



CHAPTER 8

Utils Commands

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utils arp delete

utils network arp delete *host*

Syntax Description

<i>host</i>	Required. The name or dotted IP address of the host to delete.
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Command Default

No default behavior or values.

Command Modes

Admin
Command privilege level: 1

Command History

Release	Modifications
1.2	This command was introduced.

Usage Guidelines

Use this command to delete an entry in the Address Resolution Protocol table.

Examples

```
admin: utils network arp delete myhost
```

Related Commands

Command	Description
utils arp list	Lists the contents of the Address Resolution Protocol table.
utils arp set	Sets an entry in the Address Resolution Protocol table.

utils arp list

utils network arp list [*host hostname*][*numeric*]

Syntax Description	Parameter	Description
	<i>host</i>	Optional. Specifies that you want to list a specific host (host).
	<i>hostname</i>	Optional. Specifies the hostname of the specific host (hostname).
	<i>numeric</i>	Optional. Shows the host as dotted IP addresses.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 0

Command History	Release	Modifications
	1.2	This command was introduced.

Usage Guidelines Use this command to list the contents of the Address Resolution Protocol table. If you select the option keyword *numeric*, host names are shown as dotted IP addresses.

For the Flags column:

- C: cached
- M: permanent
- P: Published

Examples

```
admin: utils network arp list
```

```
Address                HWtype  HWaddress           Flags Mask           Iface
sjc21-3f-hsrp.cisco.com ether    00:00:0C:07:AC:71   C                   eth0
philly.cisco.com       ether    00:D0:B7:85:98:8E   C                   eth0
Entries: 2             Skipped: 0          Found: 2
```

Related Commands	Command	Description
	utils arp delete	Deletes an entry in the Address Resolution Protocol table.
	utils arp set	Sets an entry in the Address Resolution Protocol table.

utils arp set

utils network arp set *{host addr}*

Syntax Description	host	addr
	Required. Name or dotted IP address of the host to add.	Required. Hardware address (MAC) of the host to be added in the format XX:XX:XX:XX:XX:XX

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 1

Command History	Release	Modifications
	1.2	This command was introduced.

Usage Guidelines Use this command to set an entry in the Address Resolution Protocol table.

Examples admin: `utils network arp set myhost 11:22:33:44:55:66`

Related Commands	Command	Description
	utils arp delete	Deletes an entry in the Address Resolution Protocol table.
	utils arp list	Lists the contents of the Address Resolution Protocol table.

utils ipsla responder disable

utils ipsla responder disable

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 0

Command History	Release	Modifications
	1.5	This command was introduced.

Usage Guidelines Use this command to disable the Cisco IP Service Level Agreements (IP SLA) responder functionality.

Examples admin: `utils ipsla responder disable`

Related Commands	Command	Description
	utils ipsla responder enable	Enables the Cisco IP Service Level Agreements responder probe functionality.
	utils ipsla responder initiators add	Adds a Cisco IP Service Level Agreements initiator/sender device IP address to the list of allowed initiators.
	utils ipsla responder initiators del	Deletes a Cisco IP Service Level Agreements initiator from the list of allowed initiators that can interact with this Cisco TelePresence System (CTS) device.
	utils ipsla responder initiators list	Lists all active allowed Cisco IP Service Level Agreements initiators for this CTS device.

utils ipsla responder enable

`utils ipsla responder enable [start port | end port]`

Syntax Description

<code>start port</code>	Optional. Indicates the beginning number of a TCP or UDP port range for allowed ports when configuring the Cisco IP Service Level Agreements (IP SLA) probe on the sender.
<code>end port</code>	Optional. Indicates the ending number of a TCP or UDP port range for allowed ports when configuring the IP SLA probe on the sender.

Command Default

`start`—Minimum value is 32770. Default is 32770.

`end`—Maximum value is 65535. Default is 33000.

Command Modes

Admin

Command privilege level: 0

Command History

Release	Modifications
1.5	This command was introduced.

Usage Guidelines

Use this command to enable the Cisco IP Service Level Agreements (IP SLA) responder probe functionality. To restrict the allowed IP SLA responder ports, use the `start` and `end` port range option. Use the `utils ipsla responder initiators` command to set access control restrictions.

You can also use this command to check whether IP SLA is already enabled. If IP SLA is already enabled, the system provides output regarding the ports that have already been configured.

