

## Troubleshooting the Proxy Agents

---

Table C-1 lists some of the common errors returned by the Proxy Agent and possible causes of the problem.

**Table C-1**      **Proxy Agent Errors**

Errors	Possible Cause
Agent is not responding	<ol style="list-style-type: none"> <li>1 Check that the SNMP Agent is being run on the host to which Request is being sent.</li> <li>2 If SNMP Agent is running, check if the correct UDP port is used for sending the Requests</li> <li>3 If UDP port is ok, check the community strings.</li> </ol>
Agent Returns <i>no-such-name</i> with an <i>errIndex</i>	<ol style="list-style-type: none"> <li>1 Check if the Error Table is updated with the error description.</li> <li>2 If no description is available in the errorTable, check the OID specified by the <i>errIndex</i> for validity.</li> <li>3 If the OID specified is valid, check if you are using the correct UDP port for sending the request.</li> <li>4 If the UDP port being used is the right one, check if the Proxy is running. (ConnProxy for Connection MIB and PortProxy for the Port MIB.)</li> </ol> <p>Use the “Start SNMP Agent” option from StrataView Plus to start the missing Proxy.</p>

