



## CHAPTER 2

# Configure Basic Appliance Settings and Control Appliance Services

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**Revised: November 4, 2011**

This chapter explains how you can use Appliance Administrative Interface (AAI) to administer a Cisco Show and Share or Cisco DMM appliance and includes the following sections:

- [View Appliance System Information, page 2-2](#)
- [Manage System Log Information, page 2-2](#)
- [Configure the Java Cache, page 2-5](#)
- [Change the Appliance Administrator Password, page 2-6](#)
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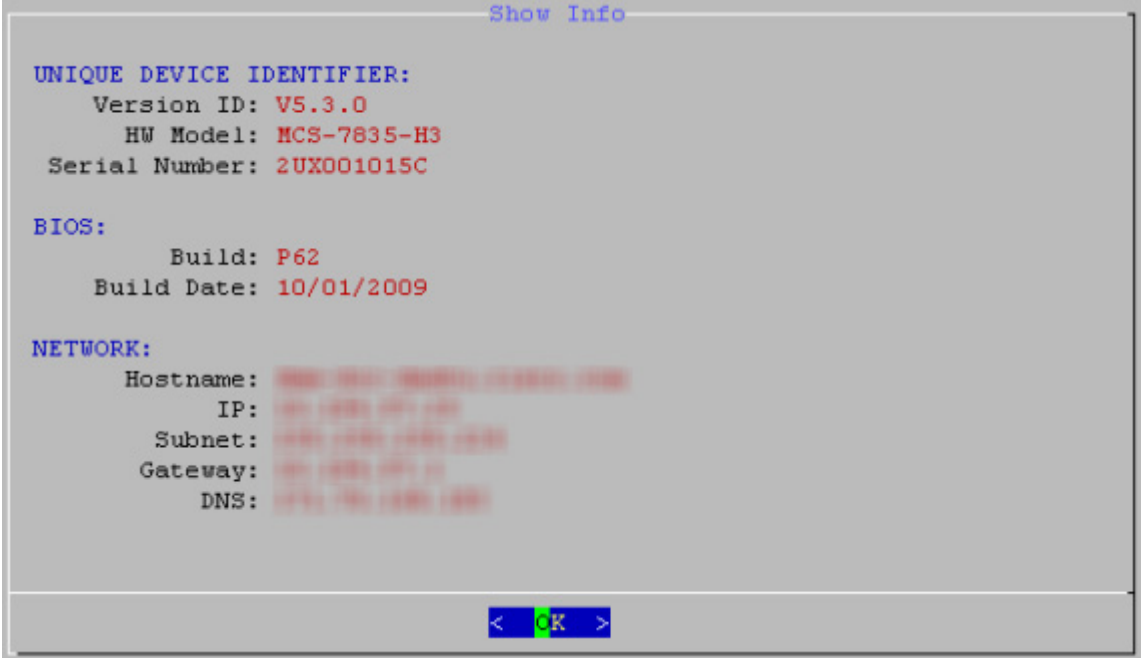
## View Appliance System Information

You can display the following system information for your Cisco DMS appliance:

- Device information: product ID, version ID, hardware model, and the appliance serial number.
- BIOS information: build and build date.
- Network information: hostname, IP address, subnet mask, default gateway, DNS server.

### Procedure

- Step 1** From the AAI Main Menu, choose **SHOW\_INFO** and then press **Enter**.



```

Show Info

UNIQUE DEVICE IDENTIFIER:
  Version ID: V5.3.0
  HW Model: MCS-7835-H3
  Serial Number: 2UX001015C

BIOS:
  Build: P62
  Build Date: 10/01/2009

NETWORK:
  Hostname:
  IP:
  Subnet:
  Gateway:
  DNS:

< OK >
  
```

- Step 2** Press **Enter** to return to the main menu.

## Manage System Log Information

This section contains the following topics:

- [Change the Logging Level, page 2-3](#)
- [Save a Copy of the System Log to a USB Drive, page 2-3](#)
- [Transfer a Copy of the System Log to a Remote Server, page 2-4](#)
- [Clear the Logs, page 2-4](#)

## Change the Logging Level

Changing the logging level temporarily stops the appliance web services. In failover configurations, this causes the appliance to fail over.