Examples

```
admin: utils ipsla responder enable
```

```
Starting IPSLA responder using port range 32770 - 33000...
```

Related Commands

Command	Description
utils ipsla responder disable	Disables the Cisco IP Service Level Agreements responder functionality.
utils ipsla responder initiators add	Adds a Cisco IP Service Level Agreements initiator/sender device IP address to the list of allowed initiators.
utils ipsla responder initiators del	Deletes a Cisco IP Service Level Agreements initiator from the list of allowed initiators that can interact with this Cisco TelePresence System (CTS) device.
utils ipsla responder initiators list	Lists all active allowed Cisco IP Service Level Agreements initiators for this CTS device.

utils ipsla responder initiators add

utils ipsla responder initiators add {net *net/prefix*}

Syntax Description	net <i>net/prefix</i>	Required. Network/prefix for the Cisco IP Service Level Agreements (IP SLA) initiators.
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Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 0

Command History	Release	Modifications
	1.5	This command was introduced.

Usage Guidelines Use this command to add a Cisco IP Service Level Agreements (IP SLA) initiator/sender device IP address to the list of allowed initiators. When you configure probes on sender devices (which are normally Cisco IOS-based routers), you specify a source IP address to be used when sending probe requests. Use the **utils ipsla responder initiators add** command to add the source IP address to the initiators list so that Cisco TelePresence System (CTS) can respond to the probe. The default is to have no initiators or senders.



Note Restart the IP SLA responder by using the **utils ipsla responder disable** and **utils ipsla responder enable** commands after making changes to the IP SLA initiators list.

Examples admin: **utils ipsla responder initiators add net 00.000.00.00**

Related Commands	Command	Description
	utils ipsla responder disable	Disables the Cisco IP Service Level Agreements responder functionality.
	utils ipsla responder enable	Enables the Cisco IP Service Level Agreements responder probe functionality.
	utils ipsla responder initiators del	Deletes a Cisco IP Service Level Agreements initiator from the list of allowed initiators that can interact with this CTS device.
	utils ipsla responder initiators list	Lists all active allowed Cisco IP Service Level Agreements initiators for this CTS device.

utils ipsla responder initiators del

```
utils ipsla responder initiators del {net net/prefix}
```

Syntax Description

net <i>net/prefix</i>	Required. Network/prefix for the Cisco IP Service Level Agreements (IP SLA) initiators.
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Command Default

No default behavior or values.

Command Modes

Admin
Command privilege level: 0

Command History

Release	Modifications
1.5	This command was introduced.

Usage Guidelines

Use this command to delete a Cisco IP Service Level Agreements (IP SLA) initiator from the list of allowed initiators that can interact with this Cisco TelePresence System (CTS) device.



Note Restart the IP SLA responder by using the [utils ipsla responder disable](#) and [utils ipsla responder enable](#) commands after making changes to the IP SLA initiators list.

Examples

```
admin: utils ipsla responder initiators del net 00.000.00.00
```

Related Commands

Command	Description
utils ipsla responder disable	Disables the Cisco IP Service Level Agreements responder functionality.
utils ipsla responder enable	Enables the Cisco IP Service Level Agreements responder probe functionality.
utils ipsla responder initiators add	Adds a Cisco IP Service Level Agreements initiator/sender device IP address to the list of allowed initiators.
utils ipsla responder initiators list	Lists all active allowed Cisco IP Service Level Agreements initiators for this CTS device.

utils ipsla responder initiators list

utils ipsla responder initiators list

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 0

Command History	Release	Modifications
	1.5	This command was introduced.

Usage Guidelines Use this command to list all active allowed Cisco IP Service Level Agreements (IP SLA) initiators for this Cisco TelePresence System (CTS) device.



Note At least one initiator must be configured for the IP SLA responder to work.

Examples admin: `utils ipsla responder initiator list`

Allow Host/Network List:

Related Commands	Command	Description
	utils ipsla responder disable	Disables the Cisco IP Service Level Agreements responder functionality.
	utils ipsla responder enable	Enables the Cisco IP Service Level Agreements responder probe functionality.
	utils ipsla responder initiators add	Adds a Cisco IP Service Level Agreements initiator/sender device IP address to the list of allowed initiators.
	utils ipsla responder initiators del	Deletes a Cisco IP Service Level Agreements initiator from the list of allowed initiators that can interact with this CTS device.

utils logs abort

utils logs abort

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 3

Command History	Release	Modifications
	1.4.0	This command was introduced.

