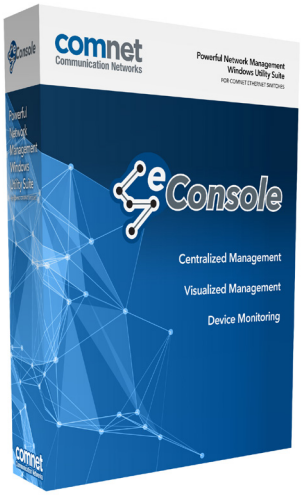
comnet
Communication Networks



INSTALLATION AND OPERATION MANUAL

eConsole

INDUSTRIAL ETHERNET PRODUCTS MANAGEMENT UTILITY SUITE

eConsole is ComNet's powerful software monitoring and diagnostic utility. eConsole includes three separate utilities **eCommander**, **eVision**, and **eMonitor**. With the eCommander application the user can set parameters for multiple switches at the same time and it provides a powerful interface for users to manage all switches in the network.

eConsole is not only a powerful utility for users to configure but also a useful suite of utilities for monitoring. Users can monitor switches' status via eMonitor. If the monitored switches fail, the failure information will be displayed on the Host monitoring interface.

The eVision application provides a real time overview of the entire network for visual fault indication and full monitoring capabilities for SNMP based traps.

Rev. 11.5.14

Contents

Introduction

Regulatory Compliance Statement

Product(s) associated with this publication complies/comply with all applicable regulations. Please refer to the Technical Specifications section for more details.

Warranty

ComNet warrants that all ComNet products are free from defects in material and workmanship for a specified warranty period from the invoice date for the life of the installation. ComNet will repair or replace products found by ComNet to be defective within this warranty period, with shipment expenses apportioned by ComNet and the distributor. This warranty does not cover product modifications or repairs done by persons other than ComNet-approved personnel, and this warranty does not apply to ComNet products that are misused, abused, improperly installed, or damaged by accidents.

Please refer to the Technical Specifications section for the actual warranty period(s) of the product(s) associated with this publication.

Disclaimer

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System Requirements

Minimum System Requirements

» Pentium(R) Dual-core 2.4 (or above)
» VGA Monitor with 1024 x 768 resolution (or above)
» 1 GB RAM (recommended 2GB and above)
» Java Runtime Environment 6 update 30 (or above)
» Internet Explorer 6.0 (or above)
» WinPcap 4.0 (or above)

Supported Network Protocols

» TCP / IP
» UDP
» SNMP

Operating System

» Windows 8
» Windows 7
» Windows Vista
» Windows XP/2000
» Windows Server 2008
» Windows Server 2003

Note: Please make sure your computer has Java Runtime Environment installed (if not, the installer will ask if you would like to install it. You can also download the latest version of Java Runtime Environment (JRE) 7 from SUN at http://java.com/en/download/)

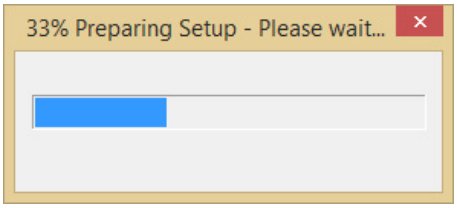
Install eConsole

Please see the following instructions to install the eConsole software

Step 1 – Obtain the latest copy of eConsole from the product information CD that accompanied your switch or by visiting the website at www.comnet.net

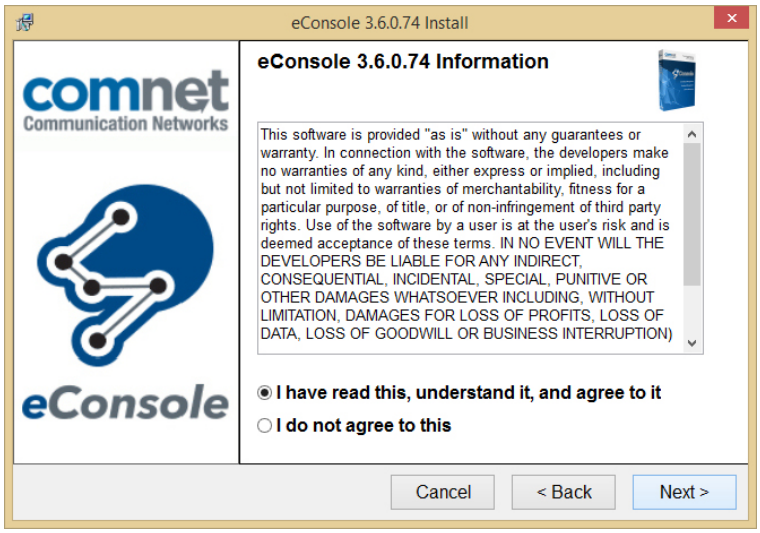
eConsole Product Page on ComNet's Website

Step 2 – Click on the eConsole EXE file to start the installation.

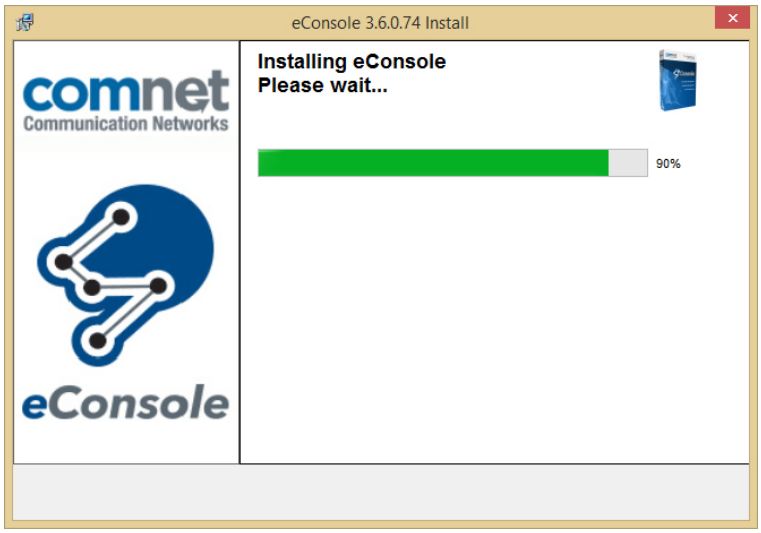


Step 3 – Click **Next** to install eConsole in the default directory or click **Change** to change the path of installation. Then click **Next** to continue.

Step 4 – Accept the terms & conditions to continue with the install and click **Next** to continue.

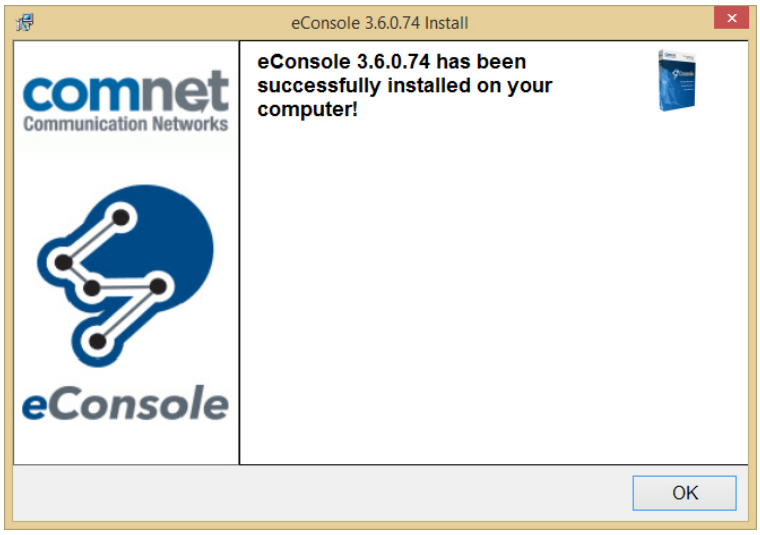


Step 5 – The software will now be installed.

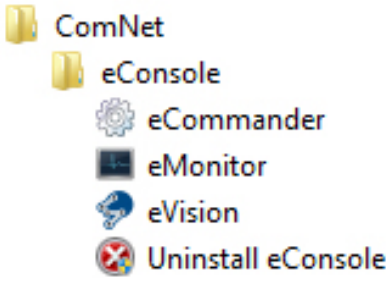


After the software has been installed new windows will pop up asking the user to install Java runtime environment 7 update 51 and WinPcap 4.1.3 which are requirements for eConsole to run properly. You can skip these installations if both of these programs are already installed on your machine.

Step 6 – Once the software installations have been completed a confirmation window will be displayed. Click **Ok** to complete the install procedure.

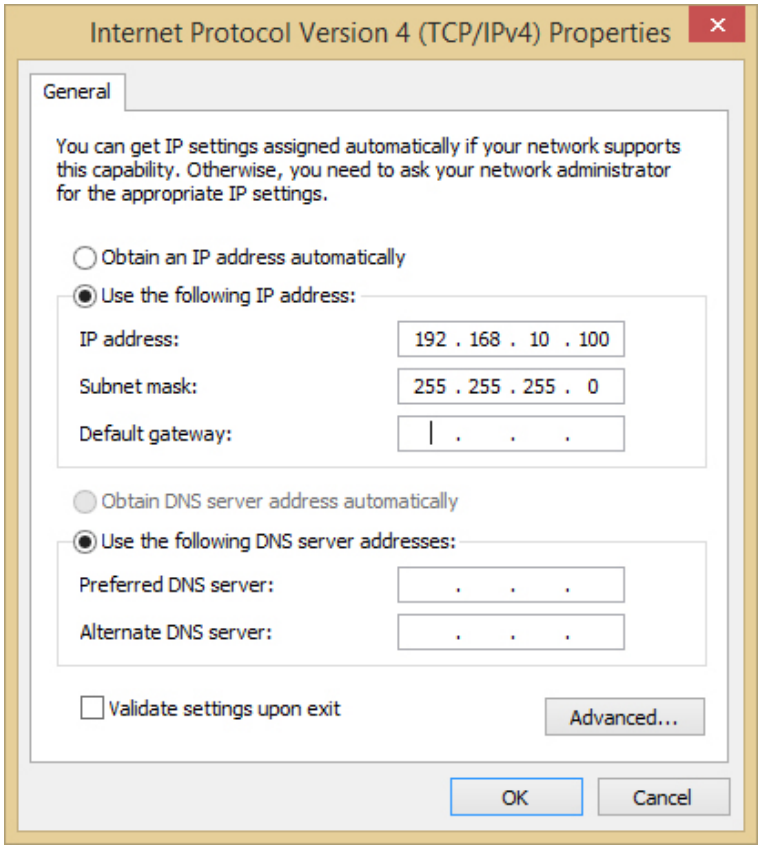


After the installation is completed, shortcuts will be placed in the Start Menu in the following location: Start › All Programs › ComNet › eConsole



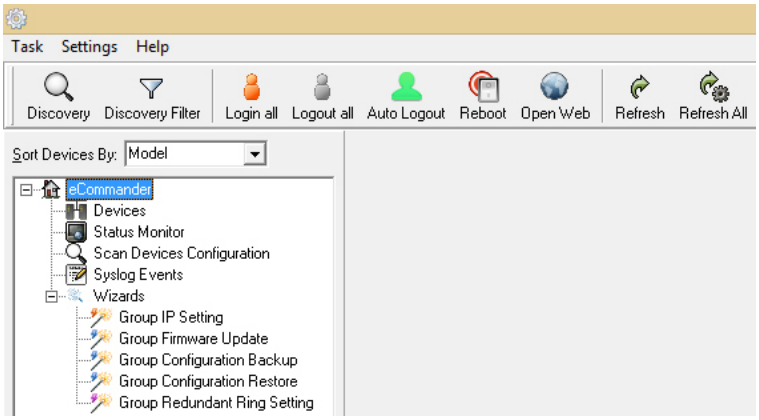
Configuring PC Network Interface Card

Please set the PC's IP address and subnet mask to the same subnet as the switches that you wish to connect to.



