



Helper Utility

The following sections describe the [Helper Utility Menu Summary, page A-1](#), what each option does, and any requirements for using a particular option.

Helper Utility Menu Summary



Note

Before you can use menu items 1 and 2, you must first use menu item n to configure network parameters for the module.

Table A-1 *Helper Utility Menu Options Summary*

Menu Option	Description	See...
1	Download the application image and write it to the hard disk drive.	Downloading an Application Image and Writing to HDD, page A-3
2	Download the application image and reformat the hard disk drive.	Downloading an Application Image and Reformatting the HDD, page A-3
3	Display the current Prime vNAM application image version stored on your hard disk.	Displaying Software Versions, page A-4
4	Reset the password for users root and admin to their default values.	Resetting Application Image CLI Passwords to Default, page A-4
6	Change the file transfer method. Only FTP and HTTP are supported.	Changing the System File Transfer Method, page A-4
7	Send a ping to determine if network connectivity exists.	Confirming Network Connectivity Using Ping, page A-4
n	Configure the network parameters for the appliance	Configuring Network Parameters, page A-2
r	Exit the helper utility and power cycle (reboot) into the Prime vNAM application image.	Rebooting a New Application Image, page A-5
f	Check and fix local disk errors	
s	Show upgrade log	

Table A-1 Helper Utility Menu Options Summary (continued)

Menu Option	Description	See...
r	Exit and reset Services Engine	
h	Exit the helper utility and shut down the Prime vNAM appliance.	Shutting Down the Prime vNAM, page A-5

Configuring Network Parameters

Use **Option n** to configure the network parameters for the software.

Step 1 When the Configure Network Interface menu displays, enter **1** to configure the network manually.

```
-----
Configure Network interface:
1 - Configure network manually
2 - Show config
3 - Write config to application image
r - return to main menu
Selection [123r]: 1
```

Step 2 The utility prompts you for the IP address, netmask, and default gateway for the module.

```
Enter IP configuration:
IP address []: 172.20.122.93
netmask []: 255.255.255.128
default gateway []: 172.20.122.1
```

```
-----
Configure Network interface:
1 - Configure network manually
2 - Show config
3 - Write config to application image
r - return to main menu
Selection [123r]:
```

Step 3 To check your network configuration, enter **2**.

```
Selection [123r]: 2

eth0      Link encap:Ethernet HWaddr 00:0E:0C:EE:50:3E
          inet addr:172.20.122.93 Bcast:172.20.122.127 Mask:255.255.255.128
          UP BROADCAST RUNNING MULTICAST MTU:1500 Metric:1
          RX packets:210 errors:0 dropped:0 overruns:0 frame:0
          TX packets:0 errors:0 dropped:0 overruns:0 carrier:0
          collisions:0 txqueuelen:1000
          RX bytes:13632 (13.3 KiB) TX bytes:0 (0.0 b)

Kernel IP routing table
Destination Gateway Genmask Flags Metric Ref Use Iface
172.20.122.0 0.0.0.0 255.255.255.128 U 0 0 eth0
0.0.0.0 172.20.122.1 0.0.0.0 UG 0 0 eth0
-----
Configure Network interface:
1 - Configure network manually
2 - Show config
3 - Write config to application image
r - return to main menu
```

Selection [123r]:

Downloading an Application Image and Writing to HDD

Use **Option 1** to download a version of the current application image from an FTP server location and write the image to the hard disk.



Note

If the Prime vNAM application has already been installed and the network settings were configured, they will be automatically be detected by the helper. Otherwise, you must use **Option n** to configure the network *before* using this option.

This option downloads a version of the current application from an FTP server location or from a location you can access using HTTP. You can also [download the latest Prime vNAM software version](#) from Cisco.com.

This URL requires you to have a Cisco service agreement and access to the internet to download the zipped software.

Downloading an Application Image and Reformatting the HDD

Use **Option 2** to download the current application image and write the image to the hard disk.