### Procedure

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- Step 1** Choose **APPLIANCE\_CONTROL**, and then press **Enter**.
- Step 2** Choose **LOGGING\_OPTIONS**, and then press **Enter**.
- Step 3** Choose **CHANGE\_LOG\_LEVEL**, and then press **Enter**.
- Step 4** Choose one of the following logging levels, and then press **Enter**:
- **ERROR**—To receive messages of only the greatest severity.
  - **WARN**—To receive warning messages and error messages.
  - **INFO**—To receive informational, warning, and error messages.
  - **DEBUG**—To receive messages of every severity level.
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## Save a Copy of the System Log to a USB Drive

You can save a copy of the appliance log file to a USB drive that you attach directly to your appliance.

### Before You Begin

Obtain access to the appliance and plug in your USB device.

### Procedure

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- Step 1** Choose **APPLIANCE\_CONTROL**, and then press **Enter**.
- Step 2** Choose **LOGGING\_OPTIONS**, and then press **Enter**.
- Step 3** Choose **GET\_SYSLOG** press **Enter**.
- Step 4** Choose **USB**, and then press **Enter**.
- A system message appears when the system log information is saved.
- Step 5** Press **Enter**.
- You are returned to the Main Menu.
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## Transfer a Copy of the System Log to a Remote Server

You can transfer a copy of the appliance log file to an FTP or SFTP server.

### Before You Begin

- Verify you have permissions to write to the FTP or SFTP server.
- Verify your appliance can communicate with the FTP or SFTP server. See [Use ping to Troubleshoot Connectivity](#), page 4-7.

### Procedure

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- Step 1** Choose **APPLIANCE\_CONTROL**, and then press **Enter**.
- Step 2** Choose **LOGGING\_OPTIONS**, and then press **Enter**.
- Step 3** Choose **GET\_SYSLOG**, press **Enter**.
- Step 4** Choose one of the following, and then press **Enter**:
- **FTP**—To send the system log information to an FTP server.
  - **SFTP**—to send system log information to a secure FTP server.
- Step 5** Type the FTP or SFTP server address and press **Enter**.
- Step 6** Type the username that you use when you log into the FTP or SFTP server and press **Enter**.
- Step 7** Type the password that you use when you log into the FTP or SFTP server and press **Enter**.
- A system message appears when the transfer is complete.
- Step 8** Press **Enter**.
- You are returned to the Main Menu.
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## Clear the Logs

### Procedure

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- Step 1** Choose **APPLIANCE\_CONTROL**, and then press **Enter**.
- Step 2** Choose **LOGGING\_OPTIONS**, and then press **Enter**.
- Step 3** Choose **CLEAN\_LOGS**, and then press **Enter**.
- Step 4** Choose **CLEAN\_TOMCAT\_LOGS**, and then press **Enter**.
- A message appears, warning you that all tomcat logs will be lost.
- Step 5** Choose **Yes**.
- It may take more than a minute to complete the process. When the process is complete, you are returned to the main menu.
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# Configure the Java Cache

The Java Cache option changes the Java cache policy for name lookup. The name lookup is used for Cisco Digital Media Encoders that are portable and that may change IP address when moved from location to location.

By default, the Java Cache timeout is set to 30 seconds. This should be sufficient for most usage. However, you can change the Java cache timeout value to cache name/IP address information forever (until the appliance is rebooted), for a specific amount of time, or never.

Changing this setting could have appliance security implications. You should not change this setting unless directed to by Cisco support personnel.

## Procedure

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- Step 1** Choose **APPLIANCE\_CONTROL** and press **Enter**.
- Step 2** Choose **CHANGE\_JAVA\_CACHE** and press **Enter**.
- Step 3** Type a value, in seconds, for the cache timeout press **Enter**.
- A positive value indicates the number of seconds an address is cached for.
  - A negative values causes the address to be cached forever.
  - A value of 0 (zero) disables address caching.
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# Change the Appliance Administrator Password

You can change the appliance administrator password. The appliance administrator user ID is “admin” (without the quotation marks). The password that you enter must contain at least 6 characters.