If there are switches in different subnets the user will need to add in all subnets into the NIC using the **Advanced** menu option.

eCommander

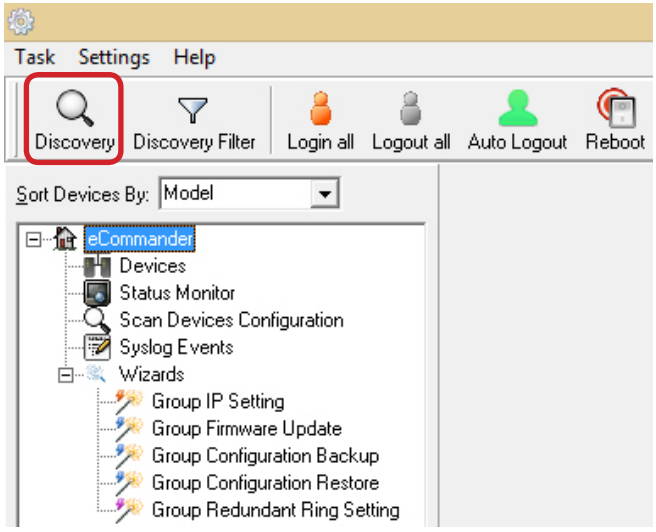


eCommander can be used to discover and configure all ComNet second generation switches on the network. It also includes some useful wizards for fast switch configuration.

Note: Not all switches are compatible with eCommander. For a complete list of compatible ComNet switch models please refer to the latest eConsole data sheet at www.comnet.net.

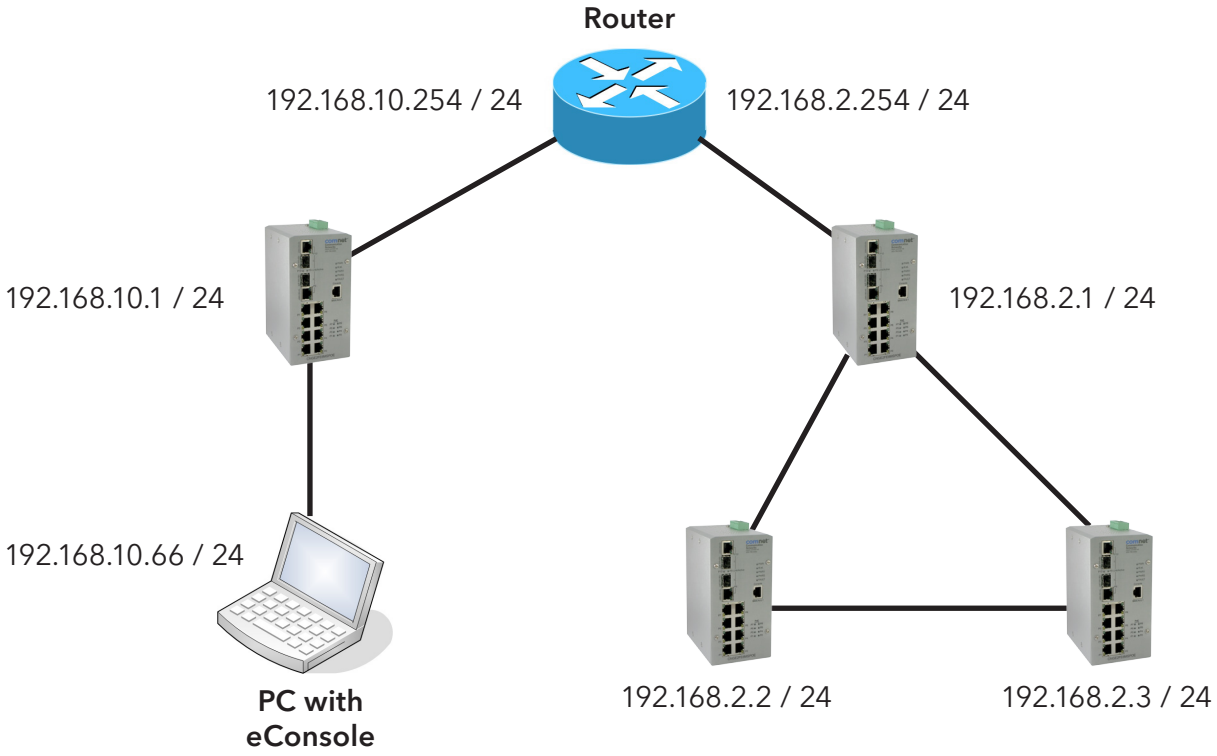
Discovery

The user can discover all the switches within the NIC subnet by simply clicking on the **Discovery** button.



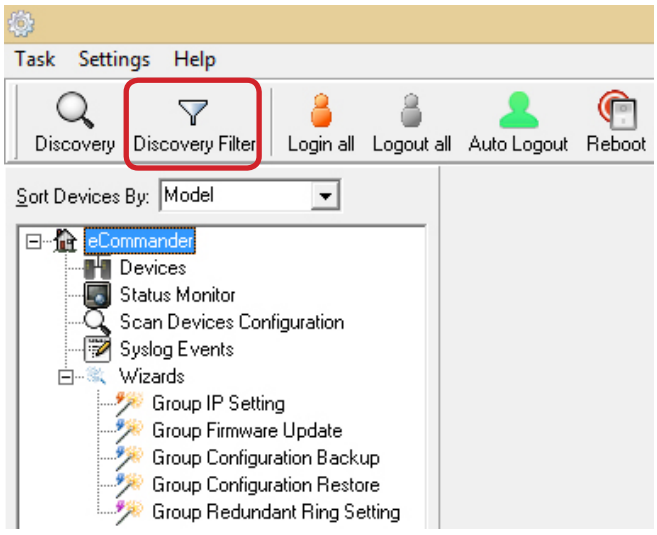
Discovery Filter

In order to manage and discover switches in a different domain, the user can use the **Discovery Filter** to search and add the switches.



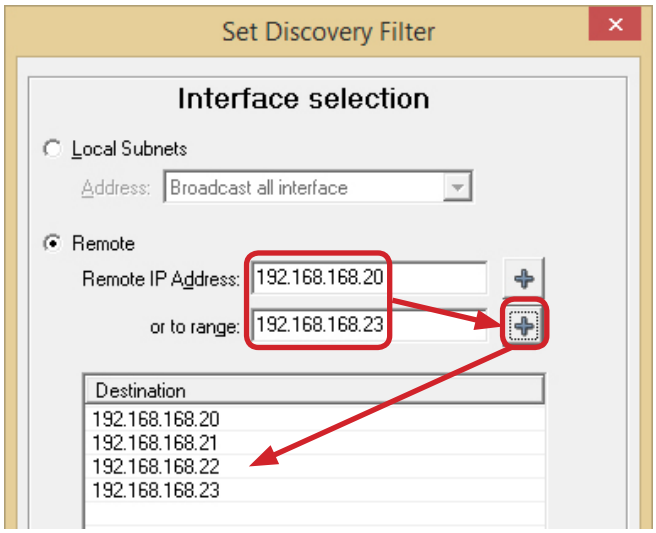
Note: The gateway of the PC must be the Router.

Step 1 – Click the **Discovery Filter** button.

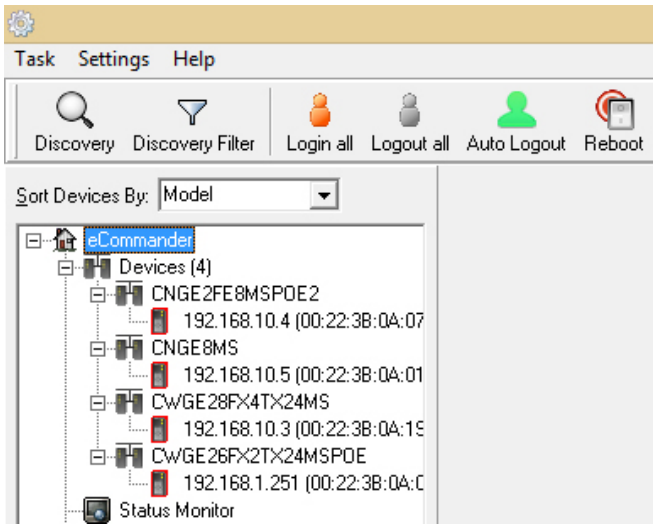


Step 2 – In the **Remote** section, enter the first remote IP and end remote IP range you need.

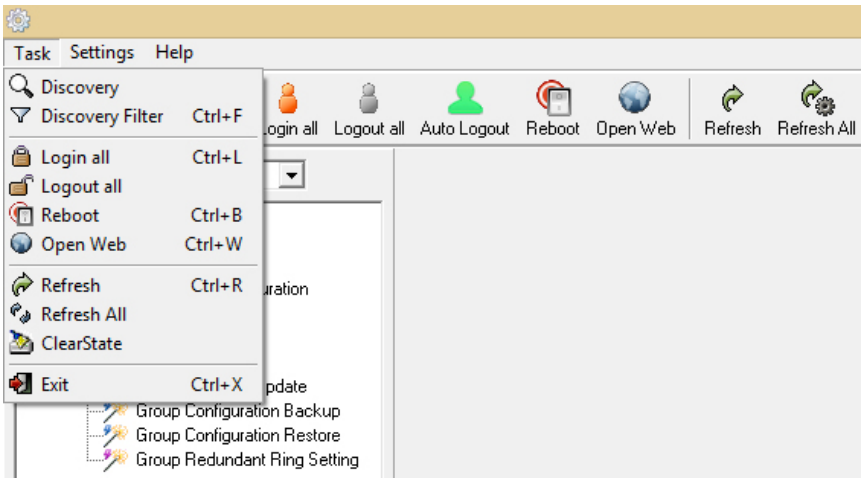
Click the **+** button to add in the IP range. A different subnet can also be added if needed. Then click the **OK** button.



The switches will be found and added into the device list of eCommander.

