NMS Troubleshooting

Foreword

- This course is mainly:
  - Guide Solutions for Common installation issues
  - Guide Offline Solutions For Device

Course Objective

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Through this course you will be able to

How To Solve Common Installation Issues

How To Solve Device Offline

Understand Common Commands

Contents

Chapter One
Installation Problem Solutions

01

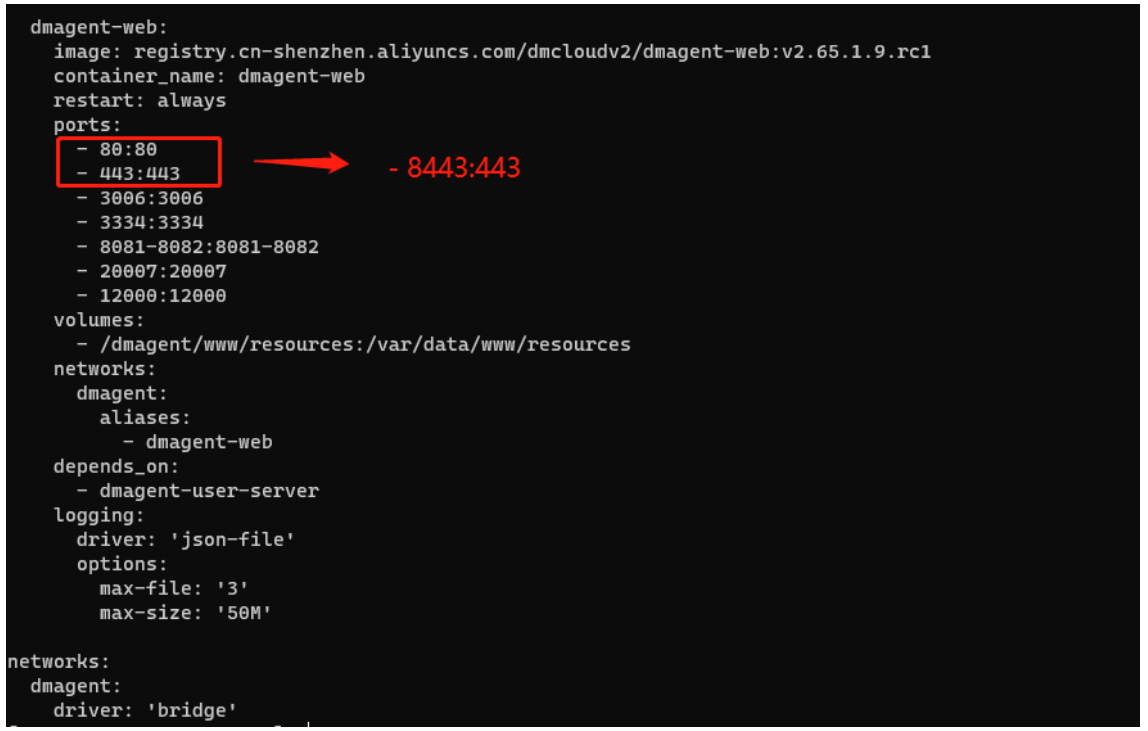
Installation Problem Solutions

- Port 80 or 443 is occupied

When starting NMS, it was found that server port 80 or 443 was occupied, causing the service to fail to start

Modify the dmagent web in the docker-compose.yml file:

1. Delete '-80:80’
2. Modify '-443:443' to '-8443:443’
3. When accessing the NMS system after saving, it is https://ip:8443

