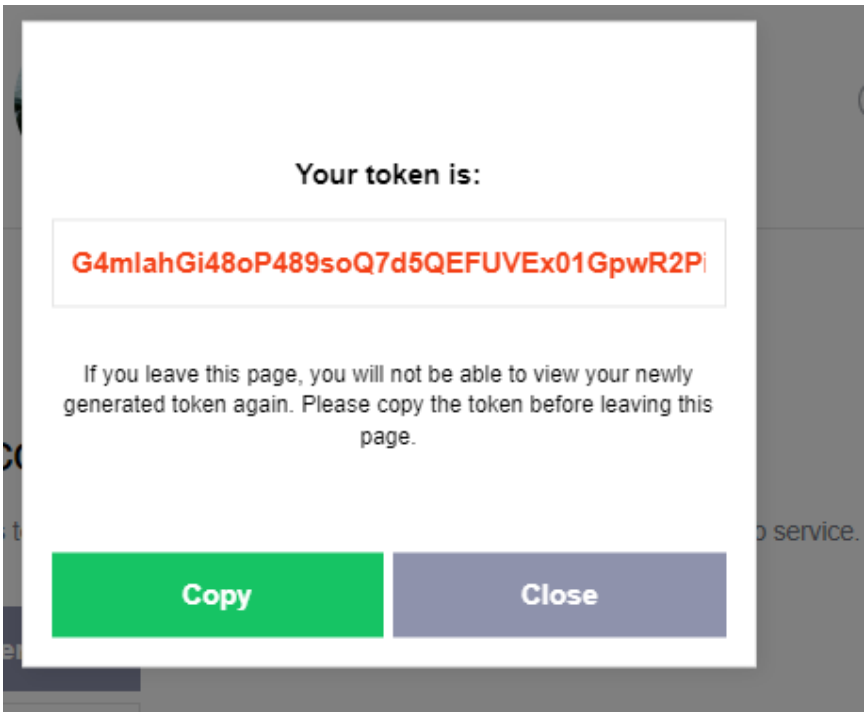


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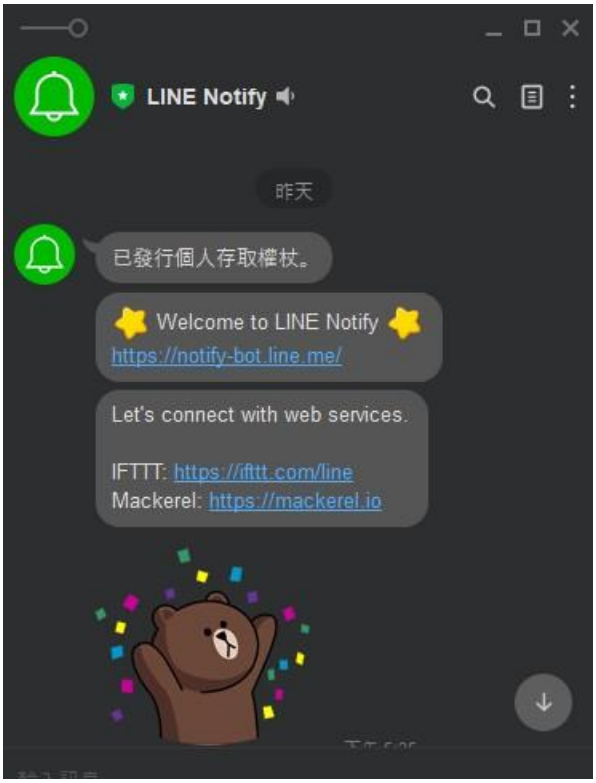
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Step5: Copy and back up your token.

※ Note: Please copy the token before leaving this page.



Step6: After completion, you can go to the Line app to check if there is a Line Notify message.