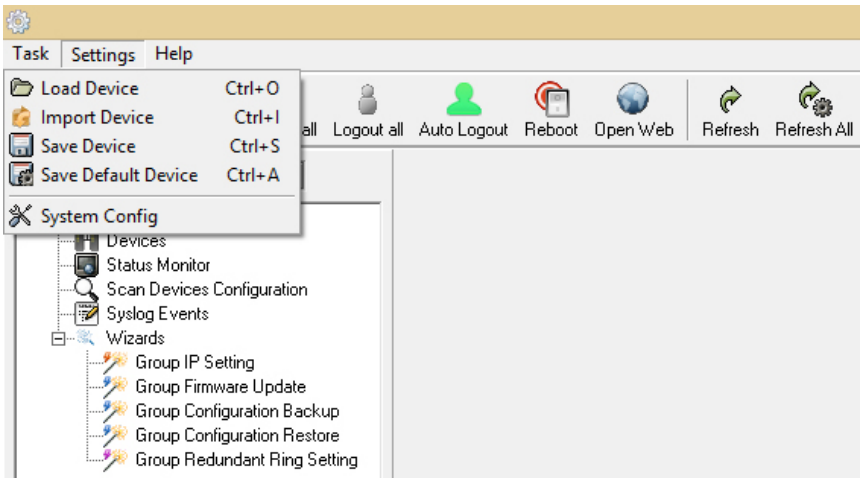


Task Menu



Label	Description
Discovery	Click Discovery to discover the switches on the same subnet as the PC. eCommander will display all discovered switches on the management interface. eCommander discovers switches depending on the discovery filter. ***Note: All switches can have the same IP address such as when they are delivered from the factory. eCommander can discover and change the IP addresses by the Group IP Setting function.***
Discovery Filter	Local: eCommander will only discover all switches that are in the same specific IP subnet of NIC that the user selects. Remote: users are able to use specific IP address ranges to discover switches on different subnets.
Login all	eCommander can login to multiple switches that the user has selected. After login, the switch icon will change from  to  ***Note: By default, eCommander will logout of all switches automatically after being idle for 300 seconds.***
Logout all	eCommander can logout from multiple switches that the user has selected. After logout success, the switch icon will change from  to  .
Reboot	eCommander can reboot multiple switches that the user has selected. When the user clicks reboot, a dialog window will be displayed on screen to confirm.
Open Web	eCommander will open the default browser of your OS automatically and navigate to the selected switches web GUI.
Refresh	Refresh the specific switches management interface and switch configuration interface.
Refresh All	Refresh all switches management interfaces and switch configuration interfaces.
Clear state	User can clear the device icon status.

Settings Menu



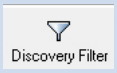
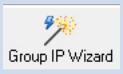
Label	Description
Load Device	Users are able to re-load the IP address list (The old list will be cleared).
Import Device	Users are able to re-load the IP address list (The old list will remain and any new devices will be added).
Save Device	Users are able to save the IP address list on the Discovery Filter/Remote page.
Save Default Device	Users can save the device list as a default. On future starts eCommander will display the devices directly, without re-discovery. ***Note: to use this function you must have enabled* System Config menu › Load default device when start commander.**
System Config	**Auto Logout time :** Change the timer of the Auto logout. **Syslog server :** Enable or disable eCommander's built-in syslog server. **Load default device when start commander :** When eCommander starts it will automatically read the last used device information ***Note: to use this function you must also use the* Settings menu › Save Default Device *option.*** **Start minimize to system tray:** Minimize the eCommander to the windows taskbar when the eCommander is first started. **Run at Windows startup:** Enable to run eCommander automatically at Windows startup **Discover new devices without clearing device list:** Enable to discover new devices without clearing previous devices in the device list. **State Banner:** Enable to display the switch's port state.

Help

Label	Description
About	Display eCommander version and build information.

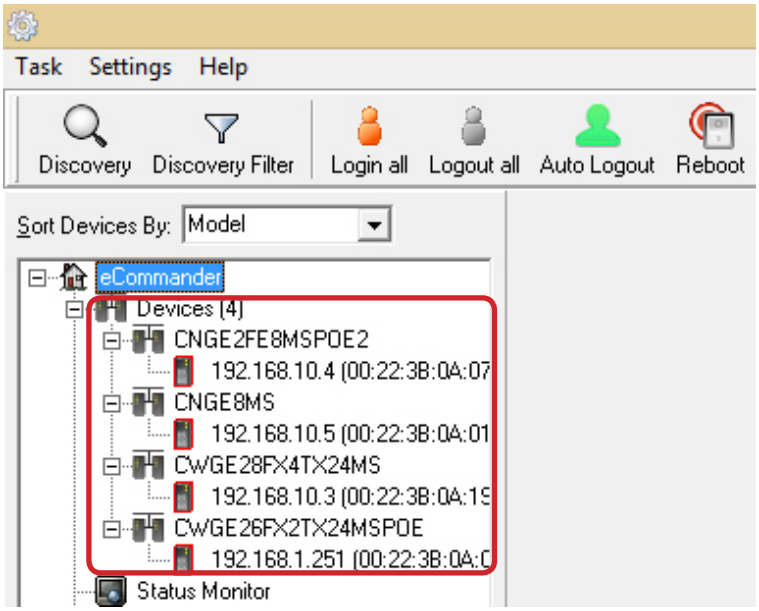
Icons Introduction

The most commonly used functions are provided in the main icon bar so the user can use these function directly without the need to find them in menus.

Icon	Description
	Please refer to Task Menu section
	Please refer to Task Menu section
	Please refer to Task Menu section
	Please refer to Task Menu section
	eCommander will logout of the device automatically
	Please refer to Task Menu section
	Please refer to Task Menu section
	Please refer to Task Menu section
	Please refer to Task Menu section
	eCommander Group IP Wizard can configure the IP Address of multiple switches. The function will be introduced in more detail in the eCommader Wizards section.
	eCommander Group Firmware Wizard can update the firmware of multiple switches. The function will be introduced in more detail in the eCommader Wizards section.
	eCommander Group Redundant Ring Wizard can set the C-Ring function of multiple switches. The function will be introduced in more detail in the eCommader Wizards section.
	Please refer to the Help Menu section.

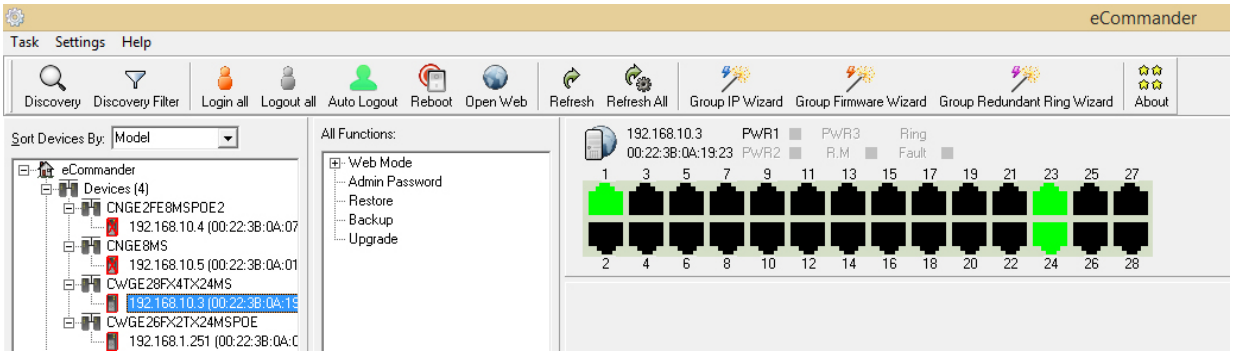
Devices list

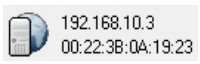
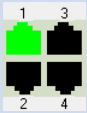
All compatible switches discovered will be added into the device list and also the total devices searched. The user can start managing the switch by clicking on the switch and logging in.



LED and Port Status

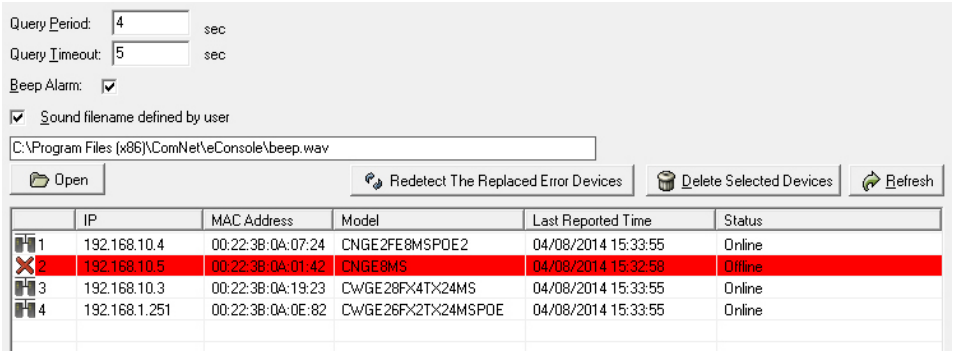
Users are able to get the switches LED and port status information by this simple interface.



Icon	Description
	Show the IP and MAC address of the switch.
	Show the port link status of the switch.
	Show the switch LED status.

Status Monitor

The Status Monitor provides an interface for the user to monitor the switches in the network. Any disconnected switches will be marked and also the alarm will sound.

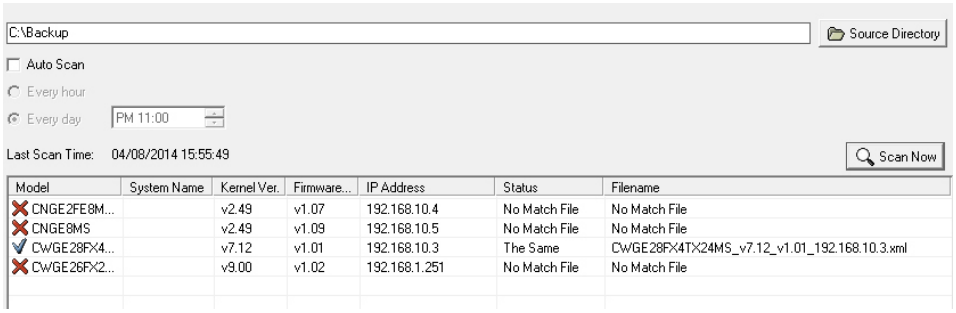


Label	Description
Query Period	Timer to query for switch status.
Query Timeout	Device will be considered as in error after query timeout
Beep Alarm	Enable/disable the beep alarm after a device fails
Sound filename defined by user	Enables the user to customize the alarm sound.
Redetect the replaced error devices	Redetect the error device without waiting for the query period timer
Delete Selected Devices	Remove the selected device from the list
Refresh	Refresh the device status.

Scan Devices Configuration

The Scan Devices Configuration can scan and compare the configuration on the devices compared to the backup configuration on the PC to check whether the configuration on the device is different.

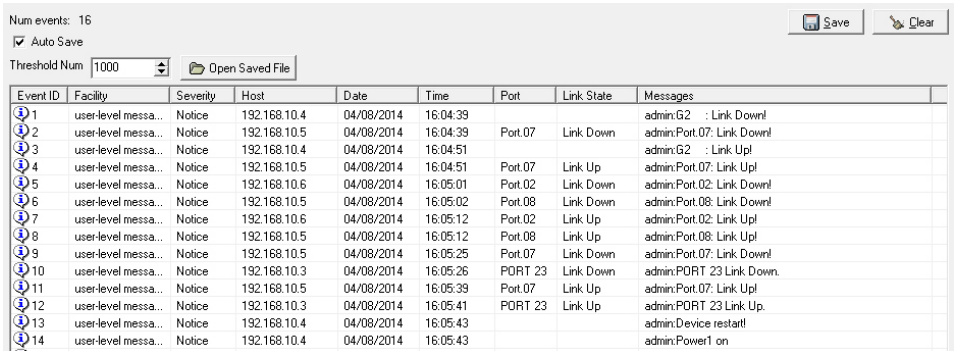
Note: The naming format of the backup configuration must be (Model)_(Kernel Ver)_(Firmware Ver)_(IP).xml or .bin (depending on switch backup file type supported). For example: CWGE28FX4TX24MS_v7.12_v1.01_192.168.10.3.xml. Or the user can use the Group Configuration Backup to save the backup file with the correct default file name.



