

Question

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[help]SNMP Service can't connect with Caché SNMP agent(failed to open C: / InterSystems / Ensemble / mgr / snmpext.dat)

Whenever the Windows SNMP Service restarts, the snmpdbg log says the following.

```
16:58:25 :Debug tracing enabled for SNMP agent
16:58:25 :SnmpExtensionInit called, pid=4432, tid=12276
16:58:25 :CreateEvent for CacheSNMPTrap succeeded
16:58:25 :register Cache OID 1.3.6.1.4.1.16563.1
16:58:25 :Get all Cache configs ... 16:58:25 :found 1 configs
16:58:25 :Add ENSEMBLE config to list ...
16:58:25 :RegOpenKey for SOFTWARE / InterSystems / Cache / Configurations / ENSEMBLE / Properties
16:58:25 :Open config file c: / intersystems / ensemble / cache.cpf
16:58:25 :Config port = 1972, SNMP-capable = 1
16:58:25 : sorted (end) as index[0]
16:58:25 :RegOpenKey for mgr dir SOFTWARE / InterSystems / Cache / Configurations / ENSEMBLE / Directory
16:58:25 :Open ExtApp file C: / InterSystems / Ensemble / mgr / snmpext.dat
16:58:25 :Unable to open ExtApp file C: / InterSystems / Ensemble / mgr / snmpext.dat - error 2
16:58:25 :Found 1 configs which support SNMP
16:58:25 :Config 0, index=8-ENSEMBLE, port=1972, extapp=0
16:58:25 :No Service Firewall Rules necessary for Version 6.1
16:58:25 :Attempting initial TCP connection(s) with 1 Cache instances ...
16:58:25 :Get connection with ENSEMBLE on port 1972
16:58:25 :Sending data ... 14 bytes
16:58:25 :Sending data ... 20 bytes
16:58:25 :Read from TCP port 16:58:25 : 28 bytes read
16:58:25 :Error code 267 in RESPONSE-PDU from ENSEMBLE
16:58:25 :Error response from Cache instance ENSEMBLE 'requestDenied', make sure $$start^SNMP has been run.
16:58:25 :Cache iscsnmp.dll initialized for 1 configs
16:58:25 :SnmpExtensionInitEx called, pid=4432, tid=12276
16:58:25 :register Ensemble OID 1.3.6.1.4.1.16563.2
16:58:25 :SnmpExtensionInitEx called, pid=4432, tid=12276
16:58:25 :register TrakCare OID 1.3.6.1.4.1.16563.3
16:58:25 :SnmpExtensionInitEx called, pid=4432, tid=12276
16:58:25 :Extension list starts at 0: 0,0,0
16:58:25 :end of extension list at 10
```

[#Monitoring](#) [#Caché](#) [#Ensemble](#)

Source URL: <https://community.intersystems.com/post/helpsnmp-service-cant-connect-cach%C3%A9-snmpp-agentfailed-open-cintersystemsensemblemgrsnmpextdat>