Table of contents

Part 1  Introduction ................................................................................................................................................................. 4
  1  About MIB files ................................................................................................................................................................. 6
  2  Introduction to SNMP ......................................................................................................................................................... 8
  3  Supported MIB files ......................................................................................................................................................... 10

Part 2  Download and installation .......................................................................................................................................... 12

Part 3  Using MIB Importer .................................................................................................................................................. 18
  1  Importing MIB files ................................................................................................................................................................. 21
  2  Opening and editing .oidlib files ............................................................................................................................................ 25
  3  Partial selection ................................................................................................................................................................. 28
  4  Changing available information ............................................................................................................................................ 30

Part 4  Using SNMP libraries in PRTG ................................................................................................................................ 34

Part 5  Troubleshooting ......................................................................................................................................................... 38

Part 6  Notes ............................................................................................................................................................................. 42
Part 1
Introduction
1 Introduction

Welcome to Paessler MIB Importer (hereinafter referred to as MIB Importer), a free network tool for PRTG Network Monitor (hereinafter referred to as PRTG). This tool supports you in importing Management Information Base (MIB) files so that you can monitor specific devices with your PRTG installation. This document describes the underlying concepts and applications of MIB Importer. It also explains how to use MIB Importer in detail.

Why MIB Importer?

Many device manufacturers offer so-called MIB files along with their network-enabled devices. MIB stands for Management Information Base. It is used for managing the entities in a communications network. These files describe the parameters and readings that are available for monitoring devices via Simple Network Management Protocol (SNMP).

The definition language of MIB files is highly abstract. Paessler developed MIB Importer so that you can make use of these files. For PRTG to be able to read the information in these files, it is necessary to convert MIB definitions, that is, import MIB files for PRTG.

Importing MIB files into PRTG

With MIB Importer v3, you can import MIB files and convert them into files in the object identifier (OID) library format (so-called .oidlib files) for PRTG to create SNMP libraries. You can use the created SNMP libraries to set up SNMP Library sensors. With these sensors, you can monitor SNMP-enabled devices with PRTG.

For more information, see section Using SNMP libraries in PRTG.
1.1 About MIB files

Management Information Base (MIB) files are hardware-independent and operating system-independent information files. They tell network management systems how to retrieve in-depth data from network devices using the Simple Network Management Protocol (SNMP) protocol. These devices can be, for example, routers, switches, network printers, disk arrays, air conditioners, as well as many server software products (for example, database servers). MIB files use the special text format Abstract Syntax Notation (ASN.1) to describe the available readings in tables, values, and registers.

MIB files and PRTG

MIB files need to be converted into a more software-compliant form because they are written in the highly abstract definition language ASN.1. This conversion is necessary for PRTG to quickly and seamlessly work with the data. MIB Importer translates the MIB files into the Extensible Markup Language (XML)-based object identifier (OID) library format of PRTG that contains the OIDs of MIB files.

Usually, manufacturers of network devices and software provide MIB files. To get MIB files for your specific products, visit the website or contact the support of the respective vendor.

For more information, see section More.  

What are object identifiers?

To access values on a network device, the managing software needs to know their addresses. These addresses are called object identifiers. They are organized in a hierarchical tree structure. The nodes are defined by numbers separated by dots. A typical OID looks like this: 1.3.6.1.2.1.10.20.1.3.1. This is an example value from an ISDN-MIB file.

An OID always starts with the numbers 1.3.6.1. If you see an OID that does not start with 1.3.6.1, it is incorrect. For more information, see section Troubleshooting.
Example

This code snippet from the BRIDGE-MIB file of Cisco demonstrates what an OID definition in an MIB file looks like:

```plaintext
dot1dStpHelloTime OBJECT-TYPE
    SYNTAX Timeout
    ACCESS read-only
    STATUS mandatory
    DESCRIPTION
        "The amount of time between the transmission of
        Configuration bridge PDUs by this node on any port
        when it is the root of the spanning tree or trying
        to become so, in units of hundredths of a second.
        This is the actual value that this bridge is
        currently using."
    REFERENCE
        "IEEE 802.1D-1990: Section 4.5.3.5"
    ::= { dot1dStp 10 }
```

More

- **KNOWLEDGE BASE**
  
Where can I find MIB files for my device?