Label	Description
Source Directory	Select the directory of backup configuration(s)
Auto Scan	Enable Auto Scan
Every hour	Scan every hour
Every day	Scan everyday on certain time
Scan Now	Scan configuration immediately

Syslog Events

The built in Syslog server allows the user to check and save the events of the switches automatically.



Label	Description
Save	Save system log info to an Excel file.
Clear	Clear existing system log.
Auto Save	Enable auto save of the event log when the below threshold is reached.
Threshold num	Save the events when the number of messages reach this value.
Open saved file	Open a saved log.

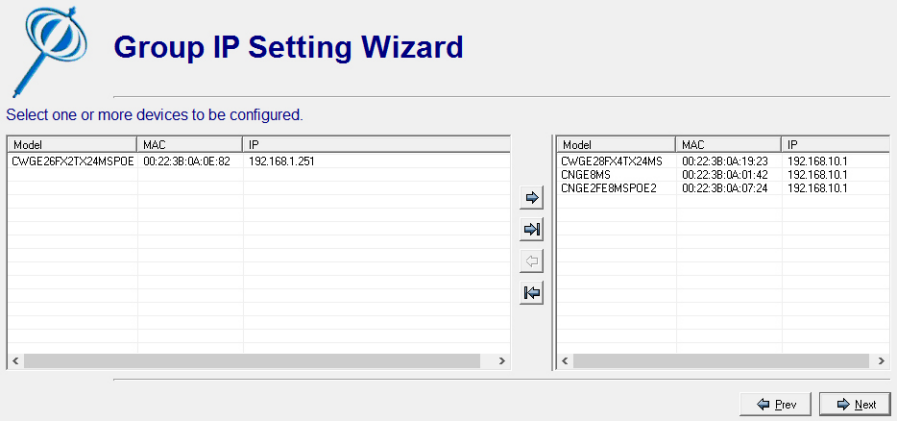
Wizards

The wizards allow the user to do some basic settings on multiple devices at one time e.g. Set IP Addresses, C-ring setting... etc.

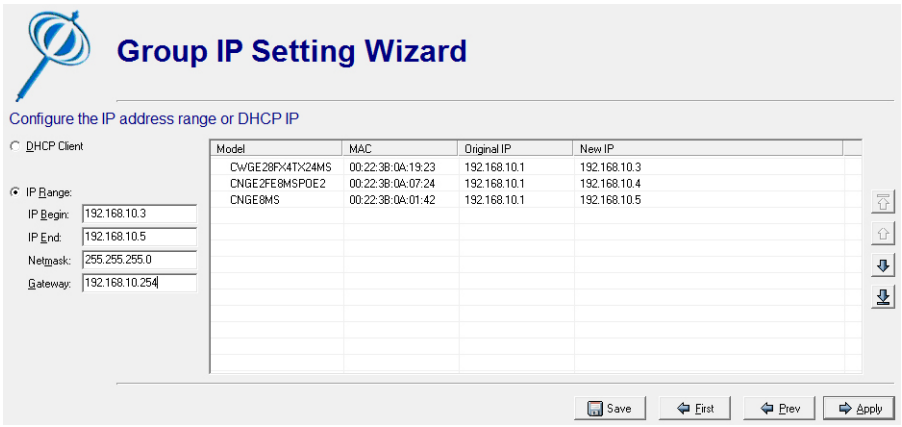
Group IP Setting Wizard

The Group IP Setting Wizard allows the user to set the IP address of all devices in the list in just a few steps.

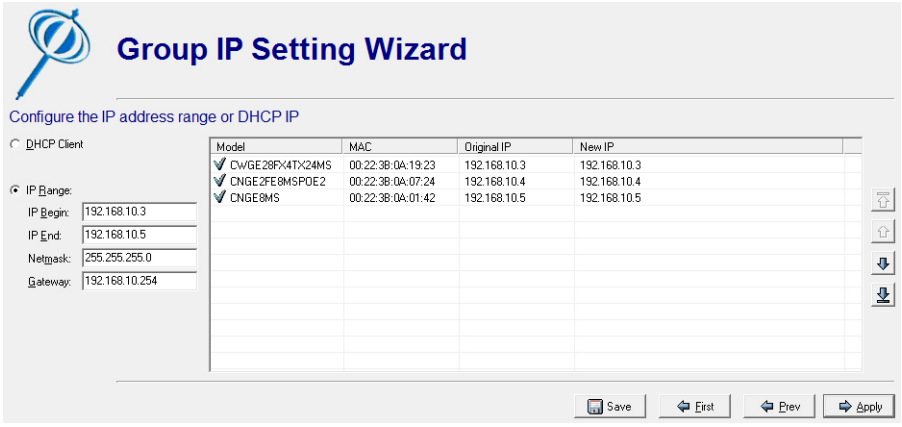
STEP 1 – Select one or more devices to be configured.



STEP 2 – Configure the IP address range or DHCP server IP address.
You can change the order of the switches to define which one is given which IP address by using the arrow buttons on the right hand side.



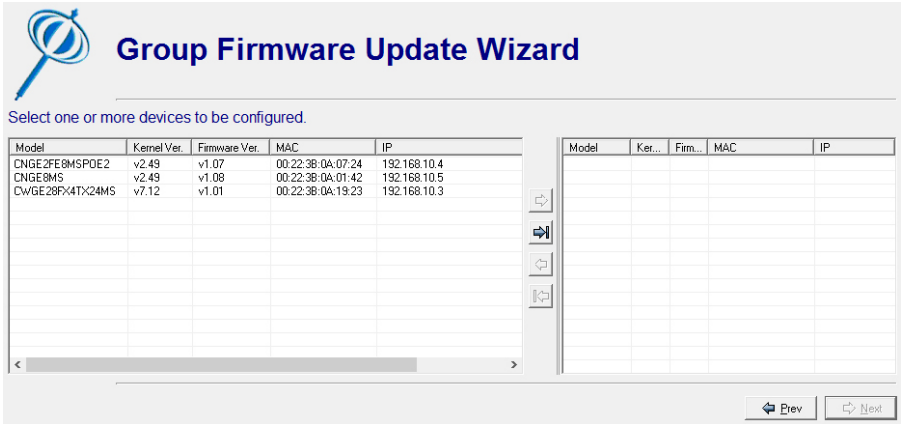
STEP 3 – Apply to finish the configuration.



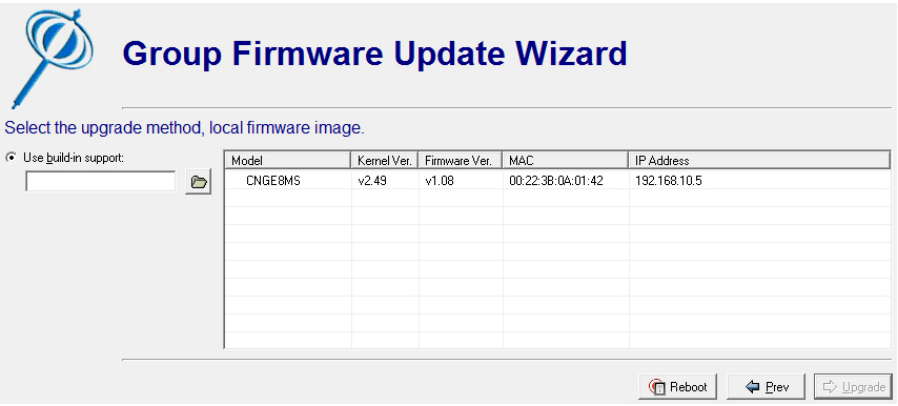
Group Firmware Update Wizard

This Group Firmware update allow the user to update a group of switches (with the same model number only) at one time. This allows the user to save time doing the update manually one by one.

STEP 1 – Select one or more devices (must be the same model) to be configured.

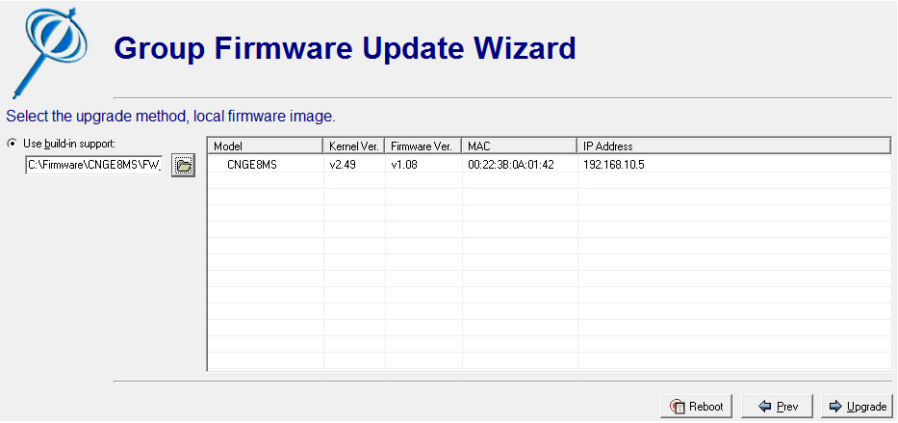


STEP 2 – Browse to select the new Firmware file to be upgraded.

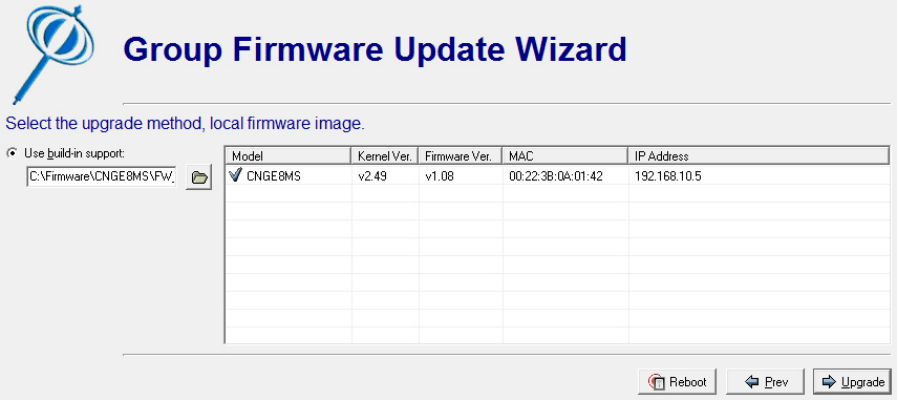


STEP 3 – Click **Upgrade** to start the firmware upgrade process.

Warning: Please ensure that you do not remove power to the switch while the upgrade process is in progress.



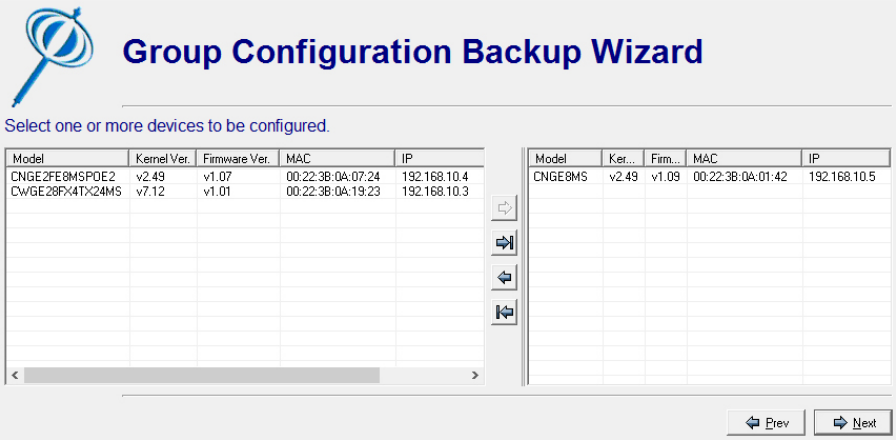
STEP: 4. After the upgrade process has completed, click **Reboot** to reboot all upgraded devices.