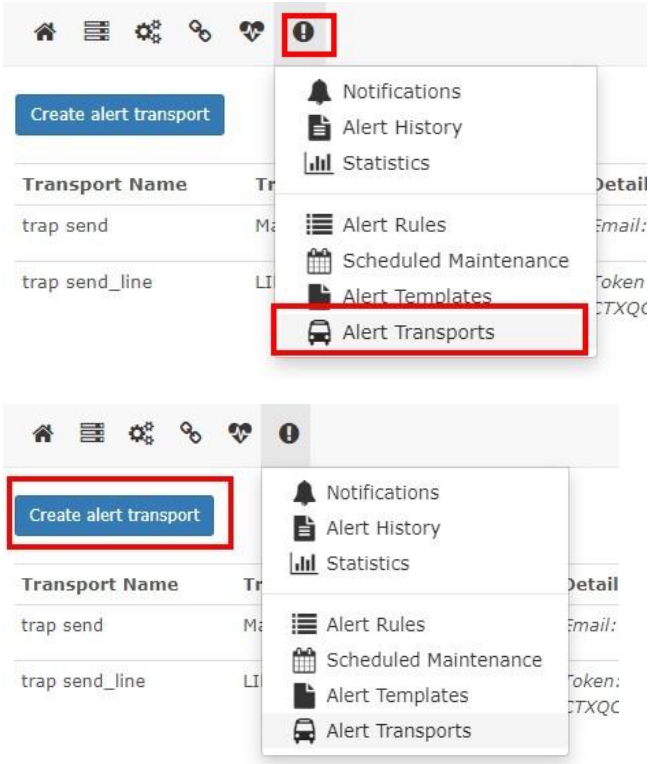


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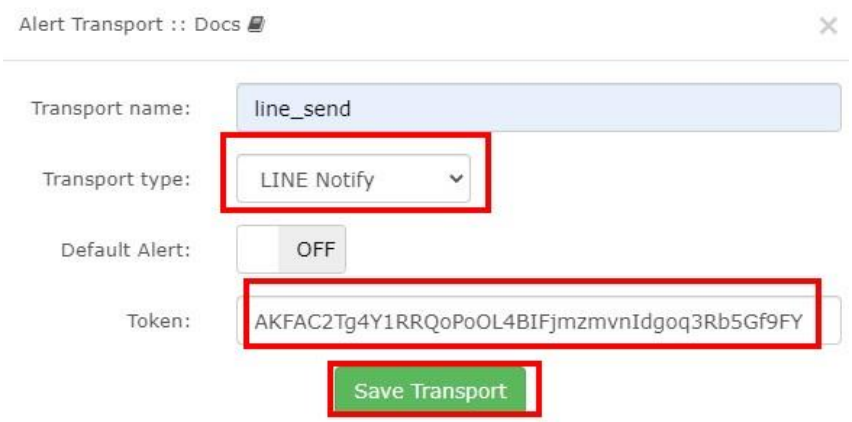
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● Add new Alert Transport

Step7: To [Alert] > [Alert Transports], click [Create alert transport]



Step8: Transport name select [Line Notify] and paste your [Line Notify Token], then click [Save Transport]



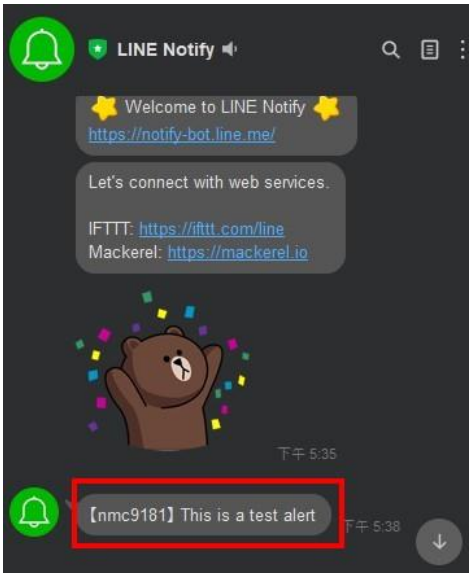
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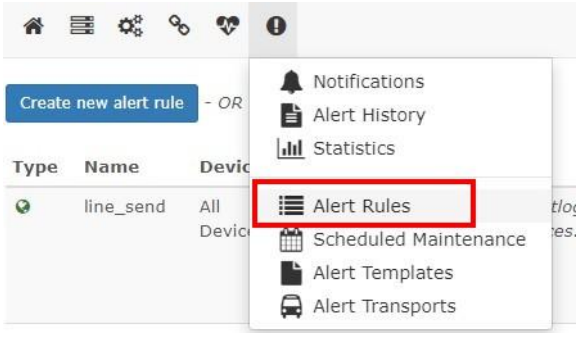
Step9: To [Alert] > [Alert Transports] and click  test send.



Check your line message.



Step10: To [Alert] > [Alert Rules] and click [Create new alert rule].