1.2 Introduction to SNMP

Monitoring with Simple Network Management Protocol (SNMP) is the most basic method of gathering bandwidth and network usage data. Using SNMP, PRTG sends small data packages to devices, for example, routers, switches, and servers, to query for traffic counters of each port. Furthermore, SNMP enables PRTG to monitor other network parameters, including CPU load, disk usage, temperature, and many other readings, depending on your device.

About SNMP

SNMP was developed to get a standard for monitoring various devices. This was necessary because of the huge amount of these devices on the market that many different manufacturers supplied. For monitoring, all available SNMP objects must have accessible addresses. These addresses are stored in the Management Information Base (MIB) files. PRTG uses converted MIB files for monitoring various devices via SNMP.

For more information, see section More.

More

PRTG MANUAL

Monitoring via SNMP

- https://www.paessler.com/manuals/prtg/snmp_monitoring

KNOWLEDGE BASE

How do SNMP, MIBs, and OIDs work?


My SNMP sensors don't work. What can I do?
Part 1: Introduction | 2 Introduction to SNMP


**PAESSLER WEBSITE**

White Paper: Quo Vadis SNMP?

1.3 Supported MIB files

There are some limitations to the use of Management Information Base (MIB) files with PRTG.

- MIB files are often very large. They sometimes include thousands of different object identifiers (OID). Putting them into one Simple Network Management Protocol (SNMP) library would lead to very long scanning times while creating new sensors from them. Using MIB Importer, you can individually select the OIDs you actually need for monitoring a specific device by enabling partial selection.

- MIB files are often written in a non-standard definition language and might not be fully compliant with the syntax defined in the RFCs. Errors in syntax are not uncommon. Using MIB Importer, the syntax of MIB files is checked in advance during import. MIB Importer tries to automatically correct any errors. However, for some MIB files, some manual corrections are necessary to convert the files into a standard-compliant format.
  
  For more information, see section Troubleshooting.

- In general, MIB Importer only imports objects that return an integer value. See below which device values and organization units are supported. MIB Importer can import SNMP v1, SNMP v2, and SNMP v3 MIB files.

Supported value types

PRTG can work with the following value types on a network device:

- **Gauges**: Gauge values show the current reading of a monitored parameter as an integer number, for example, temperature values, the number of free bytes on a disk, or the number of current processes.

- **Counters (Diffs)**: Counter values are used for numbers that increase strictly monotonically, for example, page count of a printer, the number of bytes transferred via a switch port, or the number of emails received. In most cases, a counter is related to the time—for example, printed pages per hour, bytes per second, or emails per minute.

- **Strings**: PRTG supports display strings (NVT ASCII) and octet strings as returned by a specific OID, for example, system info, host name, or strings containing specific information like the temperature of a device. These strings can be checked for keywords with the SNMP Custom String sensor, for example, to extract a value like temperature using a regular expression to monitor it.

Supported organization of values

PRTG can process MIB files where readings are organized the following way:

- **Single values**: Every OID denotes a specific value. The values are grouped by their direct parental OID. You can identify single values in MIB Importer the following way: they have no OID attached to their group name.

- **Tables**: The OIDs describe rows in a table. You can identify tables in MIB Importer the following way: they have an OID in square brackets [ ] attached to their group (table) name.
This example shows how OID values are organized in a tree view. The topmost node of the tree is the module name or agent (1). Its children are tables (2) or groups of single values (3).
Part 2
Download and installation
2 Download and installation

The installation of MIB Importer is straightforward. First, go to https://www.paessler.com/tools/mibimporter and click Free Download to download the .zip file.