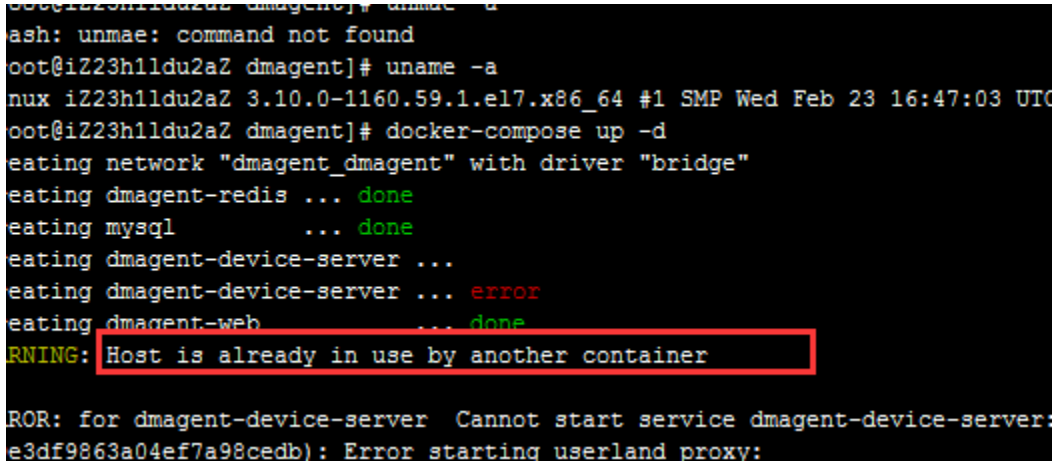


Installation Problem Solutions

- Port occupied when starting device server

When starting NMS, the port is occupied, causing the service to fail to start

1. Modify the dmagent-web configuration item in the docker-compose.yml file, as shown in the following figure
2. Stop NMS： docker-compose -f /dmagent/docker-compose.yml down
3. Start NMS： docker-compose -f /dmagent/docker-compose.yml up -d