Caution

Using this option reformats the hard disk before writing the application image and will destroy all data such as reports, packet captures, and configuration. Network connectivity configuration, however, will be retained.



Note

If the Prime vNAM application has already been installed and the network settings were configured, they will be automatically be detected by the helper. Otherwise, you must use **Option n** to configure the network *before* using this option.

This option downloads a version of the current application image from an FTP server location or from a location you can access using HTTP. You can also [download the latest Prime vNAM software version](#) from Cisco.com.

This URL requires you to have a Cisco service agreement and access to the internet to download the zipped software.

Installing an Application Image from CD

Most Prime NAM platforms have the option to map the virtualization system to a virtual CD. If your Prime NAM platform does not have this capability you will need to burn a CD to use if you want to use this option.

Use **Option 3** to install the current application image from the recovery CD. This option might be necessary if you are unable to connect to your network and download a version of Prime vNAM software you archived earlier.


Caution

This option reformats the hard disk before writing the application image and will destroy all data such as reports, packet captures, and configuration. Network connectivity configuration, however, will be retained.

Displaying Software Versions

Use **Option 4** to display the current software application image version stored on your hard disk.

```
Selection [123456789dnfrh]:4
-----
NAM application version: 78-xxxxx-xx(1)
Selection [123456789dnfrh]:
```

Resetting Application Image CLI Passwords to Default

Use **Option 5** to reset the password for users root and admin to their default values.

Changing the System File Transfer Method

Use **Option 6** to change the file transfer method. This option is only necessary if you change the file transfer method by mistake. Only **FTP** and **HTTP** are supported.

```
Selection [123456789dnfrh]: 6
-----
Change file transfer method menu
The current file transfer method is ftp/http.
1 - Change to FTP/HTTP
r - return to main menu
```

Confirming Network Connectivity Using Ping

Use **Option 7** to send a ping to determine if network connectivity exists. When prompted, enter the IP address or full domain name of the location to send the ping.

```
IP address to ping []: 172.20.122.91

Sending 5 ICPM ECHO_REQUEST packets to 172.20.122.91.
PING 172.20.122.91 (172.20.122.91) 56(84) bytes of data.
64 bytes from 172.20.122.91: icmp_seq=1 ttl=64 time=0.151 ms
64 bytes from 172.20.122.91: icmp_seq=2 ttl=64 time=0.153 ms
64 bytes from 172.20.122.91: icmp_seq=3 ttl=64 time=0.125 ms
64 bytes from 172.20.122.91: icmp_seq=4 ttl=64 time=0.102 ms
64 bytes from 172.20.122.91: icmp_seq=5 ttl=64 time=0.166 ms

--- 172.20.122.91 ping statistics ---
5 packets transmitted, 5 received, 0% packet loss, time 4000ms
rtt min/avg/max/mdev = 0.102/0.139/0.166/0.025 ms
```

If there is no network connectivity, ensure that the management cable is connected to the LAN1 port.

Rebooting a New Application Image

Use **Option r** to exit the helper utility and power cycle (reboot) into the newly installed application image.

Shutting Down the Prime vNAM

Use **Option h** to exit the helper utility and shut down the Prime vNAM.

```
-----  
Selection [12345678fnsnrh]: h  
About to exit and shutdown NAM.  
Are you sure? [y/N] y  
Stopping internet superserver: inetd.  
Stopping OpenBSD Secure Shell server: sshd.  
Stopping internet superserver: xinetd.  
Stopping internet superserver: xinetd-ipv4.  
: done.  
Shutting down NAM (NAM2304-RJ45-K9), part 1:  
Stopping klogd . . .  
Stopping syslogd . . .  
Sending all processes the TERM signal... done.  
Sending all processes the KILL signal... done.  
Unmounting remote filesystems... done.  
Deactivating swap...done.  
Unmounting local filesystems...done.  
Starting halt command: halt  
Power down.  
-----
```