Installation
1. Extract the downloaded file Paessler MIB Importer V3.5.8.zip.
2. Start the setup by running Paessler MIB Importer V3.5.8 Setup.exe.
3. If asked, confirm the question of the Windows User Account Control with Yes to allow the program to install.
4. The setup assistant appears. Read the License Agreement. To accept, select I accept the agreement and click Next.
5. Select in which folder you want to install MIB Importer. The default is `C:\Program Files (x86)\Paessler MIB Importer V3`. Click **Next**.
6. Choose if you want to create icons on your desktop for a quick start of MIB Importer. Click **Next**.
7. The setup assistant installs MIB Importer in the specified folder.

Setup wizard icon creation

Setup wizard completion
8. Click Finish to complete the installation.

You can now launch MIB Importer via the installed desktop icons or from your Windows start menu.

Uninstall MIB Importer

1. Open your Windows Control Panel and select the entry Paessler MIB Importer V3 in the Programs and Features section. Click Uninstall.

2. If asked, confirm the question of the Windows User Account Control with Yes to allow the program to uninstall. The software uninstall dialog guides you through the uninstall process.

3. Confirm the removal of the software by clicking the Yes button.

4. Wait while the software is being removed.

MIB Importer has been successfully uninstalled.
Part 3
Using MIB Importer
3 Using MIB Importer

After installing MIB Importer, you can launch it via the desktop icons or the Windows start menu. The default path is `C:\Program Files (x86)\Paessler MIB Importer V3\mibimporterv3.exe`.

![MIB Importer Interface](image)

**General layout**

The general layout of MIB Importer is organized as follows:

- At the top: the global header bar containing the main menu.
- On the left: this window contains the object identifiers (OID) in a tree view after you have imported a Management Information Base (MIB) file.
- On the right: the properties of the selected OID.

**Main menu**

From the main menu, you can access all functions of MIB Importer:

- **File**
Part 3: Using MIB Importer

- **New**: Opens a new, empty Simple Network Management Protocol (SNMP) library.
- **Open**: Loads an existing SNMP library.
- **Save Complete OIDLib**: Saves changes to an imported .oidlib file.
- **Save Complete OIDLib As**: Manually copies a created or edited .oidlib file into the \snmplibs subfolder of your PRTG installation (for example, when running the importer on a different machine than PRTG).
- **Save for PRTG Network Monitor**: This option is only visible if you run MIB Importer on the same machine as your PRTG installation. Automatically opens the \snmplibs subfolder of your PRTG installation to save the .oidlib file for PRTG.
- **Enable Partial Selection**: Makes partially selected OIDs available. This is useful for large MIB files with many OIDs.
- **Save Partial Selection As**: Saves the partially selected OIDs in a new SNMP library. The original SNMP library is not affected.
- **Import MIB File**: Starts the import process.
- **Show Import Log**: Opens the log of recent MIB import processes.
- **Exit**: Closes MIB Importer.

**Edit**

- **Add OID**: Adds a new OID to the SNMP library.
- **Delete OID**: Deletes a selected OID from the SNMP library.
- **Find**: Searches for a specific term.
- **Find Next**: Searches for the next appearance of the searched term.
- **Find Previous**: Returns to the OID that was found before.
- **Replace**: Searches for a specific term and replaces it with another.

**Help**

- **Help**: Opens this manual.
- **About**: Opens a window with information about MIB Importer.
3.1 Importing MIB files

With MIB Importer, you can convert any Management Information Base (MIB) file to a Simple Network Management Protocol (SNMP) library as long as it is one of the supported MIB files. Follow the steps below to import MIB files into PRTG.

Importing MIB files via drag & drop

You can import any MIB file using drag-and-drop. Click the desired file, drag it, and drop it anywhere into MIB Importer. Continue with step 2 of the next section.

Importing MIB files manually

1. Select File | Import MIB File from the main menu bar to load an MIB file. Go to the directory where the desired MIB file is located. Open this file.

2. The import starts automatically. It takes a few seconds.

3. The Import Log window appears. If the import has been successful, the first line says "Import successful!", followed by a report. The report sums up the successfully included files and imported object identifiers (OID). It also shows how many OIDs can be useful for PRTG.
Part 3: Using MIB Importer | 1 Importing MIB files

4. Optionally, you can save the logfile by clicking **Save** at the bottom of the dialog window. Otherwise, click **Close** or press **Esc** to return to the main window of MIB Importer. The imported MIB file appears on the left side.
5. You can import one or more MIB files to combine them into a single SNMP library. For this purpose, repeat the import process (steps 1.-4.) as often as needed.

