

Knowledge Base Articles

Title:

There are problems with sub interfaces rules for Cisco Router model 4700.

Revision:

Revision : G001-SLR02
Date : 07/12/05

Description:

The Cisco Router 4700 sub interfaces have problems with the Xian rules that obtain information from these interfaces; this causes Xian to give error messages in MOM.

When you launch any Xian rule that collects data from the 4700 Cisco router sub interfaces, an error message is raised on MOM which looks like this:

Error message:
Failed to get statistic information from device interface.

This can be caused by:
A network problem
The SNMP community string provided is incorrect or does not have access.
Your device does not support this functionality.

Error description:
SNMP Library error

An unknown exception has occurred

OID: .1.3.6.1.2.1.2.2.1.13.33

The rules that present this problem are:

- Incoming discarded packets
- Incoming error packets
- Incoming IP packets
- Incoming IP traffic
- Incoming Traffic
- Outgoing discarded packets
- Outgoing error packets

- Outgoing IP packets
- Outgoing IP traffic
- Outgoing Traffic
- Total discarded packets
- Total error packets
- Total IP packets
- Total IP traffic
- Total Traffic

Solution:

To solve this problem, remove the running rules listed above, and do not launch these rules on any sub interfaces.

Applies to:

All Xian builds up to revision date.

Status:

Acknowledged - Workaround provided.

Additional Comments:

The problem was found for this router model but there may be other router models that may present this problem, the solution however should be the same.