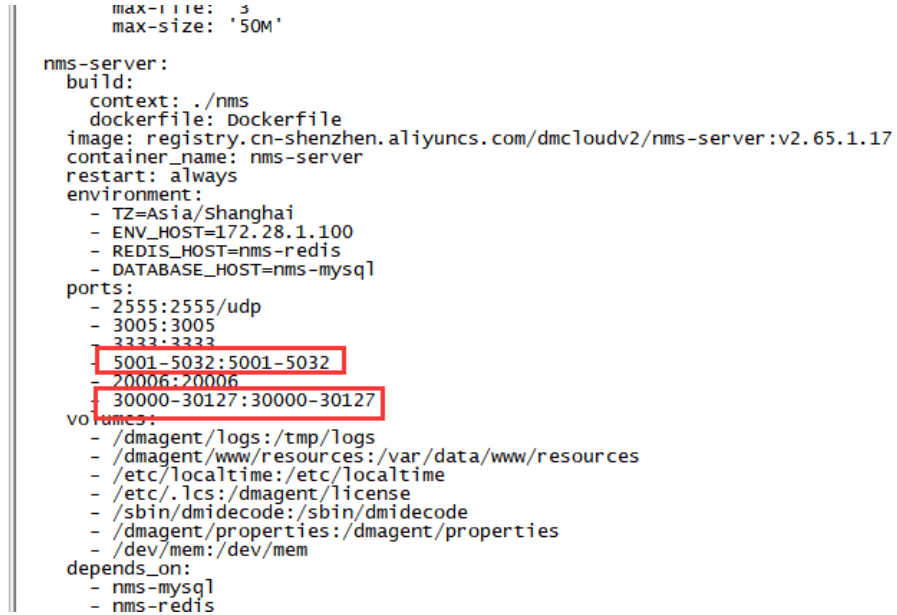


Installation Problem Solutions

- Port conflict in remote web

When starting NMS, the port is occupied, causing the service to fail to start

1. Modify the nms-server configuration item in the docker-compose.yml file as shown in the figure
2. Stop NMS： docker-compose -f /dmagent/docker-compose.yml down
3. Start NMS： docker-compose -f /dmagent/docker-compose.yml up -d



```
      max-file: '3'
      max-size: '50M'

nms-server:
  build:
    context: ./nms
    dockerfile: Dockerfile
  image: registry.cn-shenzhen.aliyuncs.com/dmcloudv2/nms-server:v2.65.1.17
  container_name: nms-server
  restart: always
  environment:
    - TZ=Asia/Shanghai
    - ENV_HOST=172.28.1.100
    - REDIS_HOST=nms-redis
    - DATABASE_HOST=nms-mysql
  ports:
    - 2555:2555/udp
    - 3005:3005
    - 3333:3333
    - 5001-5032:5001-5032
    - 20006:20006
    - 30000-30127:30000-30127
  volumes:
    - /dmagent/logs:/tmp/logs
    - /dmagent/www/resources:/var/data/www/resources
    - /etc/localtime:/etc/localtime
    - /etc/.lcs:/dmagent/license
    - /sbin/dmidecode:/sbin/dmidecode
    - /dmagent/properties:/dmagent/properties
    - /dev/mem:/dev/mem
  depends_on:
    - nms-mysql
    - nms-redis
```

Common Commands

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- Start Service

```
Bash
docker-compose -f /dmagent/docker-compose.yml up -d
```

- Stop Service

```
Bash
docker-compose -f /dmagent/docker-compose.yml down
```

- Restart the Service

```
Bash
docker-compose -f /dmagent/docker-compose.yml restart
```

Contents

Chapter Two
Offline Solution For Device

02

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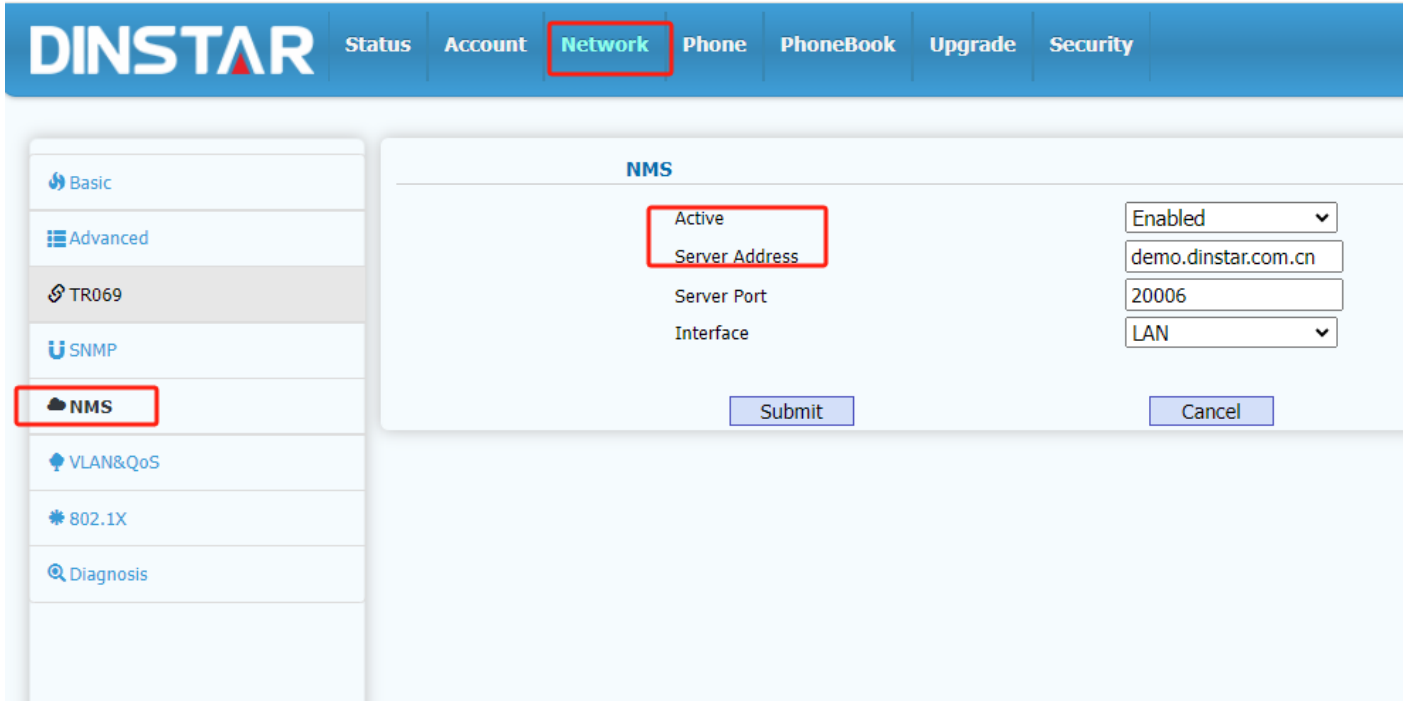
Offline Solution For Device

