# Enabling a TAC User Account (Cisco Personnel Only)

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For troubleshooting, Cisco technical support personnel will need to create a Technical Assistance Center (TAC) account to have full access to the CLI.

**To enable a TAC user account, complete the following steps:**

**Step 1** From the TUI main menu, go to **System accounts** > **Enable/Disable TAC user** > **Enable TAC user account**.

Confirmation that the TAC account has been enabled appears on the screen.

**Step 2** Access the SNE TAC Token Exchange at http://10.194.171.10/cgi-bin/SNETACAuth.cgi.

**Step 3** Generate an authentication key by entering the IP address of Cisco StadiumVision Mobile server and click **Submit**.

A sample screen is shown in Figure 1.

**Figure 1** *SNE TAC Token Exchange*

**Step 4**    Copy the generated token (save it someplace as you will need it later).

**Step 5**    Use SSH (VPN in first if needed) to log into the Cisco StadiumVision Mobile server for which you are requesting access using the username "snetac" and the default password.

**Step 6**    Paste the copied token into the SSH session when prompted for a token.

**Step 7**    Go through the password setting process when prompted.

An SSH account is now set up with the username that you specified, and the password you previously entered into this system. This account will be active for the next 24 hours. You may extend and/or re-enable your account at any time by going through this process again.