Usage Guidelines Use this command to abort the last generated log files.

Examples

```
admin:utils logs abort
Aborting current generate log files...
```

Related Commands	Command	Description
	utils logs ftp	To FTP log files to an external server.
	utils logs generate audio	Generates log files.
	utils logs status	Displays the status of the last generated log files.

utils logs ftp

utils logs ftp {*user pass destination*}

Syntax Description

<i>user</i>	Name of the FTP account.
<i>pass</i>	Password of the FTP account.
<i>destination</i>	Dotted IP address or host name of the FTP account.

Command Default

No default behavior or values.

Command Modes

Admin
Command privilege level: 3

Command History

Release	Modifications
1.4.0	This command was introduced.

Usage Guidelines

Use this command to FTP the generated log files to an external server. To transfer the log files to an anonymous FTP server with no password, use quotation marks for the password:

```
utils logs ftp anonymous " " ftpserver
```

The filename of the log sent to the FTP server is based on the Cisco TelePresence System (CTS) hostname and the time the log file was created. The format is as follows:

```
logFiles_SEPXXXXXXXXXXXX_YYYY.MM.DD.HHmm_tar.gz
```

Format	Description
XXXXXXXXXXXX	MAC address.
YYYY	Year log file was created.
MM	Month log file was created.
DD	Day log file was created.
HHmm	Hour and minute log file was created in 24-hour format. For files older than one year, the HHmm field will be 0000.

So a log file created on 15 May 2009 at 13:48 would be:

```
logFiles_SEP0019AA043ABF_2009.05.15.1348_tar.gz
```

That same file year later would be:

```
logFiles_SEP0019AA043ABF_2009.05.15.0000_tar.gz
```

If an error occurs with the FTP command, the error and the error code are displayed.

Examples

```
admin:utils logs ftp testuser testpass ftpserver
```

```
Logs (logFiles_SEP0019AA043ABF_2008.05.15.1348_tar.gz) sent successfully
```

Related Commands

Command	Description
utils logs abort	Aborts the last generated log files.
utils logs generate audio	Generates log files.
utils logs status	Displays the status of the last generated log files.

utils logs generate audio

utils logs generate audio

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 3

Command History	Release	Modifications
	1.4.0	This command was introduced.
	1.5.0	This command was expanded to include specific log output.

Usage Guidelines Use this command to generate audio log files.

Examples

```
admin:utils logs generate audio

Generating log files... this may take a while
0%  preparing to get logs
10%  add system state
15%  add application state
40%  add application logs
60%  add configuration files
65%  add calendar files
70%  add boot log files
75%  add secondary logs
80%  compress log files
100% get logs complete
```

Related Commands	Command	Description
	utils logs generate other	Generates log files for other devices, such as Auxiliary Control Unit (ACU), LEDs, and digital media player (DMP).
	utils logs generate phone	Generates phone log files.
	utils logs generate presentation	Generates presentation device log files.
	utils logs generate recording	Generates sound recording log files.
	utils logs generate video	Generates video log files.

utils logs generate other

utils logs generate other

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 3

Command History	Release	Modifications
	1.4.0	This command was introduced.
	1.5.0	This command was expanded to include specific log output.

Usage Guidelines Use this command to generate log files for other devices, such as Auxiliary Control Unit (ACU), LEDs, and digital media player (DMP).

Examples

```
admin:utils logs generate other

Generating log files... this may take a while
0%  preparing to get logs
10%  add system state
15%  add application state
40%  add application logs
60%  add configuration files
65%  add calendar files
70%  add boot log files
75%  add secondary logs
80%  compress log files
100% get logs complete
```

Related Commands	Command	Description
	utils logs generate audio	Generates audio log files.
	utils logs generate phone	Generates phone log files.
	utils logs generate presentation	Generates presentation device log files.
	utils logs generate recording	Generates sound recording log files.
	utils logs generate video	Generates video log files.

utils logs generate phone

utils logs generate phone

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 3

Command History	Release	Modifications
	1.4.0	This command was introduced.
	1.5.0	This command was expanded to include specific log output.

Usage Guidelines Use this command to generate phone log files.