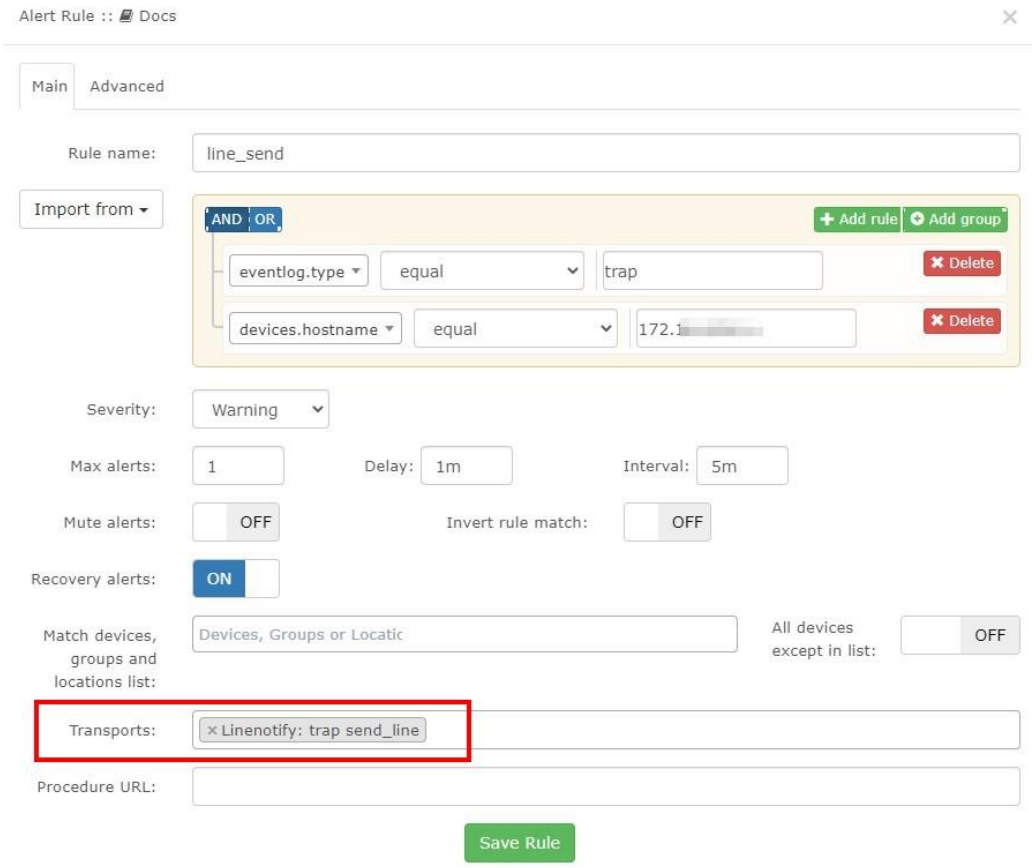




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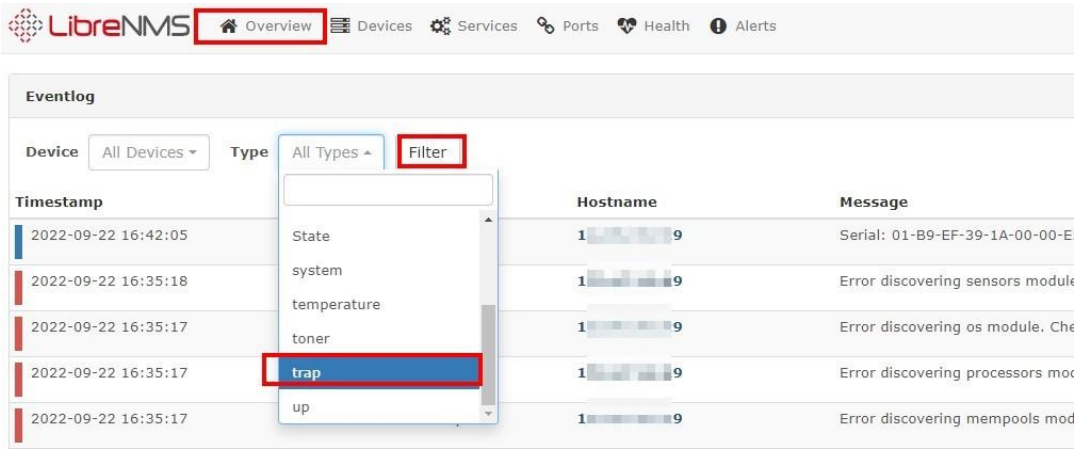
Step11: Fill in the alarm rules you want to set, and select the alert transport you set in [Transports] > [Save Rule]



Q10: How to set the alarm rules for SNMP Trap ?