- View Configuration-Device

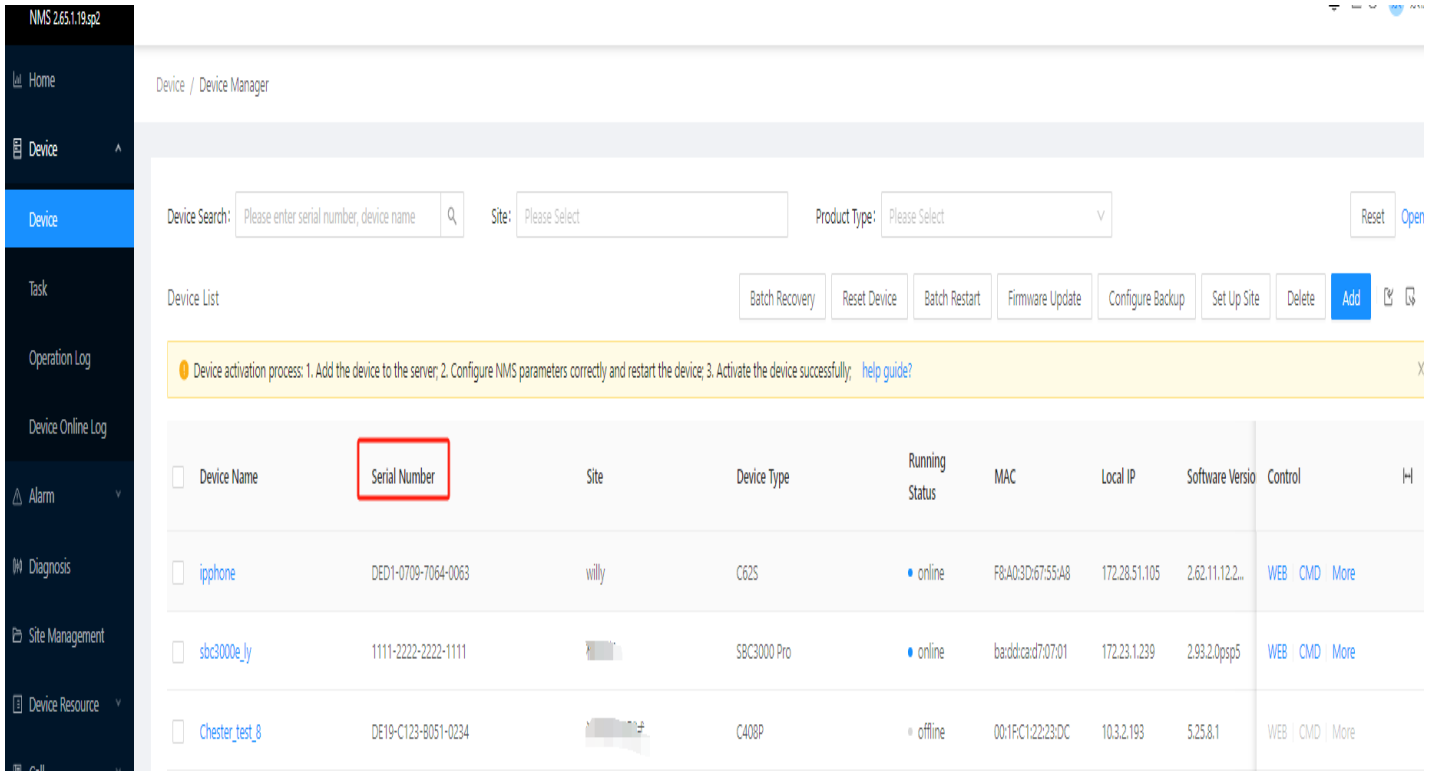
1. Check if NMS is enabled
2. Check if the IP address is correct



