

Document Title: ESMPRO Agent not accessible on Windows 2008 server
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Product and Version: Bull NovaScale R400 and T800 series

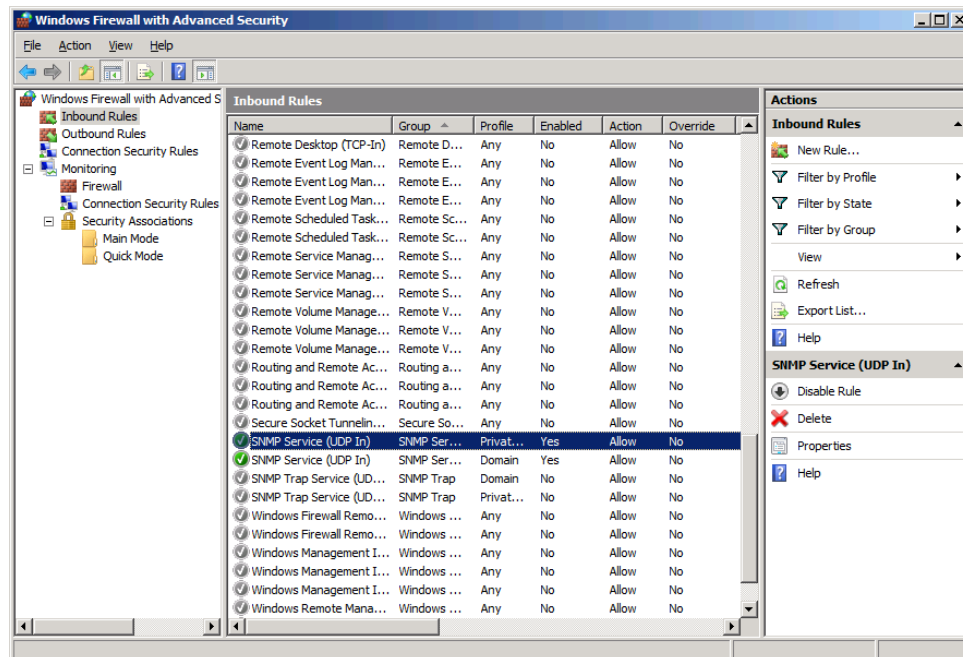
Symptoms / Facts

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.

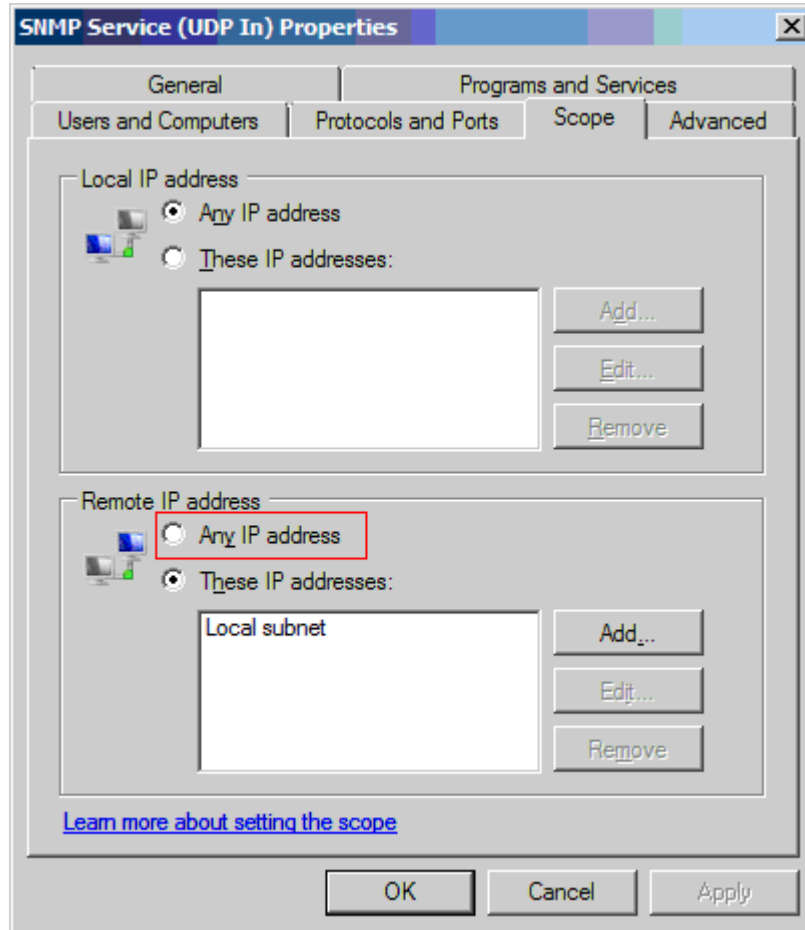
Solutions / Fixes

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.



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