Examples

```
admin:utils logs generate phone

Generating log files... this may take a while
0%  preparing to get logs
10%  add system state
15%  add application state
40%  add application logs
60%  add configuration files
65%  add calendar files
70%  add boot log files
75%  add secondary logs
80%  compress log files
100% get logs complete
```

Related Commands	Command	Description
	utils logs generate audio	Generates audio log files.
	utils logs generate other	Generates log files for other devices, such as Auxiliary Control Unit (ACU), LEDs, and digital media player (DMP).
	utils logs generate presentation	Generates presentation device log files.
	utils logs generate recording	Generates sound recording log files.
	utils logs generate video	Generates video log files.

utils logs generate presentation

utils logs generate presentation

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 3

Command History	Release	Modifications
	1.4.0	This command was introduced.
	1.5.0	This command was expanded to include specific log output.

Usage Guidelines Use this command to generate presentation device log files.

Examples `admin:utils logs generate presentation`

```
Generating log files... this may take a while
0%  preparing to get logs
10%  add system state
15%  add application state
40%  add application logs
60%  add configuration files
65%  add calendar files
70%  add boot log files
75%  add secondary logs
80%  compress log files
100% get logs complete
```

Related Commands	Command	Description
	utils logs generate audio	Generates audio log files.
	utils logs generate other	Generates log files for other devices, such as Auxiliary Control Unit (ACU), LEDs, and digital media player (DMP).
	utils logs generate phone	Generates phone log files.
	utils logs generate recording	Generates sound recording log files.
	utils logs generate video	Generates video log files.

utils logs generate recording

utils logs generate recording

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 3

Command History	Release	Modifications
	1.4.0	This command was introduced.
	1.5.0	This command was expanded to include specific log output.

Usage Guidelines Use this command to generate sound recording log files.

Examples

```
admin:utils logs generate recording

Generating log files... this may take a while
0%  preparing to get logs
10%  add system state
15%  add application state
40%  add application logs
60%  add configuration files
65%  add calendar files
70%  add boot log files
75%  add secondary logs
80%  compress log files
100% get logs complete
```

Related Commands	Command	Description
	utils logs generate audio	Generates audio log files.
	utils logs generate other	Generates log files for other devices, such as Auxiliary Control Unit (ACU), LEDs, and digital media player (DMP).
	utils logs generate phone	Generates phone log files.
	utils logs generate presentation	Generates presentation device log files.
	utils logs generate recording	Generates video log files.

utils logs generate video

utils logs generate video

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 3

Command History	Release	Modifications
	1.4.0	This command was introduced.
	1.5.0	This command was expanded to include specific log output.

Usage Guidelines Use this command to generate video log files.

Examples admin:utils logs generate video

```
Generating log files... this may take a while
0%  preparing to get logs
10%  add system state
15%  add application state
40%  add application logs
60%  add configuration files
65%  add calendar files
70%  add boot log files
75%  add secondary logs
80%  compress log files
100% get logs complete
```

Related Commands	Command	Description
	utils logs generate audio	Generates audio log files.
	utils logs generate other	Generates log files for other devices, such as Auxiliary Control Unit (ACU), LEDs, and digital media player (DMP).
	utils logs generate phone	Generates phone log files.
	utils logs generate presentation	Generates presentation device log files.
	utils logs generate recording	Generates sound recording log files.

utils logs status

utils logs status

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 3

Command History	Release	Modifications
	1.4.0	This command was introduced.

Usage Guidelines Use this command to display the status of the last generated log files.

Examples admin:**utils logs status**

```
Date           : Apr 28 00:39
Size           : 877020 bytes
Trouble Reason : Recording
```

Related Commands	Command	Description
	utils logs abort	Aborts the last generated log files.
	utils logs ftp	To FTP log files to an external server.
	utils logs generate audio	Generates log files.

utils network host

utils network host {*name* [*server*]}

Syntax Description

<i>name</i>	Required. Name of the host or address to resolve.
<i>server</i>	Optional. Name of an alternate name server to use.

Command Default

No default behavior or values.

Command Modes

Admin
Command privilege level: 0

Command History

Release	Modifications
1.2	This command was introduced.

Usage Guidelines

Use this command to resolve a hostname to an address, or an address to a hostname.

