BOMGAR™

Bomgar SNMP Reference Guide

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Table of Contents

Bomgar SNMP Reference Guide

The Bomgar Appliance supports Simple Network Management Protocol (SNMP) for monitoring the availability of the appliance and network statistics. This feature enables users to monitor the Bomgar Appliance using SNMP monitoring tools.

Customers typically use system monitoring tools to gather information from network devices using SNMP. The read-only requests validate availability and general health and do not negatively impact the performance of the Bomgar Appliance. Users can enable and disable SNMP access to the appliance.

Availability

SNMP Monitoring is available on Bomgar Appliances running Base version 3.1.10 and later. Bomgar supports SNMPv2, version 2 of the Simple Network Management Protocol, a Draft Internet Standard, defined in RFCs 1902 through 1907.

Logging and Reporting for SNMP

Any change in SNMP administrative settings generates a Syslog event in the /login interface. See the Bomgar Syslog Message Reference Guide for more detailed Syslog information. Specific Syslog events include:

- Syslog event to note Enabling/Disabling of SNMP feature
- Syslog event to note the Setting/Changing of SNMP Community Name
- Syslog event to note the Setting/Changing of System Location

SNMP User Configuration Settings

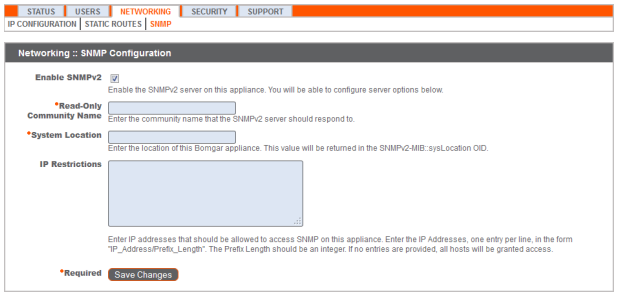
Appropriately credentialed users configure SNMP from the /appliance interface. To enable SNMP for your appliance, go to **/appliance > Networking > SNMP**. You can find your model's appliance manual at www.bomgar.com/docs.

Check the box beside **Enable SNMPv2**.

Enabling SNMPv2 allows the Bomgar Appliance to be available for SNMP queries.

Next, enter a **Read-Only Community Name** value, a **System Location** value, and **IP Restrictions** in the corresponding free text fields.

IP Restrictions are those IP addresses permitted to query your appliance using SNMP.



> ***Note:*** *If you enter NO IP addresses in the field for IP Restrictions, you will grant access to ALL hosts.*

Appliance Configuration Fields

Field	Explanation
Enable SNMPv2	Select (check) to prepare the appliance availability for queries.
Read-Only Community Name	The community name to which the SNMPv2 Server should respond.
System Location	The location of this Bomgar Appliance for the SNMP MIB.
IP Restrictions	The list of IP addresses allowed to access SNMP on this appliance.

Bomgar Appliance Supported MIB Objects

The complete listing of MIB objects that are made available on the Bomgar Appliance can be discovered by performing an SNMP walk against the appliance by specifying ".1" as the OID to start walking.

Executing an SNMP walk at this level will show both the MIB-2 and UCD MIB objects that are available. An example command line SNMP walk would look like the following:

```
# usage:
# snmpwalk [options] <host> [OID]


$ snmpwalk -v2c -cMyCommunity appliance.host.name.or.IP .1
```

Or, if you are interested only in the UCD portion of the tree, specify ".1.3.6.1.4.1.2021" as the root OID:

```
$ snmpwalk -v2c -cMyCommunity appliance.host.name.or.IP .1.3.6.1.4.1.2021
```

If you perform a full SNMP walk you will see a large set of available MIBs that are made available. The following SNMP parent MIB OIDs will yield the most useful information concerning your appliance. If you would like to retrieve all of the available child OIDs for each of the parent MIBs listed below, modify your SNMP walk to start at the parent MIB. For example, to SNMP walk the parent "interfaces" MIB, specify the OID ".1.3.6.1.2.1.2", and it will list all of the child OIDs available:

```
$ snmpwalk -v2c -cMyCommunity appliance.host.name.or.IP .1.3.6.1.2.1.2
```

SNMP Parent MIB Information

```
network:
      interfaces: .1.3.6.1.2.1.2
      ethers: .1.3.6.1.2.1.3
      IP: .1.3.6.1.2.1.4
      ICMP: .1.3.6.1.2.1.5
      TCP: .1.3.6.1.2.1.6
      UDP: .1.3.6.1.2.1.7
memory: .1.3.6.1.4.1.2021.4
disk:
      devices: .1.3.6.1.4.1.2021.9
cpu:
      load average: .1.3.6.1.4.1.2021.10
      other vm stats: .1.3.6.1.4.1.2021.11
```