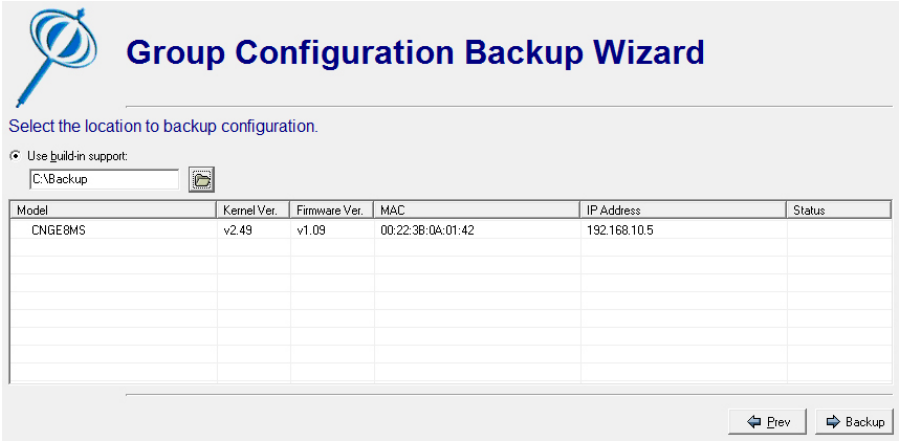
Group Configuration Backup

This Group Configuration Backup allows the user to backup the configuration of multiple devices (with the same model number only) automatically.

STEP 1 – Select one or multiple devices to be backed up.



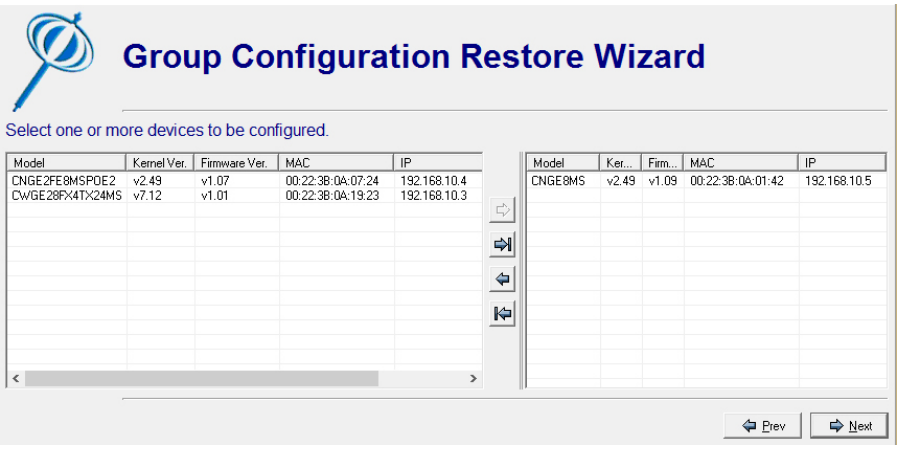
STEP 2 – Browse to the directory to save the backup configuration and click **Backup** to start the backup.



Group Configuration Restore

The Group Configuration Restore allows the user to restore the configuration of multiple devices (with the same model number only).

STEP 1 – Select one or multiple devices to be restored.



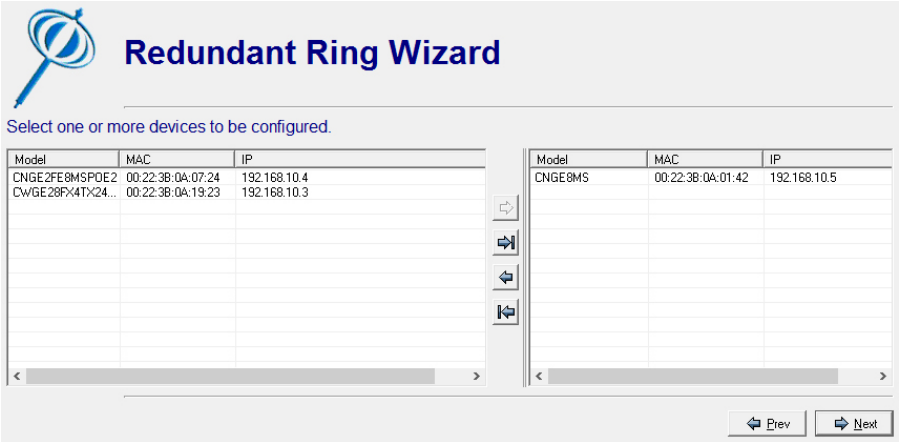
STEP 2 – Browse to the backup configuration file to be restored or check the **Auto Filename Prefix** box to let the wizard detect the configuration file in the directory if it has been saved with the default naming structure.

Group Redundant Ring Setting

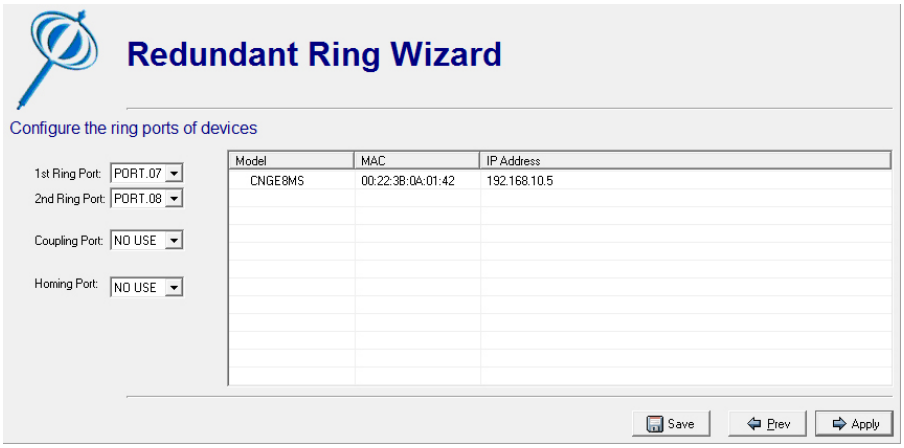
The Group Redundant Ring Setting allows user to configure ComNet C-Ring in multiple switches (with the same model number only and that are using the same port numbers as part of the ring) at one time.

Note: Different model number switches or for switches where the C-Ring port numbers are not the same must be configured in separate wizard sessions.

STEP 1 – Select one or multiple devices to be configured with C-Ring.



STEP 2 – Select the ports you are using as ring ports in the list and click on **Apply**.



eVision

Important Note

eVision monitors devices that support SNMP and LLDP. Both of these functions must be enabled on each device. On some ComNet devices these features may not be enabled by default. If the device you are looking for is not displayed or does not show any port links please check that the above features are enabled on the device.

The SNMP Read Community setting must be the same on all devices and must match the eVision SNMP Read setting in the System Config menu.

About eVision

eVision is a useful and powerful network topology utility. It is able to display the network topology automatically. The network administrators are able to monitor the network devices and links status via eVision immediately.

Topology Wizard

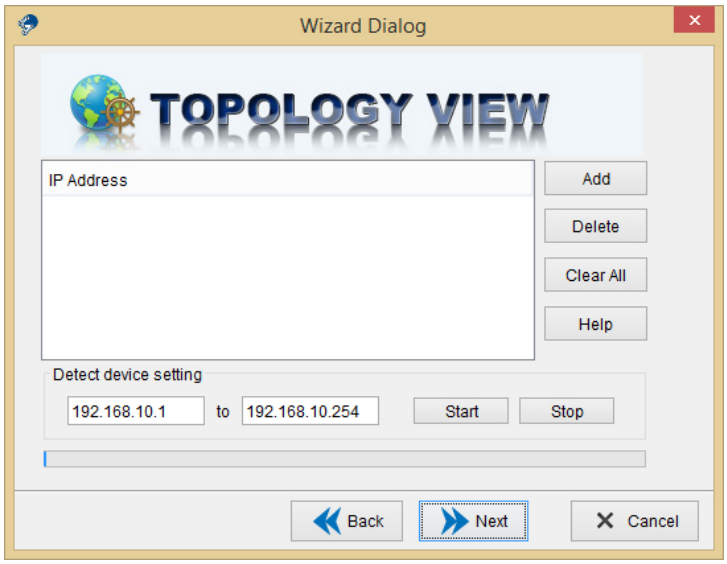
By default, the Topology wizard will pop up when eVision is started. Using the wizard the user can discover devices and group settings etc. The wizard startup can also be enable/disabld by selecting **Edit** › **System Config** › **Initial Conf** › **Launch Wizard when system start** from the Edit menu.

There are two options in the wizard, which are:

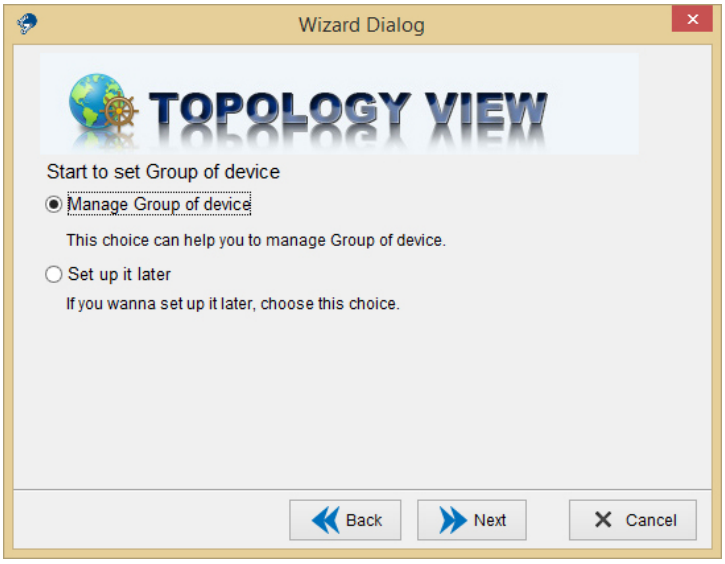
Label	Description
Detect Device	Start the steps to discover devices and group settings
Load an Existing Topology File	Load a backup Topology configuration file.

Please see the following steps for the **Topology Wizard – Detect Device** option.

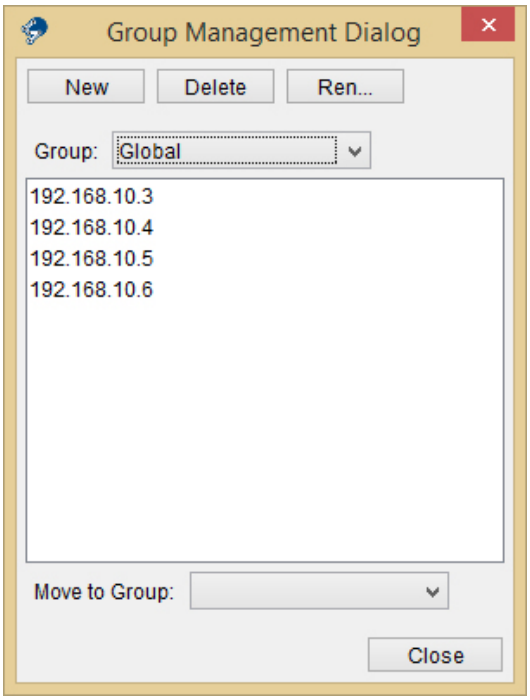
Step 1 – User can enter an IP range which allow it to scan for devices automatically, or user can also add a device manually by using its known IP address by clicking **Add**.