Examples

```
admin:utils network host cisco.com
```

```
Local Resolution:  
Nothing found
```

```
External Resolution:  
cisco.com resolves to 192.0.2.0
```

Related Commands

Command	Description
utils network mtr	Pings all nodes to a remote destination.
utils network ping	Sends one or more ping packets to a remote destination.
utils network tracert	Traces an IP packets to a remote destination.

utils network mtr

utils network mtr {*dest* [*count*] [*tos*] [*options*]}

Syntax Description

<i>dest</i>	Required. Dotted IP address or host name.
<i>count</i>	Optional. Defines how many pings the system will send. Default is 43200 (12 hours)
<i>tos</i>	Optional. Value for the TOS field. The TOS field can have a value between 0 and 255. Default is 0.
<i>options</i>	Optional. Display the hostname as a number.



Note

All times are in milliseconds

Command Default

count—Default is 43200 (12 hours).

tos—The TOS field can have a value between 0 and 255. Default is 0.

Command Modes

Admin

Command privilege level: 0

Command History

Release	Modifications
1.2	This command was introduced.

Usage Guidelines

Use this command to ping all nodes to a remote destination.

Examples

```
admin:utils network mtr 192.0.2.0 12
```

Related Commands

Command	Description
utils network host	Resolves a hostname to an address, or an address to a hostname.
utils network ping	Sends one or more ping packets to a remote destination.
utils network tracert	Traces an IP packets to a remote destination.

utils network ping

utils network ping {*dest* [*count*]}

Syntax Description

<i>dest</i>	Required. Dotted IP address or host name.
<i>count</i>	Optional. Count value. Default is 2.

Command Default

count—Default is 2.

Command Modes

Admin
Command privilege level: 0

Command History

Release	Modifications
1.2	This command was introduced.

Usage Guidelines

Use this command to send one or more ping packets to a remote destination. The ping command should be used to test network functionality.



Note

It is not intended as a way to accurately measure network latency. The first ping may be delayed due to command initialization.

Examples

```
admin:utils network ping www.cisco.com count 5
```

Related Commands

Command	Description
utils network host	Resolves a hostname to an address, or an address to a hostname.
utils network mtr	Pings all nodes to a remote destination.
utils network tracert	Traces an IP packets to a remote destination.

utils network tracert

utils network tracert *{dest}*

Syntax Description	<i>dest</i>	Required. Dotted IP address or host name.
---------------------------	-------------	---

Command Default	No default behavior or values.	
------------------------	--------------------------------	--

Command Modes	Admin Command privilege level: 0	
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Command History	Release	Modifications
	1.2	This command was introduced.

Usage Guidelines	Use this command to trace an IP packets to a remote destination.
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Examples	admin: utils network tracert 192.0.2.0
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Related Commands	Command	Description
	utils network host	Resolves a hostname to an address, or an address to a hostname.
	utils network mtr	Pings all nodes to a remote destination.
	utils network ping	Sends one or more ping packets to a remote destination.

utils ntp config

utils ntp config

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 0

Command History	Release	Modifications
	1.2	This command was introduced.

Usage Guidelines Use this command to show the current configuration of the Network Time Protocol (NTP) client and server on this machine.

Examples

```
admin:utils ntp config

servers (this machine is an NTP client):
 171.58.10.150
 171.58.10.80
clients (this machine is an NTP server):
 192.168.0.2
 192.168.1.2
 192.168.2.4
```

Related Commands	Command	Description
	utils ntp server add	Adds a new NTP server.
	utils ntp server delete	Deletes an existing NTP server.
	utils ntp status	Shows the current status of NTP client in the appliance.

utils ntp server add

utils ntp server add [*address*]

Syntax Description	<i>address</i>	Optional. Dotted IP address or host name.
---------------------------	----------------	---

Command Default	No default behavior or values.	
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Command Modes	Admin Command privilege level: 0	
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Command History	Release	Modifications
	1.2	This command was introduced.

Usage Guidelines	Use this command to add a new Network Time Protocol (NTP) server. This command is available only if you are not using Cisco Unified Communications Manager (Cisco Unified CM) in non-Cisco Unified CM mode.
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Examples	<code>admin:utils ntp server add 192.0.2.0</code>
-----------------	---

Related Commands	Command	Description
	utils ntp config	Shows the current configuration of the NTP client and server on this machine.
	utils ntp server delete	Deletes a existing NTP server.
	utils ntp status	Shows the current status of NTP client in the appliance.

utils ntp server delete

`utils ntp server delete [address]`

Syntax Description

<i>address</i>	Optional. Dotted IP address or host name.
----------------	---

Command Default

No default behavior or values.