6. You can now edit the SNMP library for your purposes. Select **File | Save Complete OIDLib** from the main menu to save recent changes.

7. Select **File | Save for PRTG Network Monitor** from the main menu to save the created .oidlib file for PRTG.

7.1. You can also manually copy the .oidlib file to the \snmplibs subfolder of your PRTG installation. This is useful if you run PRTG and MIB Importer on different machines. Select **File | Save Complete OIDLib As** from the main menu.
8. In PRTG, create a new **SNMP Library sensor**, respectively an **SNMP Custom String sensor** if an OID returns string values. Use the created .oidlib file for this purpose.

For more information, see section **Using SNMP libraries in PRTG**.
3.2 Opening and editing .oidlib files

You can open existing .oidlib files using drag-and-drop or by selecting File | Open from the main menu. Select the desired .oidlib file in the window that appears and Open it.

You can now edit the Simple Network Management Protocol (SNMP) library via the main menu. MIB Importer can be used for adding and deleting object identifiers (OID), editing single OIDs, and selecting subsets of the counters you want to see in PRTG with partial selection. If you are an advanced user, you can change the available information of an OID.

An OID library opened in MIB Importer

On the left side, you see the tree view of the SNMP library. It is organized the following way (see also section Supported MIB files):

- **Agent**: the top-level node. In the screenshot, BRIDGE-MIB is the only agent.
- **Groups**: the daughters of the agent. In the screenshot, there are eight groups that are indicated by the first indentation.
- **OIDS**: organized in groups. They are shown with their Name in the tree view.

On the right side, you see detailed information about an OID. These properties are only visible when you select an OID in the tree view on the left side. In the screenshot, you see the properties of the OID dot1d stp hello time.
Part 3: Using MIB Importer | 2 Opening and editing .oidlib files

For more information, see section Changing available information.

Adding a new OID
1. To add a new OID to the current SNMP library, select Edit | Add OID from the main menu. It is added to the node of the tree you have selected on the left.
2. The fields Agent and Group in the Identification section of the new OID are automatically filled depending on where you add the new OID in the tree. This behavior lets you add several OIDs to one group.
3. Enter your desired values in the fields on the right. For the meaning of the fields, see section Changing available information.
4. Once you have provided all necessary information, click Apply to confirm the changes.
5. Repeat these steps until you have added all OIDs you need.

Deleting an OID
1. To delete an OID from the current SNMP library, select it in the tree view on the left. You can also delete whole groups and agents.
2. Delete the desired object by selecting Edit | Delete OID from the main menu or with the shortcut Ctrl+X.

Finding an OID
1. To find a specific OID, select Edit | Find from the main menu or use the shortcut Ctrl+F.
2. The Search window appears.
3. Enter the term that you want to search for in the Find field.
4. In the Search in section, specify which property type the term that you want to search for is. Enable or disable the check box next to the respective type:
   - Agent/Group/Name: Returns the first OID with the specified agent, group, or name, as specified in the Identification section of the OID’s properties.
Part 3: Using MIB Importer | 2 Opening and editing .oidlib files

- **Description**: Returns the first OID containing the term you search for in the Description section of the OID’s properties.

- **Indicator**: Deprecated. Returns the first OID containing the term you search for in the Indicator field of the OID’s properties.

- **Unit**: Returns the first OID containing the term you search for in the Unit field of the OID’s properties. MIB Importer searches for the string specified in the field, not the unit itself (that is, bytes, percent, or custom).

- **OID**: Returns the first OID containing all the single OID numbers in the order you entered them. This means that you can search for an OID snippet and the importer finds all OIDs containing this snippet (for example, searching for 2.1.17.1 would return the OID 1.3.6.1.2.1.17.1.1.0 amongst others containing this snippet).

5. Optionally, define if the search term in the Find field is **Case Sensitive** by checking the respective option in the Options section.