Offline Solution For Device

- View Configuration-NMS

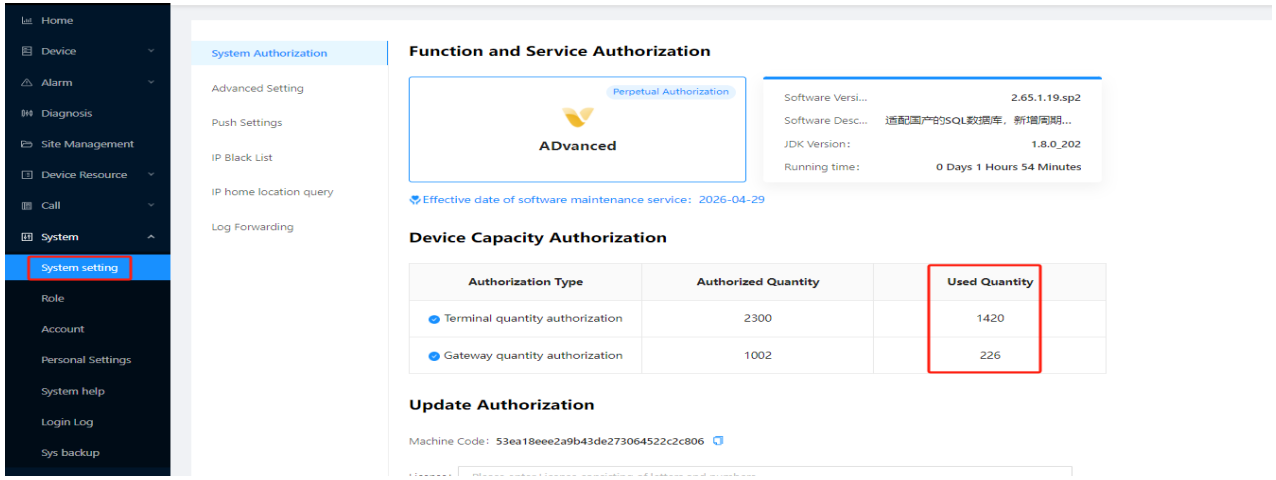
Click **Device-> Device** ,check if the device SN is correct