Command Modes

Admin
Command privilege level: 0

Command History

Release	Modifications
1.2	This command was introduced.

Usage Guidelines

Use this command to delete a existing Network Time Protocol (NTP) server. This command is available only if you are not using Cisco Unified Communications Manager (Cisco Unified CM).

Examples

```
admin:utils ntp server delete 192.0.2.0
```

Related Commands

Command	Description
utils ntp config	Shows the current configuration of the NTP client and server on this machine.
utils ntp server add	Adds a new NTP server.
utils ntp status	Shows the current status of NTP client in the appliance.

utils ntp status

utils ntp status

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 0

Command History	Release	Modifications
	1.2	This command was introduced.

Usage Guidelines Use this command to show the current status of the Network Time Protocol (NTP) client in the appliance.

Examples The following example show an NTP client out of sync:

```
admin:utils ntp status
```

```
ntpd (pid 6492) is running...
```

```

      remote           refid      st t when poll reach  delay  offset  jitter
=====
100.100.1.0          70.70.03.84    5 l  13   64  377   0.000   0.000   0.008
*100.00.10.100      60.104.193.12  2 u  347  512  377   1.525  -0.713   0.266
+100.00.10.80       100.204.05.100 2 u  256  512  377   2.164  -0.358   0.169

```

```
Current time in UTC is : Tue Apr 28 00:53:45 2009
```

```
Current time in GMT is : Tue Apr 28 00:53:45 2009
```

Related Commands	Command	Description
	utils ntp config	Shows the current configuration of the NTP client and server on this machine.
	utils ntp server add	Adds a new NTP server.
	utils ntp server delete	Deletes a existing NTP server.

utils remote_account create

utils remote_account create { *name* *life* }

Syntax Description

<i>name</i>	Required. Defines the remote support account name. The account name must be at least six characters long and random.
<i>life</i>	Required. Defines the account life in number of days. Available values are 1 through 30.

Command Default

No default behavior or values.

Command Modes

Admin
Command privilege level: 3

Command History

Release	Modifications
1.4.0	This command was introduced.

Usage Guidelines

Use this command to create a remote support account.

Examples

```
admin:utils remote_account create remacct 10

Remote Support
Status          : enabled
Decode Version  : 1
Account         : remacct
Passphrase      : 26NWA9SG4Q
Expiry          : 3-24-2009:13:00:00 (MM-DD-YYYY:Hr:Min:Sec)
```

Related Commands

Command	Description
utils remote_account disable	Disables the remote support account.
utils remote_account enable	Enables the remote support account.
utils remote_account status	Shows the current status of the remote support account.

utils remote_account disable

utils remote_account disable

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 3

Command History	Release	Modifications
	1.4.0	This command was introduced.

Usage Guidelines Use this command to disable the remote support account.

Examples

```
admin:utils remote_account disable

Remote Support is now disabled
```

Related Commands	Command	Description
	utils remote_account create	Creates the remote support account.
	utils remote_account enable	Enables the remote support account.
	utils remote_account status	Shows the current status of the remote support account.

utils remote_account enable

utils remote_account enable

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 3

Command History	Release	Modifications
	1.4.0	This command was introduced.

Usage Guidelines Use this command to enable the remote support account.

Examples

```
admin:utils remote_account enable

Remote Support is now enabled
```

Related Commands	Command	Description
	utils remote_account create	Creates the remote support account
	utils remote_account disable	Disables the remote support account
	utils remote_account status	Shows the current status of the remote support account

utils remote_account status

utils remote_account status

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 3

Command History	Release	Modifications
	1.4.0	This command was introduced.

Usage Guidelines Use this command to show the current status of the remote support account.

Examples

```
admin:utils remote_account status

Remote Support
Status          : enabled
Decode Version  : 1
Account         : remacct
Passphrase      : LSSTBD6RYK
Expiry          : 3-24-2009:13:00:00 (MM-DD-YYYY:Hr:Min:Sec)
```

Related Commands	Command	Description
	utils remote_account create	Creates the remote support account.
	utils remote_account disable	Disables the remote support account.
	utils remote_account enable	Enables the remote support account.

utils service list

`utils service list [service]`

Syntax Description	<code>service</code>	Optional. Selects a specific service.
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Command Default	No default behavior or values.	
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Command Modes	Admin Command privilege level: 1	
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Command History	Release	Modifications
	1.2	This command was introduced.

