How to Rediscover SNMP-Only Devices

Application Scenario:
Some devices discovered by SNMP cannot be accessed via Telnet/SSH during the discovery. NetBrain collects these devices into Discovered by SNMP (SNMP-only) table of Workspace Manager to manage these devices.

There are three possible reasons for the existing of SNMP-only devices:
- Telnet/SSH is not supported in the device and only SNMP is allowed.
- The credentials configured in the Shared network settings are incorrect.
- The Network Server cannot access the device.

Solution:
There are 5 steps to re-discover SNMP-only devices.
1. Opening SNMP-only devices list.
2. Troubleshooting Telnet/SSH failure.
3. Re-discovering the SNMP-only devices.
4. Re-checking the SNMP-only devices list.

*Note: If you find any problems when following these steps, please enter F1 on your key board to reference online help.*

Or you could also contact NetBrain support team at support@netbraintech.com.

Please follow the steps bellow to re-discover SNMP-only devices.

1. **Open SNMP-only table.**
   a) Click Workspace tab>Manager icon to open Workspace Manager window.
   b) Click Discovered by SNMP to open SNMP-only devices list.

2. **Troubleshoot Telnet/SSH failure**
   Before re-discovering SNMP-only devices, you could troubleshoot the Telnet/SSH failure first.
   a) Click Workspace tab>Settings icon in Shared Network Settings field to open Shared Network Settings window. Check the Telnet/SSH Login credentials of SNMP-only devices.
   b) Check the communication between Network Server (NS) and SNMP-only devices. Right-click on an entry in SNMP-only list and choose **Ping to/traceroute to** option to ping/traceroute from NS to current device.

   *Note: If there is a Jumpbox configured in Shared Network Settings, please check the Server Jumpbox’s credentials in Shared Network Settings and communication between Jumpbox and NS/SNMP-only devices by Ping to/traceroute to feature. For more details of Ping to/traceroute to feature, reference online help.*
3. Re-discover the SNMP-only devices
   a) In SNMP-only devices list, select all the entries, right-click on them and choose Discover Selected Device(s) to open Live Network Discovery window.
   b) Select the option Scan IP Range, choose an access method according to your devices and click Options button to set the options as bellow. Click OK button to close the Options of Discovery window. Then click Start Discovery button to start the discovery.

   ![Live Network Discovery](image)

   **Note:**
   
   To make the discovery take less time, rebuilding L3 and L2 topology can be executed in Server Benchmark. If the option Don't change existing device settings is selected, the SNMP-only devices may be not accessed by Telnet/SSH again.

4. Re-check the SNMP-only devices table
   a) After discovery, reopen the Discovered by SNMP table.
   b) Check all IPs/devices to allow Telnet/SSH package by updating FW rules and ACLs.
   c) After updating Firewall rules and ACLs, re-discover the SNMP-only devices.