## **Technical Information Document**



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Product Class:	Servers
Product and Version:	Bull NovaScale R400 and T800 series

## Symptoms / Facts

The ESMPRO Agent has been installed on a server running Windows 2008 Server. When you try to use the ESMPRO Manager to discover the Agent, or use the ESMPRO Data Viewer to view the status of the server, the server cannot be found.

## **Solutions / Fixes**

The Windows 2008 Server firewall, which is enabled by default, is configured to only pass SNMP packets to/from the local subnet. If the ESMPRO Manager workstation is located in a different subnet to the server then it may not be able to manage the server. It is therefore necessary to configure the firewall to permit SNMP traffic from outside the subnet.

- 1. Launch the Windows Firewall with Advanced Security administration tool.
- 2. For Inbound Rules, select SNMP Service (UDP In) and display its properties.

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Windows Firewall with Advanced S	Inbound Rules							Actions	
🔣 Inbound Rules	Name	Group A	Profile	Enabled	Action	Override		Inbound Rules	
Outbound Rules	Remote Desktop (TCP-In)	Remote D	Any	No	Allow	No		New Rule	
Connection Security Rules	Remote Event Log Man	Remote E	Anv	No	Allow	No		New Rule	
E Firewall	Remote Event Log Man		Anv	No	Allow	No		Filter by Profile	
Connection Security Rules	Remote Event Log Man		Any	No	Allow	No		Filter by State	
Security Associations	Remote Scheduled Task	Remote Sc	Any	No	Allow	No			
Main Mode	Remote Scheduled Task	Remote Sc	Any	No	Allow	No		Filter by Group	
Quick Mode	Remote Service Manag	Remote S	Any	No	Allow	No		View	
	Remote Service Manag	Remote S	Any	No	Allow	No		<b>D</b>	
	Remote Service Manag	Remote S	Any	No	Allow	No		Q Refresh	
	Remote Volume Manage	Remote V	Any	No	Allow	No		Export List	
	Remote Volume Manage	Remote V	Any	No	Allow	No		Help	
	Remote Volume Manage	Remote V	Any	No	Allow	No		In help	
	Routing and Remote Ac	Routing a	Any	No	Allow	No		SNMP Service (UDP In)	
	@ Routing and Remote Ac	Routing a	Any	No	Allow	No		Disable Rule	
	Routing and Remote Ac	Routing a	Any	No	Allow	No			
	Secure Socket Tunnelin	Secure So	Any	No	Allow	No		X Delete	
	SNMP Service (UDP In)	SNMP Ser	Privat	Yes	Allow	No		Properties	
	SNMP Service (UDP In)	SNMP Ser	Domain	Yes	Allow	No			
	🖤 SNMP Trap Service (UD	SNMP Trap	Domain	No	Allow	No		Help	
	SNMP Trap Service (UD	SNMP Trap	Privat	No	Allow	No			
	Windows Firewall Remo	Windows	Any	No	Allow	No			
	Windows Firewall Remo	Windows	Any	No	Allow	No			
	Windows Management I	Windows	Any	No	Allow	No			
	🔮 Windows Management I	Windows	Any	No	Allow	No			
	🖉 Windows Management I	Windows	Any	No	Allow	No	_		
	Windows Remote Mana	Windows	Any	No	Allow	No	-1	1	

3. In the [Scope] tab, for the Remote IP Address, specify "*Any IP Address*", instead on the default "*Local subnet*". Press apply.

SNMP Service (UDP In) Properties		×
General Program	s and Servio	ces
Users and Computers   Protocols and Ports	Scope	Advanced
Local IP address • Any IP address • These IP addresses:	A <u>d</u> d Edit <u>R</u> emov	
Remote IP address  Any IP address  These IP addresses:  Local subnet	Add Edit Remov	
Learn more about setting the scope		
ОК	Cancel	Apply

4. Repeat this process for the Outbound Rule SNMP Service (UDP Out).

The server should now accept SNMP packets from any subnet.

Document owner:	COE Servers
Applies to:	Bull NovaScale R400 and T800 series