Usage Guidelines	Use this command to retrieve all service statuses.
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Examples	<code>admin:utils service list</code>
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```

Service                State
-----                -
System_Log             [Running]
Cisco_Log               [Running]
Appl_Log               [Running]
DHCP_Srvr              [Running]
NTP                    [Running]
SNMP_Srvr              [Running]
Discovery_Protocol     [Running]
Calling_Services       [Running]
HTTP_Srvr              [Running]
TFTP_Srvr              [Running]
Security_Srvr          [Running]
Telephone_Srvr         [Running]

```

Related Commands	Command	Description
	utils service restart	Restarts a service.
	utils service start	Starts a service.
	utils service stop	Stops a service.

utils service restart

utils service restart {*service*}

Syntax Description	<i>service</i>	Required. Identifies the service to restart.
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Command Default	No default behavior or values.	
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Command Modes	Admin Command privilege level: 1	
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Command History	Release	Modifications
	1.2	This command was introduced.

Usage Guidelines	Use this command to restart a service.
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Examples	<pre>admin:utils service restart System_Log System_Log Restarting...done</pre>
-----------------	---

Related Commands	Command	Description
	utils service list	Retrieves all service statuses.
	utils service start	Starts a service.
	utils service stop	Stops a service.

utils service start

utils service start {*service*}

Syntax Description	<i>service</i>	Required. Indicates the service to start.
Command Default	No default behavior or values.	
Command Modes	Admin Command privilege level: 1	
Command History	Release	Modifications
	1.2	This command was introduced.
Usage Guidelines	Use this command to start a service.	
Examples	<pre>admin:utils service start System_Log System_Log Starting...done</pre>	
Related Commands	Command	Description
	utils service list	Retrieves all service statuses.
	utils service restart	Restarts a service.
	utils service stop	Stops a service.

utils service stop

utils service stop *{service}*

Syntax Description	<i>service</i>	Required. Stops calling services.
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Command Default	No default behavior or values.	
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Command Modes	Admin Command privilege level: 1	
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Command History	Release	Modifications
	1.2	This command was introduced.

Usage Guidelines	Use this command to stop a service.
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Examples	<code>admin:utils service stop System_Log</code>
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Related Commands	Command	Description
	utils service list	Retrieves all service statuses.
	utils service restart	Restarts a service.
	utils service start	Starts a service.

utils snmp reset

utils snmp reset

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 3

Command History	Release	Modifications
	1.5	This command was introduced.

Usage Guidelines Use this command to reset SNMP objects to their default values. Current SNMP objects values will not be affected. The default values will be used next time when SNMPD is restarted.

Examples

```
admin:utils snmp reset
```

Reset Snmp object to default next time when it is restarted.

Related Commands	Command	Description
	utils snmp save	Saves a set of current SNMP object values.

utils snmp save

utils snmp save

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 3

Command History	Release	Modifications
	1.5	This command was introduced.

Usage Guidelines Use this command to save a set of current SNMP object values. The saved value will replace the object default value when SNMP is restarted.

Examples

```
admin:utils snmp save
```

Saving a set of current Snmp object values.

Related Commands	Command	Description
	utils snmp reset	Resets SNMP objects to their default values.

utils system presentation

utils system presentation

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 1

Command History	Release	Modifications
	1.2	This command was introduced.

Usage Guidelines Use this command to access the presentation device in the system, if present.

Examples

```
admin:utils system presentation

The unit is not present
```

Related Commands	Command	Description
	utils system reset factory	Resets the system and run with the factory default configuration.
	utils system restart	Restarts the system.
	utils system switch-version	Switches to the other installed load on the system.

utils system reset factory

utils system reset factory

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 1

Command History	Release	Modifications
	1.2	This command was introduced.

Usage Guidelines Use this command to reset the system and run with the factory default configuration.

Examples

```
admin:utils system reset factory

Are you sure you want to set the system back to the factory defaults ?
This will cause a system restart !
Enter "yes" to reset to factory defaults and restart or any other key to abort
continue: yes
The factory reset is now in progress - this will take a few moments...

