



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Framework Management Layer User's Guide

Configure SNMP Monitoring

5/4/2025

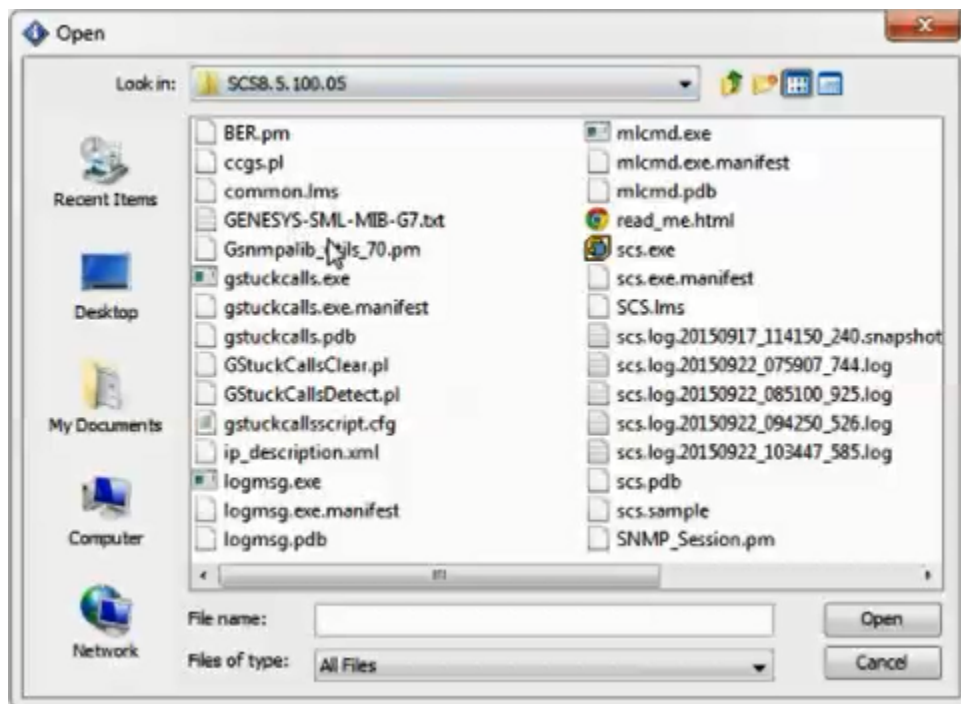
Configure SNMP Monitoring

Contents

- [1 Configure SNMP Monitoring](#)
 - [1.1 Before you configure](#)
 - [1.2 Summary](#)
 - [1.3 Example of configuring SNMP monitoring](#)

Configuring SNMP Monitoring for T-Servers and SIP Server requires the skills and knowledge of a system administrator, and knowledge of the Genesys installation that is running on your site. Ideally, you or a current colleague installed the Genesys software, so you have—or can easily find—information that you need, such as the location of certain files. You also need an MIB Editor; ideally, one that you have used before.

Before you configure



Verify or perform these requirements:

- Your Genesys software installation must include a current Media Layer SNMP license. Verify with your Genesys marketing representative.
- The applications SNMP Master Agent and Solution Control Server must be installed, configured and running. **[+] Show steps**

The Framework Deployment Guide describes how to deploy and configure the Solution Control Server (SCS) and the SNMP Master Agent. See steps 5 and 6 in [Deployment Summary](#).

- The SIP Server(s)/TServer(s) that you wish to monitor must be provisioned with <TServer>\management-port and restarted.
For each SIP Server and T-Server, configure <TServer>\management-port. Follow the steps on page 653, and the option settings on page 657, of the [SIP Server 8.1 Deployment Guide](#).
[+] Show steps

You can change T-Server common configuration options in the Options section of the Application object (for example: SNMP-MA, for the master SNMP).

Find the Application object in this directory:

- **If you use Genesys Administrator:** Application object > Options tab > Advanced View (Options)
- **If you use Configuration Manager:** Application object > Properties dialog box > Options tab

Option: management-port

Default Value: 0

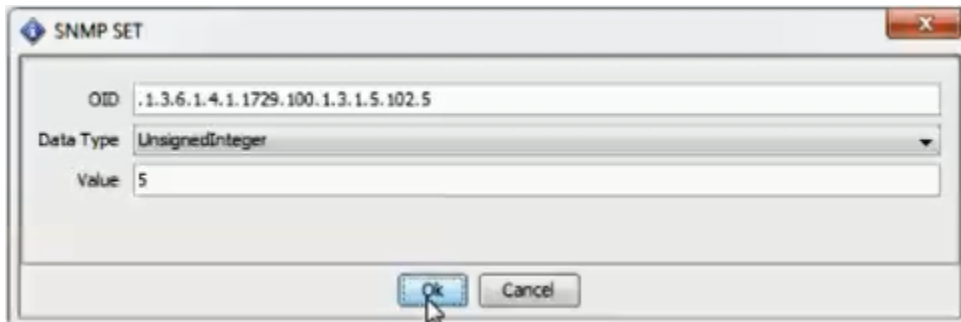
Valid Values: 0 or any valid TCP/IP port

Changes Take Effect: after T-Server is restarted

This option specifies the TCP/IP port that management agents use to communicate with T-Server. If set to 0 (zero), this port is not used.