**Note**

If you change the administrator password on a Cisco Show and Share appliance, you must also change the password for any file types that are hosted locally on the appliance. See the [Administrator Guide for Cisco Show and Share 5.3.x](#) for information about setting the file hosting locations.

If you have forgotten the admin account password, you can change it using the pwadmin account that you created when you set up the appliance. See [Chapter 6, “Recover Passwords”](#).

**Procedure**

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- Step 1** Choose **APPLIANCE\_CONTROL** and press **Enter**.
  - Step 2** Choose **RESET\_PASSWORD** and press **Enter**.
  - Step 3** Enter the new password and press **Enter**.
  - Step 4** Enter the password again and press **Enter**.
  - Step 5** Press **Enter**.  
You are returned to the Main Menu.
  - Step 6** (Cisco Show and Share only) Log in as an administrator or as superuser to Cisco Show and Share and do the following:
    - a.** Choose **Show and Share** from global navigation.
    - b.** Choose **Administration**.
    - c.** Update the Publish locally... password or the password for any file type that is hosted on the Cisco Show and Share appliance.
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# Update Appliance Software

You can upgrade from an upgrade disc or from an upgrade .iso image hosted on an FTP, SFTP, or HTTP server. You should always refer to the upgrade guide for the software you are upgrading to for specific instructions.

## Procedure

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- Step 1** Choose **APPLIANCE\_CONTROL** and press **Enter**.
- Step 2** Choose **SOFTWARE\_UPDATE** and press **Enter**.
- Step 3** To update using a disc:
- Choose **CD\_UPDATE** and press **Enter**.
  - Insert the CD-ROM and press **Enter**.
  - Follow the instructions on the screen.
- Step 4** To update using a remote disc image (.iso file):
- Choose **REMOTE\_UPDATE** and press **Enter**.
  - Enter the following information:
    - For FTP/SFTP servers, enter the server name or IP address and a user account and press **Enter**. You will be prompted for a password. Enter the password and press **Enter**.
    - For HTTP server, enter the URL and press **Enter**.
  - Follow the instructions on the screen.
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# Restart the Appliance

You can reboot the appliance from the AAI interface. In failover configurations, this causes the appliance to fail over.

## Procedure

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- Step 1** Choose **APPLIANCE\_CONTROL** and press **Enter**.
- Step 2** Choose **RESTART\_OPTIONS** and press **Enter**.
- Step 3** Choose **REBOOT** and press **Enter** twice.
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# Restart the Web Services

You can restart the Tomcat web services from the AAI interface without rebooting the appliance. In failover configurations, this causes the appliance to fail over.

**Procedure**

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- Step 1** Choose **APPLIANCE\_CONTROL** and press **Enter**.
  - Step 2** Choose **RESTART\_OPTIONS** and press **Enter**.
  - Step 3** Choose **RESTART\_WEB\_SERVICES** and press **Enter** twice.
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## Restart the Database Services

You can restart the database services from AAI without rebooting the appliance. In failover configurations, this causes the appliance to fail over.

**Procedure**

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- Step 1** Choose **APPLIANCE\_CONTROL** and press **Enter**.
  - Step 2** Choose **RESTART\_OPTIONS** and press **Enter**.
  - Step 3** Choose **RESTART\_DATABASE\_SERVER** and press **Enter** twice.
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## Restart the Streaming Server

This procedure applies to appliances running Cisco Show and Share software only. This option does not appear on appliances running Cisco DMM. In failover configurations, this causes the appliance to fail over.

**Procedure**

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- Step 1** Choose **APPLIANCE\_CONTROL** and press **Enter**.
  - Step 2** Choose **RESTART\_OPTIONS** and press **Enter**.
  - Step 3** Choose **RESTART\_STREAMING\_SERVER** and press **Enter** twice.
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# Shut Down the Appliance

You can shut down an appliance. In failover configurations, this causes the appliance to fail over.

## Procedure

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- Step 1** Choose **APPLIANCE\_CONTROL** and press **Enter**.
  - Step 2** Choose **SHUTDOWN** and press **Enter** twice.
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■ Shut Down the Appliance