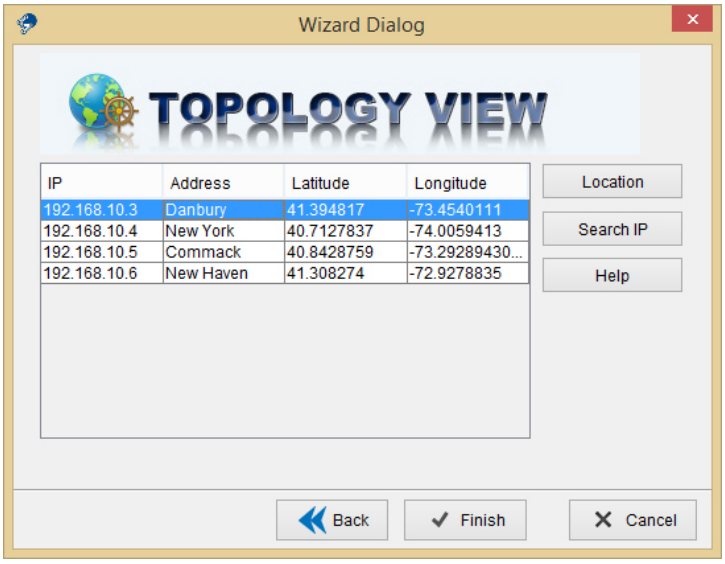
Step 2 – Select **Manage Group of Device** for the Group setting or skip by selecting **Set it up later** (if you select Set it up later, please go to Step 4).



Step 3 – In the group management, user can add a new group and move devices into the different groups required.



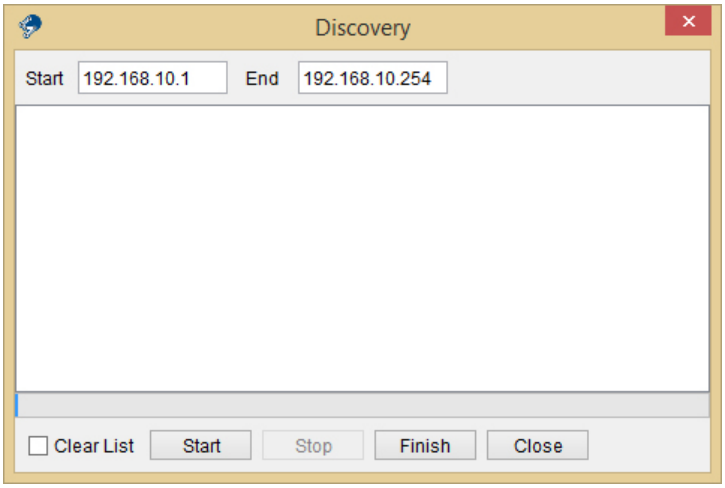
Step 4 – User can setup the GPS position of the devices by simply entering an address (internet connection required). Double click on the **Address** field to enter the address. Once the address has been entered click the **Location** button and the system will search online for the Latitude and Longitude co-ordinates of that location and fill these in the table as shown. If the address cannot be found you can also enter the co-ordinates manually by double clicking on the relevant field. Click **Finish** to close the wizard.



Device Discovery

User can add devices by using the built-in Discovery function.

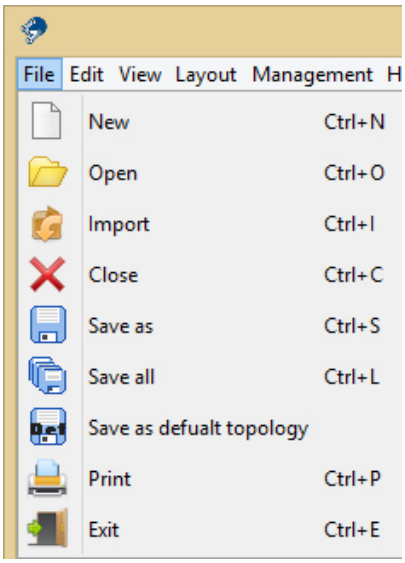
Click the **Discovery** button located on the General tab in the main eVision interface. Enter the start and end of the IP range you wish to discover and click **Start** to discover all devices in the selected range.



Label	Description
Clear list	Clear previous discovery device list

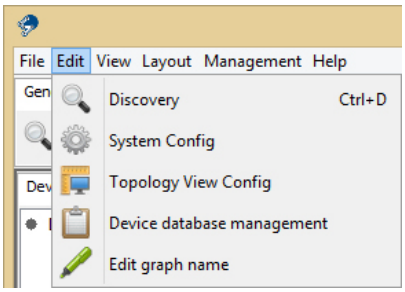
System Menu Bar

File

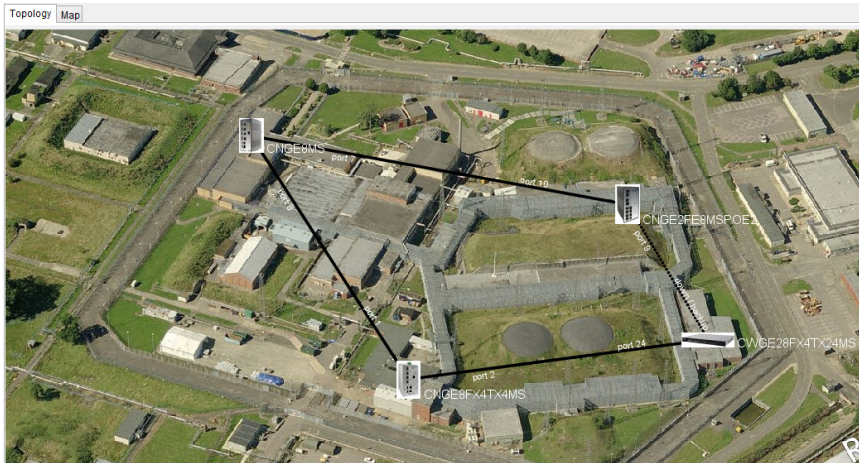


Label	Hotkey	Description
New	Ctrl + N	Open a new topology graph
Open	Ctrl + O	Load a saved topology graph
Import	Ctrl + I	Import a saved topology into the current topology graph
Close	Ctrl + C	Close current topology graph
Save as	Ctrl + S	Save current topology graph
Save all	Ctrl + L	Save all open topology graphs
Save as	N/A	Save current topology as default graph.
Print	Ctrl + P	Print current Topology graph
Exit	Ctrl + E	Quit eVision

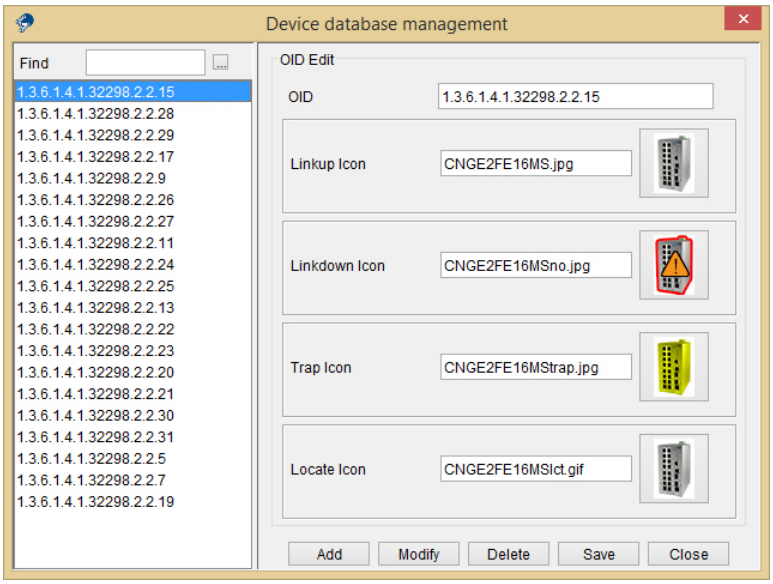
Edit



Label	Hotkey	Description
Discovery	Ctrl + D	Open the device Discovery tool
System Config	N/A	Auto Polling: Enable or disable Auto Polling function of devices. Polling Time(s): Polling interval timer. Device(s) / Interval: How many devices to poll at one time. Set to zero for all devices. Trap Agent Alive: Enable trap agent so eVision can receive SNMP traps. Trap Port: Specifies the port used by the Trap Agent Topology agent: Enable / Disable topology agent function SNMP Community: SNMP community read and write settings. Version: SNMP version V1 or V2 Time out: SNMP timeout interval. Explorer Path: Specify the Internet browser path. Entry: Auto save the log file when it reaches this number of entries. Daily: Auto save the log file at a certain time each day Load Topology: Load the default topology when eVision is opened Startup: Launch eVision on Windows startup. Minimize: Minimize eVision after startup Discovery new device without cleaning: Discover new devices without clearing any current discovered devices. Launch wizard when system starts: Launch the Topology wizard every time eVision starts.

Topology View Config	N/A	Path Size: Set the width of the path lines drawn between devices. Font Size: Set the size of the font used to display the device name/label. Show Icon: Enable / Disable the device icon from being displayed. Background: Set the topology graph background color. Font Color: Set the font color used for the device name/label. Show Port Number on Link: Enable / Disable the port number being shown for each device link. Link Option: Set the link colors for the 4 different link states. Background Option: User can load any picture as the topology view background. An example is shown below. 
Device database management	N/A	In the Device database management the user can modify or add a new device OID, link up, link down, trap and locate icons. Please refer to the next section.
Edit graph name	N/A	Edit current topology graph name.

Device Database Management



User can add devices to the database using this screen. Icons and OID data can also be updated for existing devices in the database.

To add a new device to the database enter the OID (obtained from the device manufacturer) and icon names for each of the 4 available icons and then click **Add**.

To modify an existing entry in the database select the entry and then update the details followed by clicking **Modify**.

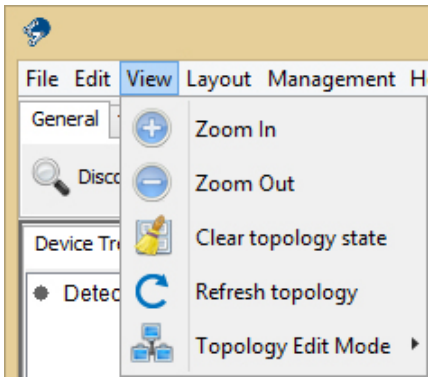
To delete an entry from the database select the entry and then click the **Delete** button.

Once all the required changes have been made click **Save** to save the new database.

Note: Icons will need to be saved in the icon folder located at …\ComNet\eConsole\rec\device

Note: User can add non-ComNet devices into the database provided the device supports SNMP and LLDP protocols. These protocols must be enabled on the target devices in order for eVision to recognize them.
The SNMP Read Community setting must be the same on all devices and must match the eVision SNMP Read setting in the System Config menu.
ComNet cannot provide any support for 3rd party devices.