6. To go to the next OID that matches your search term, select **Edit | Find Next** from the main menu or use the shortcut **F3**.

5. To go back to the OID that matches your search term and is listed before the recently found OID in the tree, select **Edit | Find Previous** from the main menu, or use the shortcut **Shift+F3**.

**Replacing option**

We recommend that you only use the **Replacing** option if you are an advanced user.

- For more information, see section **Changing available information**.
3.3 Partial selection

Usually, all object identifiers (OID) that are displayed in the tree view of MIB Importer are saved into one Simple Network Management Protocol (SNMP) library. However, once you have loaded an SNMP library by opening it from the main menu or you have created an SNMP library by importing a Management Information Base (MIB) file, you can select a subset of the counters you want to see in PRTG. MIB files are often very long and include counters that do not interest you. Partial Selection enables you to select only MIB files that are important for you.

![Disabled partial selection](image1.png)

Using partial selection

You can enable partial selection by selecting File | Enable Partial Selection from the main menu. The tree view showing the counters changes and displays checkboxes for all counters. You can select and deselect a counter by clicking the respective checkbox. It is also possible to multi-select or multi-deselect all objects below an agent or a group by clicking the corresponding checkboxes of the agent or group.

If you enabled partial selection, you can see an additional command line at the bottom of the tree view, the Selection for Partial OIDLIB. Click All or None to select all counters or no counter. In addition, the number of selected counters is shown in the section # of counters: [selected counters]/[all counters].

Click the Save As button to save the selected counters as a new SNMP library. With Cancel, you disable partial selection and return to the default tree view.
Clicking **Save As** creates a new SNMP library. Enter its name and specify the directory where you want to store the SNMP library. The original SNMP library is not affected by this as long as you do not use exactly the same name and path for the new SNMP library. You can also save the partial selection by selecting **File | Save Partial Selection As** from the main menu.

You cannot edit the properties on the right side of MIB Importer if partial selection is enabled. For more information about editing these properties, see section **Changing available information**.
### 3.4 Changing available information

With MIB Importer, you can manually edit an .oidlib file after the import. In addition, it is possible to create your own .oidlib files. This option is helpful if you do not have a vendor-specific Management Information Base (MIB) file, but you know the object identifiers (OID) you want to use. In most cases, you change available information, for example, names and descriptions of values, after importing an MIB file.

We strongly recommend that you only edit existing .oidlib files and only create new files if you are an advanced user.

#### Creating your own SNMP libraries and editing OIDs

To create your own Simple Network Management Protocol (SNMP) libraries or to edit OIDs of an existing SNMP library, follow the steps below:

1. Create a new .oidlib file by selecting File | New from the main menu or load an existing SNMP library by selecting File | Open to edit it.

2. You can add new OIDs, edit existing OIDs, or delete unneeded OIDs. Repeat until you are finished.

3. Once you are satisfied with your newly created SNMP library, save the file. Select File | Save for PRTG Network Monitor from the main menu to save the .oidlib file for PRTG. Alternatively, you can select File | Save Complete OIDLib As and manually copy the file into the \snmplibs folder of your PRTG installation.

4. In PRTG, create a new SNMP Library sensor and select the created .oidlib file.

For more information, see section Using SNMP libraries in PRTG.

#### Editing an existing OID

1. To edit an existing OID, select it in the tree view on the left.

2. Edit properties of the selected OID on the right. Enter the desired values in the corresponding fields. See below for the meaning of the fields.

3. Click Apply to confirm the changes or click Cancel to discard them.

#### Properties of OIDs

On the right side of the MIB Importer interface, you can see information about a selected OID. You can edit these properties for your own needs.
Part 3: Using MIB Importer | 4 Changing available information

**Identification**

- **Agent**: Shows the name of the MIB module that this OID is in. It is the topmost hierarchical layer of the MIB file.
- **Group**: Shows the name of the group or table this OID is in.
- **Name**: Shows the name of the OID itself.

**Source**

- **Kind**: Defines if this OID is a **Single** value or a **Table Column**.
- **OID**: Shows the address string of the OID. It has to start with 1.3.6.1.
- **Type**: Defines the type of the OID. This can be **Gauge**, **Delta**, or **String**. If you want to finetune the type, you can select **unsigned**, **64bit**, or **float** by clicking the corresponding checkbox.