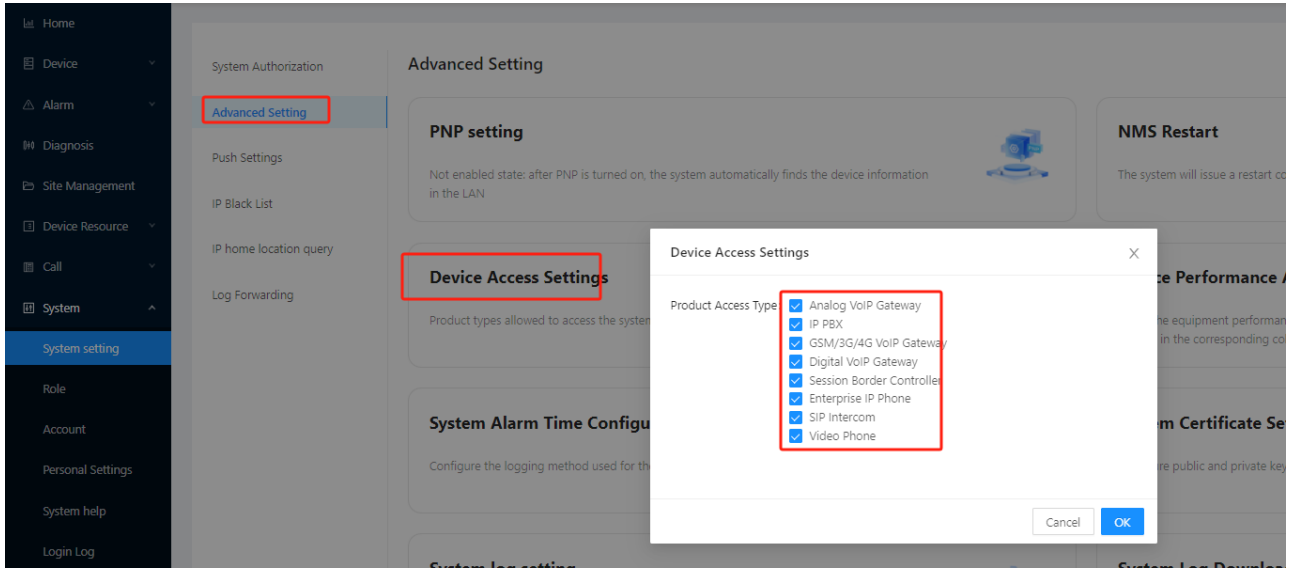


Offline Solution For Device

- View Configuration-NMS

2. Click **System->System setting->System Authorization**, check if there are any remaining NMS authorized devices
3. Click **System->System setting->System Authentication,** view allowed access device models

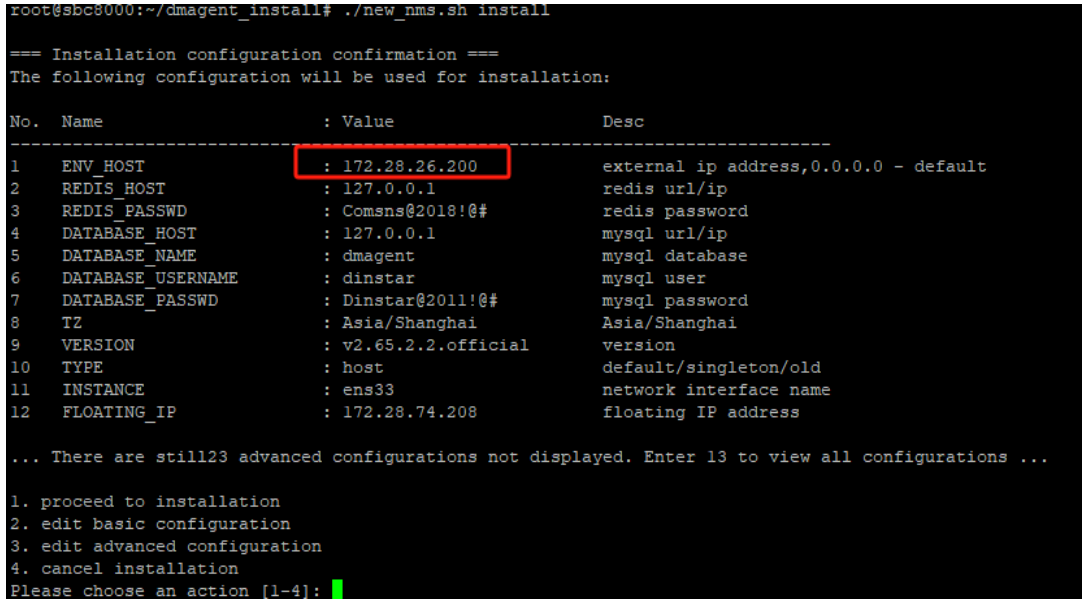




Offline Solution For Device

- View Configuration-NMS

4.Using VPN to map internal NMS servers to the public network, Need to check if the port mapping is complete or if the internal network server IP was used during service installation



- 80:80 -- Web HTTP access port

- 443:443 -- Web HTTPS access port

- 2555:2555/udp -- UDP probe for device

- 3005-3006:3005-3006 -- TCP channel between equipment and network management

- 3300:3300 -- Telent channel for browsers and network administrators

- 3333-3334:3333-3334 -- Telent channel between equipment and network management

- 5001-5032:5001-5032 -- TCP channel established between browser and network administrator for remote web access