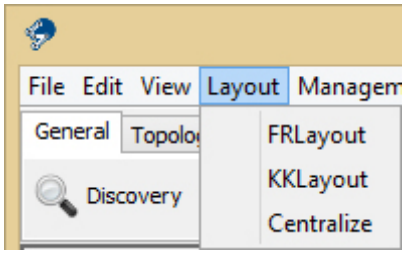
View



Icon	Hotkey	Description
Zoom In	Ctrl + Up	Zoom in on the topology.
Zoom Out	Ctrl + Down	Zoom out of the topology.
Clear topology state	N/A	Clear topology state of the current graph
Refresh topology	N/A	Recheck Device: Checks if the devices still exist or not. Devices will be removed if they no longer exist. Recheck link: Check the links between devices, the links will be removed if the connection has broken. Recheck state: Check current state of devices, any devices where the status has altered will be updated. Recheck type: Check device model, will update the icon when replacing a device with the same IP but a different model.
Topology Edit Mode	N/A	Transform: Click to move the entire topology around. Pick: Click to be able to select and drag a particular device to a new location. Line: Click to edit a line manually.

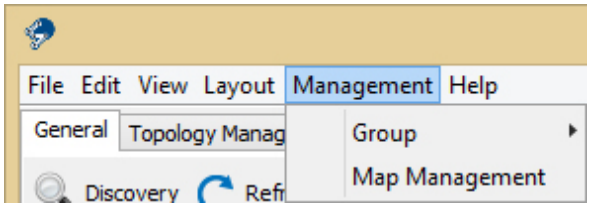
Layout

In the eVision Topology View, there are 3 types of layout which can arrange the device topology in different automatic ways, this allows the user to save time to drag every device manually.



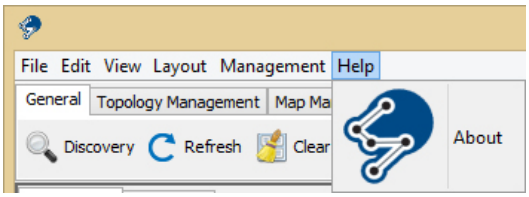
Management

Select Management to show the Management menu.



Label	Hotkey	Description
Group	N/A	New: Add a new group. Delete: Delete selected group Rename: Rename selected group Move to Group: Move the selected device to a new group
Map Management	N/A	Edit the device's map related information, e.g. Latitude and Longitude. User can also enable or disable devices to be displayed on the map.

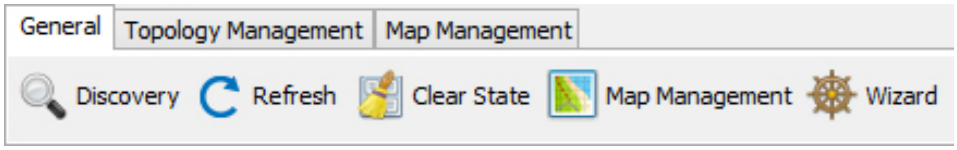
Help



Label	Hotkey	Description
About	N/A	Show the version information of eVision

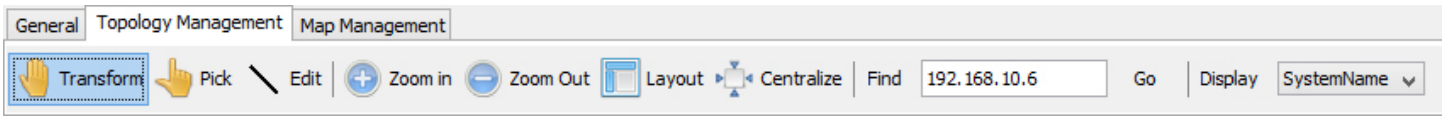
Tool Bar

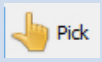
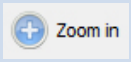
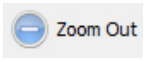
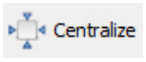
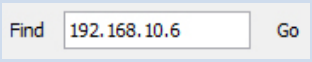
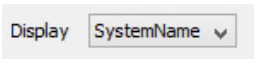
General



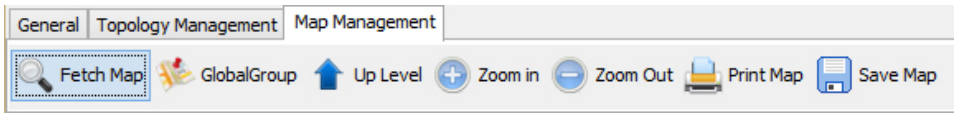
Icon	Description
Discovery	Please refer to the eVision Edit Menu section
Refresh	Please refer to the eVision View Menu section
Clear State	Please refer to the eVision View Menu section
Map Management	Please refer to the eVision Management Menu section
Wizard	Open the Topology wizard

Topology Management



Icon	Description
	Please refer to the eVision View Menu section
	Please refer to the eVision View Menu section
	Please refer to the eVision View Menu section
	Please refer to the eVision View Menu section
	Please refer to the eVision View Menu section
	Layout devices automatically (KK Layout)
	Centralize the screen on the devices
	Locate a specific device by its IP address
	Display device label information as IP address, System Name, Annotation, disable the label information.

Map Management

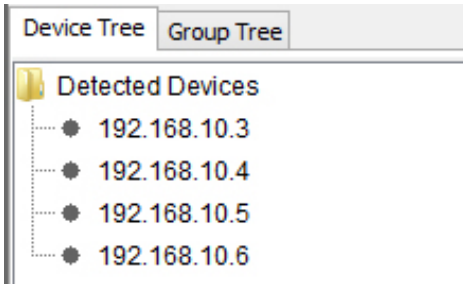


Task	Description
Fetch Map	Refresh the map display
GlobalGroup	Back to Global Group
Up Level	Go to upper level group
Zoom in	Map zoom in
Zoom Out	Map zoom out
Print Map	Print map display
Save Map	Save map

Device Tree & Group Tree

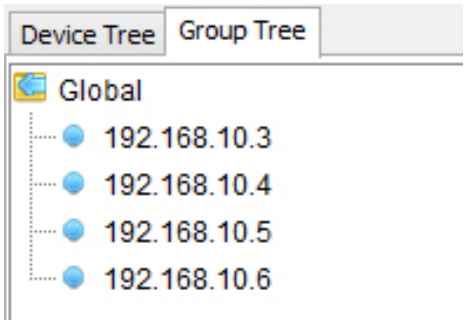
Detected devices will be displayed in the Device Tree and Group Tree.

In the Device Tree the user can double click on a device to search and navigate to that device in the topology graph, the user can also right click on a device for the device setting options.



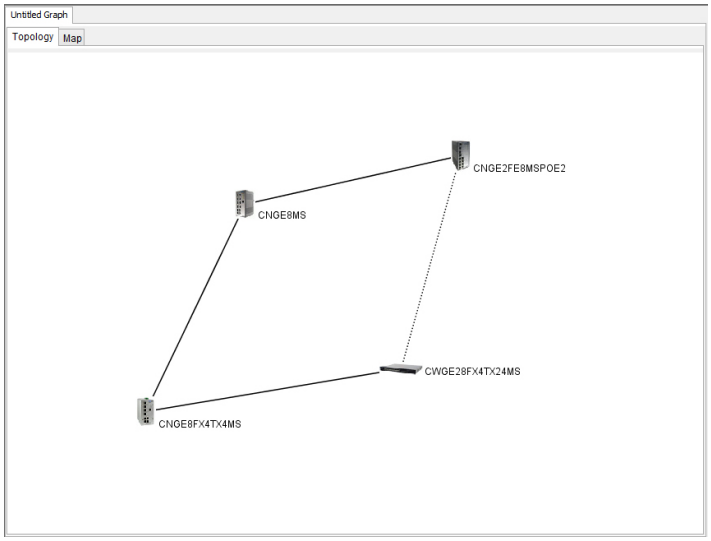
In Group Tree, by default all devices will be placed under the Global Group. A Device that is enabled on the Map display will have a tick on it.

The user can also right click on the group for the group management options or right click on a device for device setting options.



Topology

The discovered device's network topology will be shown in the Topology Graph area automatically.

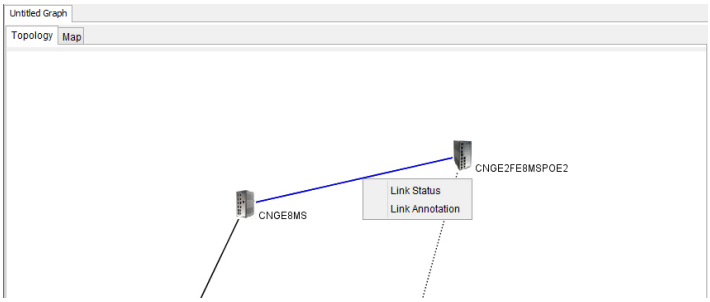


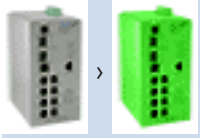
Important Note

eVision monitors devices that support SNMP and LLDP. Both of these functions must be enabled on each device. On some ComNet devices these features may not be enabled by default. If the device you are looking for is not displayed or does not show any port links please check that the above features are enabled on the device.

The SNMP Read Community setting must be the same on all devices and must match the eVision SNMP Read setting in the System Config menu.

In the topology graph, the user can right click on a device for the device settings options or right click on a line for the Link Status or Link Annotation.



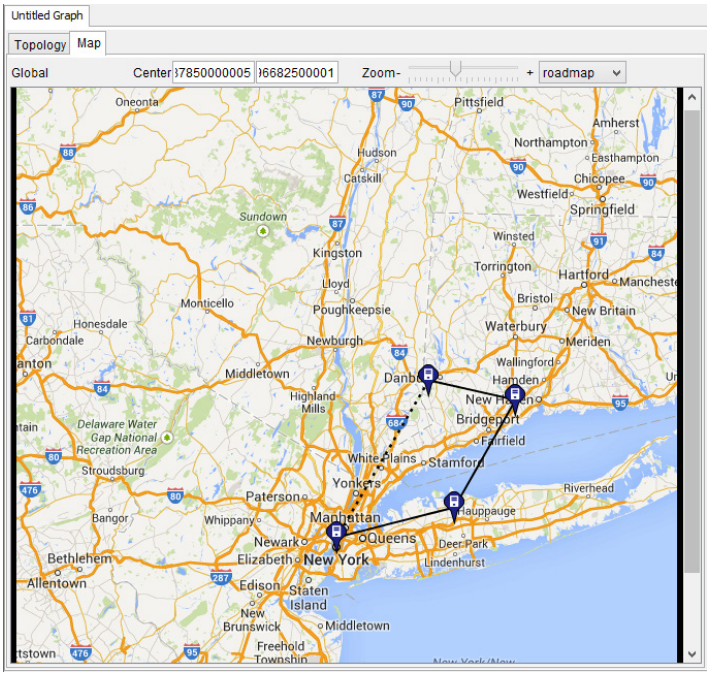
Icon	Description
	Device normal
	Device link down or no longer detected
	Device back online after failure or link down
	Locating device (flashing). ***Note: Supported devices only.***
	Link selected
	Link down/failure
	Backup link
	Link back online after previous failure

Map

The devices with Map Active enabled will be shown on the map. With the help of this map the user can see where the devices are installed.