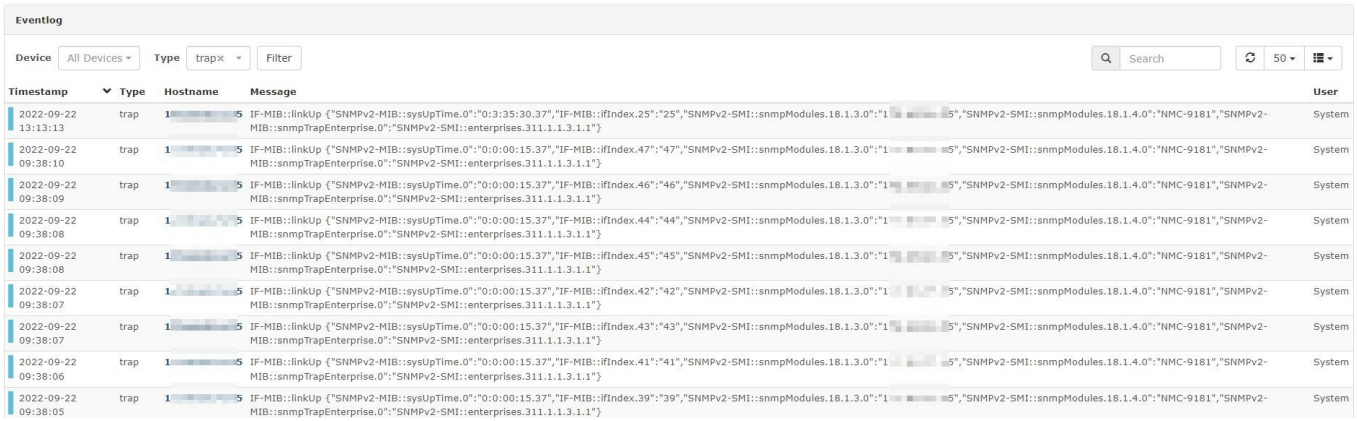
A10: The SNMP traps received by the NMC-9181 can be viewed at [Overview] > [Event log].

Set up the alarm rules can refer to the following steps



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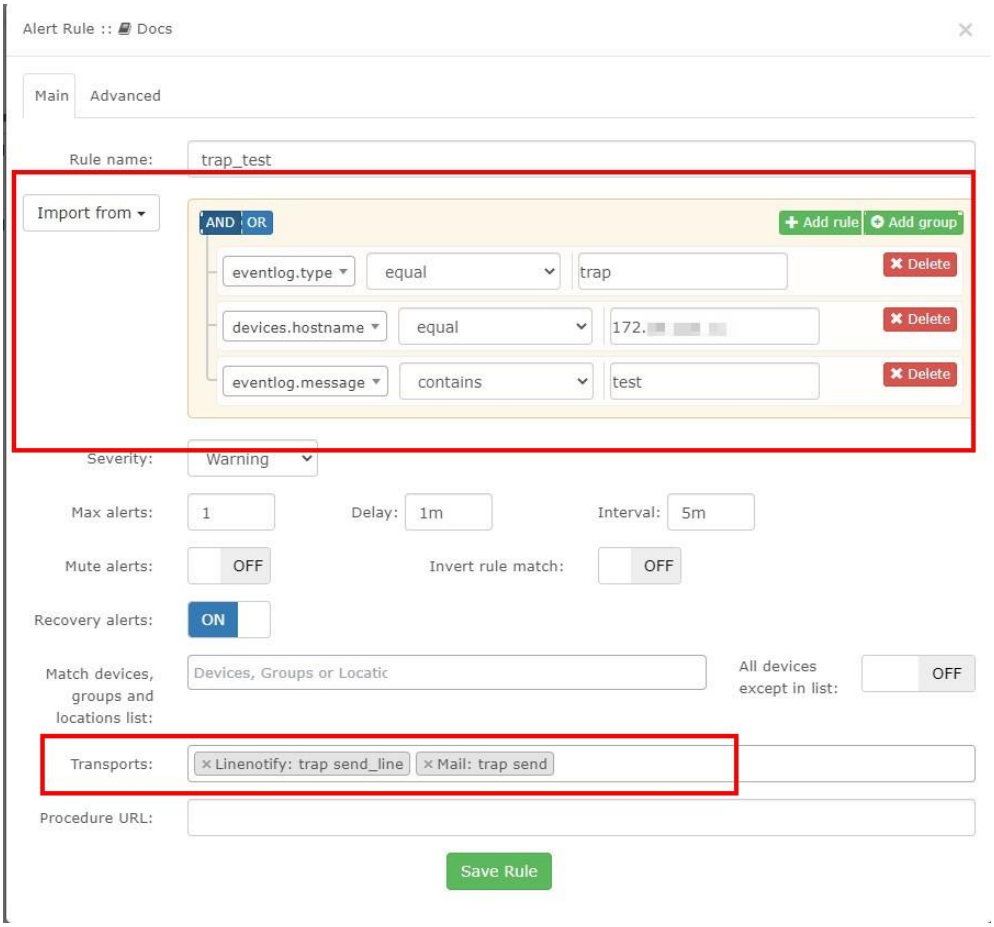
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Step1: To [Alert] > [Alert Rules] and click [Create new alert rule].