The system is going down for restart NOW!
```

Related Commands	Command	Description
	utils system presentation	Allows access to the presentation unit in the system, if present.
	utils system restart	Restarts the system.
	utils system switch-version	Switches to the other installed load on the system.

utils system restart

utils system restart [force | wait]

Syntax Description

force	Optional. Forces a system restart.
wait	Optional. If in a call, schedules the system restart at the end of the call.

Command Default

No default behavior or values.

Command Modes

Admin

Command privilege level: 1

Command History

Release	Modifications
1.2	This command was introduced.

Usage Guidelines

Use this command to restart the system. If the system is in a call, the restart will occur at the end of the call. This can be overridden using the force option to restart immediately.



Note If any other key is pressed the restart procedure will be aborted with the following message:

```
The System Restart has been aborted
```

Examples

```
admin:utils system restart
```

```
Are you sure you want to restart the system ?
Enter "yes" to restart or any other key to abort
continue: yes
```

```
The system is going down for restart NOW!
```

Related Commands

Command	Description
utils system presentation	Allows access to the left unit in the system, if present.
utils system reset factory	Resets the system and run with the factory default configuration.
utils system switch-version	Switches to the other installed load on the system.

utils system switch-version

utils system switch-version [**force** | **factory** [**1** | **2**]]

Syntax Description	force	Optional. Forces a switch.
	factory	Optional. Switches to the factory image.
	1	Optional. Switches to slot 1 image from factory image.
	2	Optional. Switches to slot 2 image from factory image.

Command Default No default behavior or values.

Command Modes Admin
Command privilege level: 1

Command History	Release	Modifications
	1.2	This command was introduced.
	1.4.0	Usage Guidelines were revised.

Usage Guidelines Use this command to switch to the other installed load on the system. If you do not configure an optional value, the system will toggle between slots 1 and 2. If the system is currently in a call, the version change will not be allowed. To override, use the **force** option to switch immediately.



Note If any other key is pressed the switch-version procedure will be aborted with a message:

```
The system switch has been aborted.
```

This command is available only if you are not using Cisco Unified Communications Manager (Cisco Unified CM).

Examples admin:**utils system switch-version**

```
Currently running the slot 1
Target is slot 2 image

Are you sure you want to switch the system, this will cause a system restart ?
Enter "yes" to switch and restart or any other key to abort
continue: yes
Setting to slot 2 image ...
preparing, please wait....
The system is going down for restart NOW!
```

Related Commands	Command	Description
	<code>utils system presentation</code>	Allows access to the left unit in the system, if present.
	<code>utils system reset factory</code>	Resets the system and run with the factory default configuration.
	<code>utils system restart</code>	Restarts the system.

utils upgrade peripherals

utils upgrade peripherals [nowarn]

Syntax Description	nowarn	Optional. Initiates a peripheral upgrade immediately without notifying the user.
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Command Default	No default behavior or values.
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Command Modes	Admin Command privilege level: 3
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Command History	Release	Modifications
	1.5.10	This command was introduced.

Usage Guidelines	Use this command to initiate an immediate peripheral upgrade. You can also enter help in the command string to upgrade peripherals that have been marked for a forced upgrade with the set upgrade command:
-------------------------	---

utils upgrade peripherals help

To determine the peripherals that have been set to forced upgrade, enter **show upgrade detail**.



Note

A peripheral marked as forced will be upgraded upon system restart.

Examples

```
admin:utils upgrade peripherals

checking...done
No system restart is required after the peripheral upgrade
It will be required to stop calling services
Enter "yes" to continue or any other key to abort
continue: yes
preparing...done
upgrading the peripherals
please check the phone and display for progress...
upgrade complete
restarting calling services, please wait...done
```

Related Commands	Command	Description
	show upgrade detail	Shows the status of an upgrade.
	utils system reset factory	Resets the system and run with the factory default configuration.
	set upgrade audio	Forces an upgrade of the audio peripheral
	set upgrade auxiliary-ctrl	Forces an upgrade of the auxiliary control peripheral.
	set upgrade camera	Forces an upgrade of the camera peripheral.
	set upgrade display	Forces an upgrade of the display peripheral.
	set upgrade firmware	Forces an upgrade of the firmware peripheral.
	set upgrade graphic-driver	Forces an upgrade of the graphic driver.
	set upgrade graphic-icons	Forces an upgrade of the graphic icons.