- 30000-30900：30000-30900 -- TCP channel established between browser and network administrator for remote web access

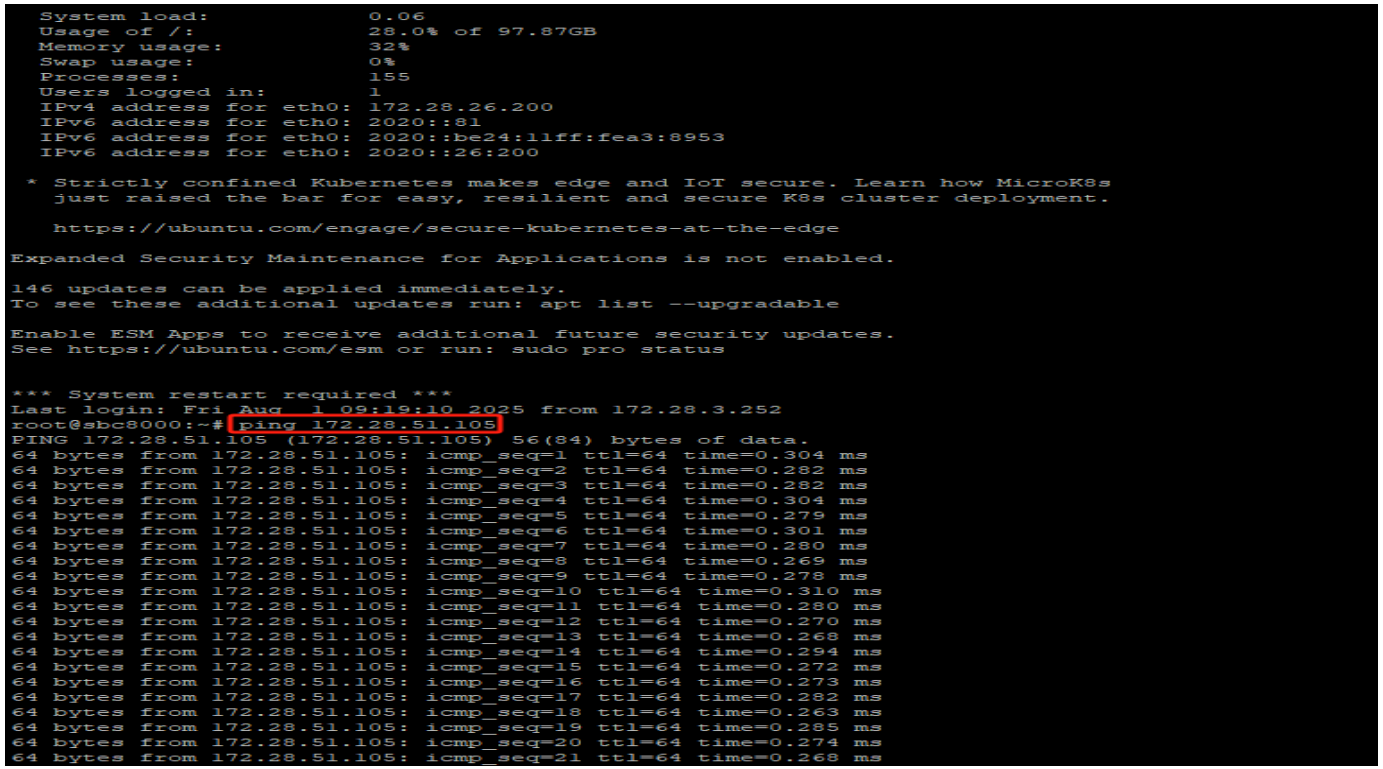
- 5000:5000 -- https The port for device API commands is only for remote calling of DWG devices

- 20006-20007:20006-20007 -- HTTPS device registration port

Offline Solution For Device

PING

1. SSH login to NMS server
2. Ping the device IP and test if it can be pinged



Offline Solution For Device

Capture & Log

Device packet capture or log download to locate specific issues

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THANKS

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