**Value**

- **Unit**: Shows the unit of the OID.
- **Indicator**: Shows the name of the OID.
- **Scale**: Shows the scale for the OID.

**Description**

- This section defines the properties of a device’s return value for this OID as shown in PRTG.
Part 3: Using MIB Importer | 4 Changing available information

- **Unit**: To define the unit of the return value, you can select **Bytes**, **Percent**, or **Custom** from the dropdown menu. For **Custom**, provide a unit string in the field on the right.

- **Indicator**: **Deprecated**. (This usually includes the name of the OID.)

- **Scale**: Defines the scaling factor of the returning value. Select **Divide** or **Multiply** from the dropdown menu. If you want to convert KB into MB, for example, select **Divide** and enter 1024.

- **Description**: Provides a description of the current OID.

- **Lookup**: Shows lookup definitions for this OID if available in the MIB file. For more information about lookups and how to edit them, see section [More](#).

If a lookup definition is available for an OID, the corresponding code in the MIB file looks like this:

```plaintext
dot1dStpPortState OBJECT-TYPE
   SYNTAX INTEGER {
      disabled(1),
      blocking(2),
      listening(3),
      learning(4),
      forwarding(5),
      broken(6)
   }
   ACCESS read-only
   STATUS mandatory
   DESCRIPTION [...]
   REFERENCE
      "IEEE 802.1D-1990: Section 4.5.5.2"
   ::= { dot1dStpPortEntry 3 }
```

Replacing information of an OID

1. To replace a specific piece of information of an OID with another term, select **Edit** | **Replace** from the **main menu**.

2. In general, replacing works the same as finding an OID. Enter a search term and select its type.

3. Define the term that replaces the searched term. Enter this term in the **Replace** field.
4. Click **Replace**. MIB Importer then searches for the specified term. All matching terms are replaced by the term you entered in the **Replace** field.

More

- **PRTG MANUAL**
  - Define Lookups
Part 4
Using SNMP libraries in PRTG
4 Using SNMP libraries in PRTG

PRTG provides an SNMP Library sensor. This sensor uses a compiled Management Information Base (MIB) file to create sensors that monitor a device via Simple Network Management Protocol (SNMP). Furthermore, an SNMP Custom String sensor can be used if the values returned by a specific object identifier (OID) are strings. This approach provides extended monitoring beyond the standard SNMP sensors of PRTG.

The content of the MIB file determines which data types are available for monitoring. When you create the SNMP Library sensor, it provides a list of counters that came back from the target device based on checking every OID in the MIB file. From this list, you can select what you want to monitor.

The SNMP Library sensor automatically creates the following custom SNMP sensor types based on the data types available in the MIB file:

- **SNMP Custom Advanced sensors** for all OIDs that return single values
- **SNMP Custom String sensors** for all OIDs that return string values
- **SNMP Custom Table sensors** for all OIDs that return tables

The SNMP Library sensor is not an actual sensor type and does not appear as a running sensor. It is a sensor that uses the meta-scan facility of the PRTG probe to find or match OIDs from an MIB file. This way, you do not have to manually enter the OIDs when creating custom sensors.

Monitoring devices via SNMP libraries

PRTG delivers default .oidlib files that are available without first converting an MIB file. If the available SNMP libraries are not suitable for the SNMP device you want to monitor, import MIB files as described in section Importing MIB files.
Adding an SNMP Library sensor

1. If you have not done so yet, create a device in PRTG representing the device you want to monitor via SNMP (see section More).
2. Right-click it to open the context menu and select Add Sensor.
3. In the Add Sensor dialog, filter for SNMP in section Technology Used?
4. Find the entry SNMP Library and click the Add button.
5. A window appears with .oidlib files that you can select. Mark the desired SNMP library and click Ok.
   - If you imported an SNMP library and you cannot find it in this list, make sure that it is available in the /snmplibs subfolder of your PRTG installation.
6. In the next step, select the counters from the list for which PRTG creates sensors. Click Continue.
7. PRTG immediately starts monitoring the selected counters.