Step2: Click [Add rule] > enter [eventlog.type] > [equal] > [trap].

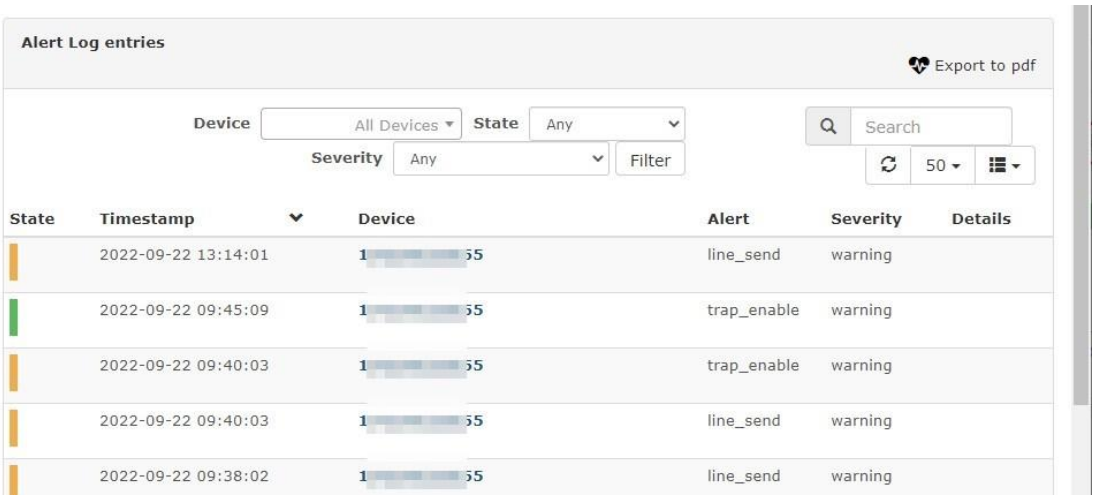
If you want to set more detailed rule conditions, you can set [devices.hostname], [eventlog.message] , etc. and if you have [Alert Transports] set up, you can choose to add them, the example is shown below



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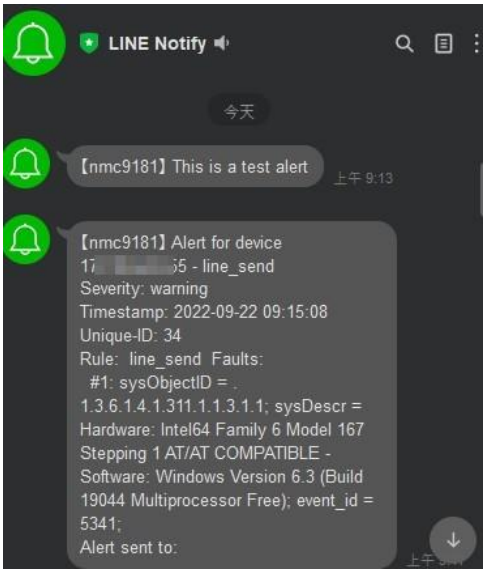
Step3: When the set alarm is triggered, you can go to [Alert] > [Alert History] to view it.



- **Go to the MAIL you have set up to check the alert message**



- **Go to the LINE you have set up to check the alert message**



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Appendix A. Revision History

This chapter provides revision history information to this document.

The table below shows the revision history.

Version	Date	Description of changes
1.0.0	2021-12-08	The First Release Revision
1.0.1	2022-07-21	Add FAQ Q07、Q08
1.0.2	2022-09-22	Add FAQ Q09、Q10

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