

OSM Does Not Generate an Alarm for Username/Password Mismatch on a Maintenance Switch or UPS Device After Initial Alarm is Deleted

Symptom

A maintenance switch or UPS device is listed as Down in the OSM views, and a Rediscover operation on the device fails. The Action Detail dialog box lists the cause of the Rediscover failure as "Username/password mismatch."

Version

OSM Service Provider shipped with G06.24:

- | T2733 G07 AAL
- | T2728 G07 AAL

Problem

After you change a user name or password for a maintenance switch or UPS device outside of OSM (for example, by using a TELNET program), OSM generates an alarm only once. After you delete the alarm, another alarm is not generated, even after you initiate a Rediscover action.

Fix

Reconfigure the device for OSM by using the OSM service connection:

1. Perform a **Stop Monitoring** action on the maintenance switch or UPS device.
2. Perform a **Start Monitoring Maintenance Switch** or **Start Monitoring UPS** action on the Monitored Services LAN Devices resource.