Two types of map display are possible **roadmap** or **satellite**.

The user can also display a label for each device by enabling the **Label** option.

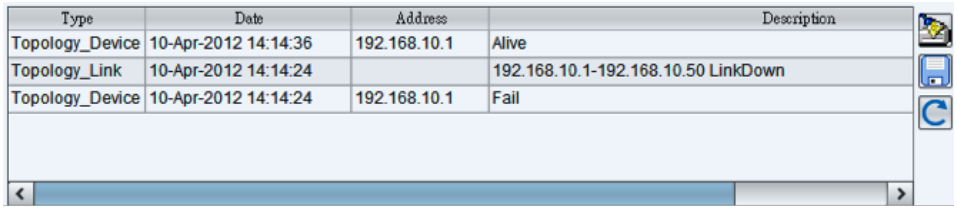


Note: Retrieving the Map display requires an Internet connection.

System Log Area

eVision also has a built-in SNMP trap manager system log that can record all SNMP trap events such as link down event etc.

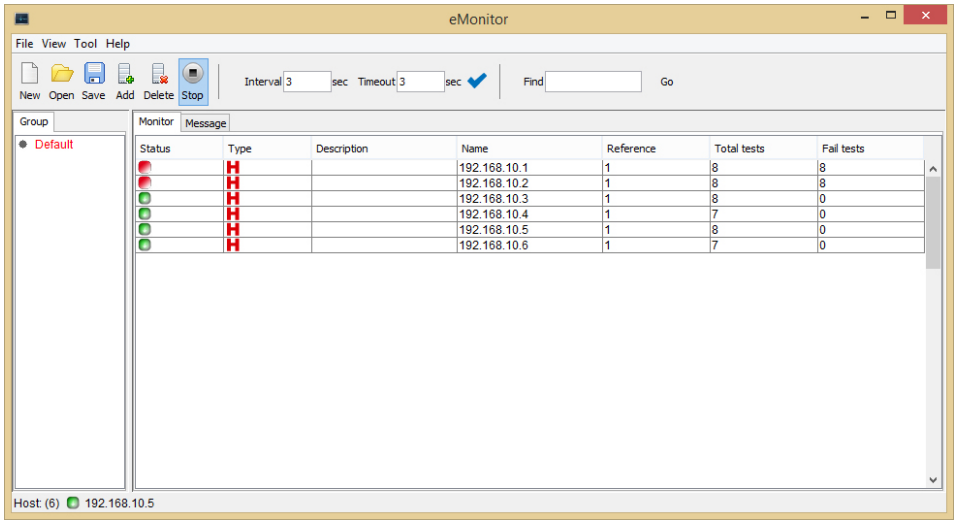
To enable this feature each device must be enabled with SNMP and have the eVision PC set as a trap station in the devices SNMP configuration.



Task	Description
	Clear log
	Save log to file.
	Refresh log.

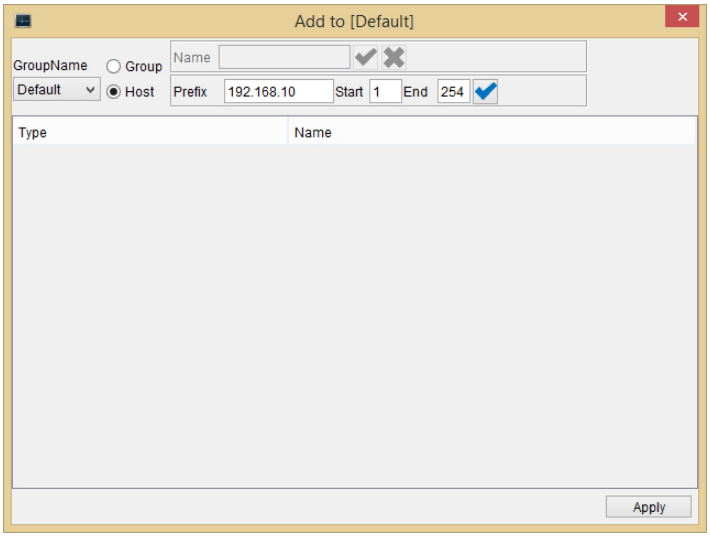
eMonitor

By using the eMonitor application the user can monitor the alive status of all IP devices. The application supports any IP addressable device on the network.



Add device

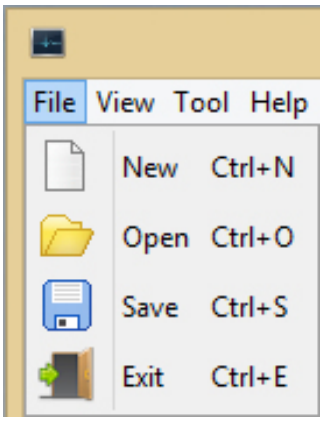
When eMonitor is launched the Add device screen will be presented where the user can search for and add in devices by entering the IP address search range and then clicking the checkmark button followed by **Apply**.



Label	Description
Group	Add a new Group
Host	Enter the IP address prefix and a range to be added.

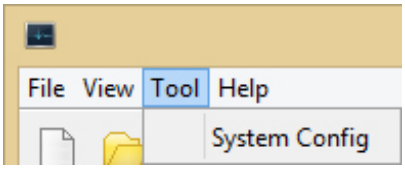
System Bar

File



Label	Hotkey	Description
New	Ctrl + N	Stat new eMonitor session.
Open	Ctrl + O	Open previous saved eMonitor session
Save	Ctrl + S	Save current eMonitor session.
Exit	Ctrl + E	Quit eMonitor

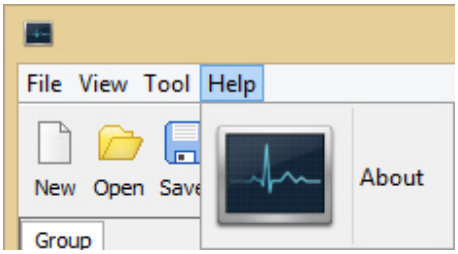
Tool



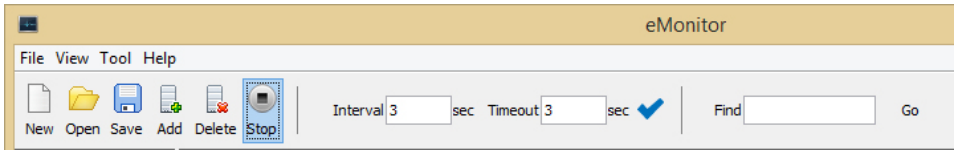
Label	Description
System Config	Report: Enable / Disable the report. Agent: Enable / Disable the checking agent and set the value of the time interval and timeout.

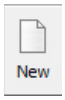
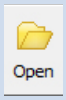
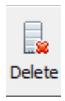
About

eMonitor version



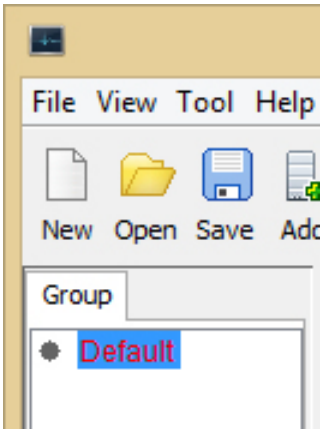
Function Bar



Label	Description
	Start a new monitor session
	Open a saved file
	Save the current file
	Add a device or range of devices
	Remove the selected device / group
	Start or Stop the monitor
Interval	Checking interval timer
Timeout	Time out timer
Find	Find specific device by using IP address

Group Tree

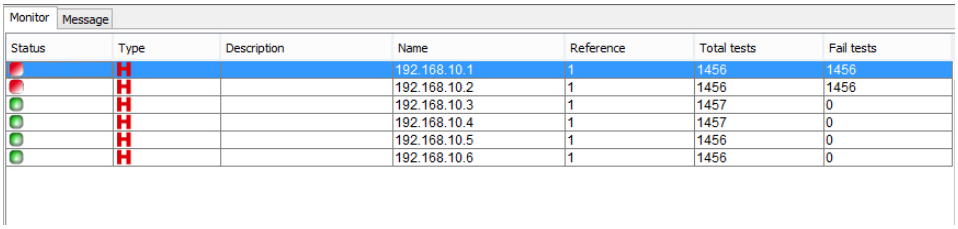
Devices will be show in the Group Tree.



Label	Description
Add	Add a device or group of devices.
Delete	Remove selected device / group.
Edit	Edit selected device / group and description.

Monitor Area

Current status of each device is shown in the Monitor table. The status for active devices will be show with a green icon and timeout devices will be shown with a red icon.



TroubleShooting

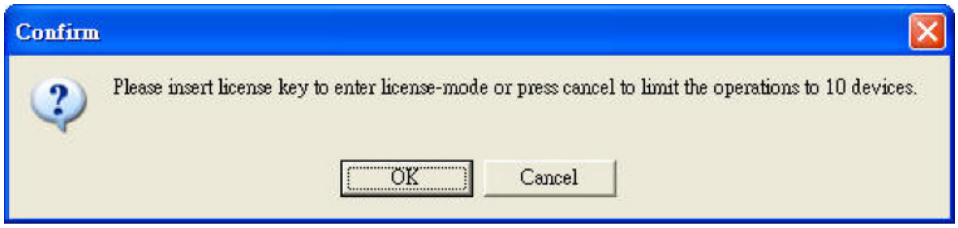
eConsole will not run on your computer?

Please make sure your computer has installed Java Runtime Environment (JRE).

If not, please install Java Runtime Environment (JRE) 6 Update 3 (as minimum version) from the Java website, at http://java.com/download

License key warning message

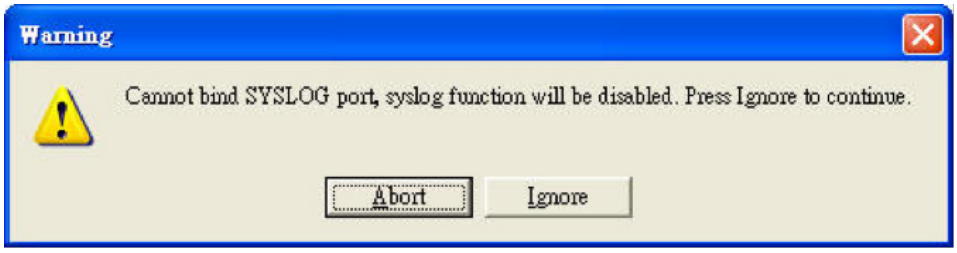
Symptom: When user launches eConsole, the computer displays a warning message as below.



Situation: You have installed a licensed version of eConsole and the computer cannot detect the USB license key. Please insert the USB license key to enter licensed mode and then press **OK** or press **Cancel** to limit the operation to 10 devices.

SYSLOG warning message

Symptom: When user launches eConsole, the computer displays a warning message as below.



Situation: Another software application is currently in operation as the Syslog Server. Check if there are any third party System Log Servers (e.g., tftpd) running on the computer. If you do not care about the system log function, press **Ignore** to continue.

Why can't eVision receive SNMP traps?

Symptom: When user launches eVision, the computer displays a warning message as below.

Situation: Another software application is currently in operation as the SNMP Trap manager. Check if there are any third party SNMP Software (e.g., MG-Soft or SNMPc) applications running on the computer. Please stop these applications, because they occupy the SNMP port required by eVision.

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