-
- The Network Management System (NMS) must be connected to the SNMP Master Agent. See [How to Activate SNMP Support](#).
 - Import the file **GENESYS-SML-MIB-G7.txt** to NMS.
Find this file in the working directory of the Solution Control Server application; the person(s) who installed Genesys for your company should know the location. This file contains Genesys-specific SML, MIB, and G71 definitions.

Summary



For each SIP Server / TServer...

1. Query the gServersTable and record the value of: gServerId (<index>).
2. Set the value 4 (createAndGo) for:
Name/OID: gsCtrlRowStatus.<index>.5;
3. Set the refresh timeout. For example, 5 seconds for:
Name/OID: gsCtrlAutomaticRefresh.<index>.5 for tsInfoTable

Consider the three steps above as general directions which you can execute in the most efficient way for you. The Summary is intentionally generic because every MIB editor is different.

Consider the five steps below as an example of how one system administrator might configure SNMP Monitoring for T-Servers and SIP Server. The real steps that you use to access SNMP data will depend on your site's NMS implementation and on your MIB editor.

Example of configuring SNMP monitoring

Name	gServersTable
OID	.1.3.6.1.4.1.1729.100.1.2
MIB	GENESYS-SML-MIB-G71
Syntax	SEQUENCE OF GServerEntry
Access	not-accessible
Status	current
DefVal	
Indexes	gServerId
Descr	<p>This table populates the servers that are currently registered with the Genesys configuration layer.</p> <p>This table has several purposes:</p> <ul style="list-style-type: none"> (a) Provides general information about servers working environment (b) Allows to start or stop an individual server (c) Provides information about DBID numbers assigned to servers. <p>These DBID numbers are needed when creating entries in control table. Each entry in control table is set to monitor a particular server. A DBID number is used to identify that server.</p> <p>Note that since server configuration objects can be added or deleted to or from configuration database throughout a lifetime of the agent, a management station might want to walk this table frequently in order to keep the servers list updated.</p>

Your actual steps will be similar:

1. With the MIB Editor, **Load** the imported file GENESYS-SML-MIB-G7.txt.
2. Inside GENESYS-SML-MIB-G7.txt, find and read the DESCRIPTION for gServerControlTable and gsCtrlRowStatus.
The description contains information about a table's contents, purpose, and behavior—and how to request data from NMS.

[+] Show table description

gServerControlTable OBJECT-TYPE

...

DESCRIPTION

"Control table containing a set of parameters to set up and control data collection from Genesys server(s). This table facilitates the monitoring of multiple Genesys servers.

The following data tables defined in this MIB module are controlled by the gsControlTable:

gsLogTable

gsInfoTable

gsClientTable

gsPollingTable

tsInfoTable

tsCallTable

tsDtaTable

tsLinkTable

tsCallFilterTable

tsCallInfoTable

tsLinkStatsTable

Entries in the above tables are created on behalf of an entry in the gServerControlTable. If a control row is destroyed, then corresponding row in the respective data table is destroyed too.

Some tables defined in this MIB module may just be used to perform some management function on a server (for example,gsPollingTable). When a management station creates a row in the control table for such a table, the agent will create a row in the corresponding table thus making it ready to be used to perform a management function for a selected server. This way, we are allowed to create multiple instances of a management object that can be used to perform a management function for multiple servers.

For example, in case of gsPollingTable a manager will be able to perform reconfig command for multiple Stat Servers."

3. Get the value of gServerId(s) of SIP Server(s) / TServer(s) from the gServersTable.

[+] Show steps

Scan the Table view for T-Servers or SIP Servers (in the column gServerType) that have "start" in the gServerCommandLine column. These should appear in the topmost rows of the Table View.

In the partial screen shot above, Line 2 reads "T-Server" in the gServerType column and "start" in the gServerCommandLine column. So that line contains the information that you need.

The T-Server in this row of data has an identifying number that appears in both the gServerId column and the Index column. You will need that value later.

In the example, that value is: 102.

4. Then set the value 4 (createAndGo) for Name/OID: gsCtrlRowStatus.<index>.5; ...where <index> is the value of gServerId from the step above, to initiate the data collection for tsInfoTable.

Set other tables in the same way. For example: gsCtrlRowStatus.<index>.6 for tsCallTable(6).

[+] Show steps

Go to this directory: MIB Tree > iso.org.dod.internet > private > enterprises > genesys > servers > genericServer > gsCleanupTimeout > gServerControlTable > gServersEntry > gsCtrlRowStatus

Select Set from the Operations drop-down. In the SNMP Set dialog box, find the OID field and append the number in it with this: ".102.5" (102 is the gServerId for the T-Server that you found in the previous step.

In the value field, enter 4 (for and ".4" (for createAndGo).

5. Set the refresh timeout to 5 seconds for Name/OID: gsCtrlAutomaticRefresh.<index>.5 for tsInfoTable

Use a similar method to set other tables, for example: gsCtrlAutomaticRefresh.<index>.6 for tsCallTable(6).