

# SNMP request fails on a device

There are several possible reasons for SNMP request to fail on a device:

- Policy used to access device is wrong
- Access list doesn't allow access to the device
- SNMP not enabled on the device
- Device is not available

## Policy used to access device is wrong

Policy of the device has to match SNMP configuration on that device. Policy is defined in the [blocked URL > Settings > Control Panel > SNMP Policies](#), and policy is set to a device in the [blocked URL > Settings > Control Panel > Devices](#). Check SNMP version and Community string first.



For further information, go to articles [Configuring SNMP Policies](#) and [Configuring Devices](#).



A quick way to check if a policy is working on a device is to go to [blocked URL > Settings > Control Panel > Devices](#), double click on a device and then clicking on the **Test** button.

## Access list doesn't allow access to the device

Check if the access list allows access to the device from NetVizura server (server's IP has to be permitted).



Multiple access list might need to be checked.

## SNMP not enabled on the device

Check if the SNMP is enabled on the device, if not – enable it.

## Device is not available

Device might not be available because network is not working properly, SNMP access is not permitted or the device is down (no power for instance). Try to ping the device to check it's availability or contact your network engineers.