For more information about the SNMP Library sensor, see section More.
Device Settings

- [https://www.paessler.com/manuals/prtg/device_settings.htm](https://www.paessler.com/manuals/prtg/device_settings.htm)

SNMP Library Sensor

- [https://www.paessler.com/manuals/prtg/snmp_library_sensor.htm](https://www.paessler.com/manuals/prtg/snmp_library_sensor.htm)

SNMP Custom String Sensor

- [https://www.paessler.com/manuals/prtg/snmp_custom_string_sensor.htm](https://www.paessler.com/manuals/prtg/snmp_custom_string_sensor.htm)
Part 5

Troubleshooting
5 Troubleshooting

Not all Management Information Base (MIB) files are fully compliant with the syntax defined in the RFCs. In PRTG and MIB Importer, various workarounds are already implemented to import non-compliant MIB files and to make MIB Importer tolerant towards various errors.

However, you might still encounter issues with certain MIB files. See below for troubleshooting.

- **Syntax errors**
- **Missing import files**
- **OIDs not starting with 1.3.6.1**
- **No useful OIDs found**
- **Float values and SNMP v2**

### Syntax errors

If MIB Importer encounters syntax errors while importing an MIB file—or in one of its include files—an error message appears. This message indicates the position where the MIB parser detected an irregularity in the syntax of the source code. See the following solutions for troubleshooting:

- The position of the error is probably in the expression before the shown position.
- Correct the source code of the MIB file or contact the vendor.
- Try to import the MIB file again.

### Missing import files

MIB Importer already includes various standard import files. However, one or more files might still be missing. In this case, MIB Importer shows you a list of missing files. Most probably, these are vendor-specific include files.
Part 5: Troubleshooting

### Parse Error

File: C:\Users\Desktop\CISCO-STACKWISE-MIB.mib

**Error:** Missing import module: CISCO-TC

**Line:** 35

```plaintext
ifIndex
    FROM IF-MIB
TruthValue,
    MacAddress,
TEXTUAL-CONVENTION
    FROM SNMPv2-TC
SmpAdminString
    FROM SNMP-FRAMWORK-MIB
EntPhysicalIndexOrZero
    FROM CISCO-TC
CiscoHgmt
FROM CISCO-SMI;
```

Parse error caused by missing import files

See the following solutions for troubleshooting:

- Obtain the missing files, for example, via the web page of the specific vendor.
- Paste the files into the same directory as the imported MIB file, or into the `{stdmib}` subfolder of the MIB Importer application directory. MIB Importer only considers these two folders when searching for include files.
- Try to import the MIB file again.

### OIDs not starting with 1.3.6.1.

Note that an object identifier (OID) always starts with the four numbers `1.3.6.1`. If you see an OID that does not start with these digits, something is most probably wrong:

- One or more include files of the MIB file could not be found.
- One or more parental OIDs could not be properly read.

### No useful OIDs found

When importing an MIB file, a message might appear that OIDs have been successfully found, but none of these OIDs are useful for PRTG. In such cases, the MIB file does not include any information that can be used with PRTG. Usually, you encounter this issue if the MIB file only contains the following:
- Simple Network Management Protocol (SNMP) traps
- Double-index OIDs
- Similar counters that cannot be processed by the SNMP sensors in PRTG

MIB Importer only imports objects that return an integer value. If possible, try a different MIB file.

**Float values and SNMP v2**

Float values are not defined in the MIB definition of SNMP v2. However, you can manually define float values with MIB Importer if needed.

- For more information, see section [Changing available information](#).
Part 6
Notes
6 Notes

Consider the following when using MIB Importer:

Issues

Nowadays, many different formats of MIB files are available. You may encounter issues with several MIB files.

For the most common issues, see section Troubleshooting.

Support

MIB Importer is a free software tool for users of PRTG and it is mainly designed as an add-on for PRTG. Support is only officially available for paying customers that are owners of a PRTG license with active maintenance. If you need help with MIB Importer, contact the Paessler support team.