



CHAPTER 7

Command Line Interface Reference Guide for Cisco TelePresence Manager

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This document describes the Command Line Interface (CLI) commands that are available for CTS-Manager.

Contents

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Starting a CLI Session

You can access the CTS-Manager CLI remotely or locally:

- From a web client workstation, such as the workstation that you use for CTS-Manager administration, you can use SSH to connect securely to CTS-Manager.
- You can access the CTS-Manager CLI directly by using the monitor and keyboard that you used during installation or by using a terminal server that is connected to the serial port. Use this method if a problem exists with the IP address.

Before You Begin

Ensure you have the following information that gets defined during installation:

- A primary IP address and hostname

- An administrator ID
- A password

You will need this information to log in to the Cisco IPT Platform.

Perform the following steps to start a CLI session:

Step 1 Do one of the following actions depending on your method of access:

- From a remote system, use SSH to connect securely to the Cisco IPT Platform. In your SSH client, enter

```
ssh adminname@hostname
```

where *adminname* specifies the Administrator ID and *hostname* specifies the hostname that was defined during installation.

For example, **ssh admin@ipt-1**.

- From a direct connection, you receive this prompt automatically:

```
ipt-1 login:
```

where **ipt-1** represents the host name of the system.

Enter your administrator ID.

In either case, the system prompts you for a password.

Step 2 Enter your password.

The CLI prompt displays. The prompt represents the Administrator ID; for example:

```
admin:
```

CLI Basics

The following section contains basic tips for using the command line interface.

- [Completing Commands](#)
- [Getting Help on Commands](#)
- [Ending a CLI Session](#)

Completing Commands

To complete commands, use **Tab**:

- Enter the start of a command and press **Tab** to complete the command. For example, if you enter **se** and press **Tab**, **set** gets completed.
- Enter a full command name and press **Tab** to display all the commands or subcommands that are available. For example, if you enter **set** and press **Tab**, you see all the **set** subcommands. An * identifies the commands that have subcommands.
- If you reach a command, keep pressing **Tab**, and the current command line repeats; this indicates that no additional expansion is available.

Getting Help on Commands

You can get two kinds of help on any command:

- Detailed help that includes a definition of the command and an example of its use
- Short query help that includes only command syntax

Procedure

To get detailed help, at the CLI prompt, enter

help *command*

Where *command* specifies the command name or the command and parameter. See [Example 2-1](#).



Note

If you enter the **help** command without specifying the name of a particular command as the optional parameter, the system provides information about the CLI system.

To query only command syntax, at the CLI prompt, enter

command?

Where *command* represents the command name or the command and parameter. See [Example 2-2](#).



Note

If you enter a ? after a menu command, such as **set**, it acts like the Tab key and lists the commands that are available.

Example 2-1 Detailed Help Example:

```
admin:help file list activelog

activelog help:
This will list active logging files

options are:
page      - pause output
detail    - show detailed listing
reverse   - reverse sort order
date      - sort by date
size      - sort by size

file-spec can contain '*' as wildcards

Example:
admin:file list activelog platform detail
02 Dec,2004 12:00:59      <dir>   drf
02 Dec,2004 12:00:59      <dir>   log
16 Nov,2004 21:45:43      8,557  enGui.log
27 Oct,2004 11:54:33      47,916 startup.log
dir count = 2, file count = 2
```

Example 2-2 Query Example:

```
admin:file list activelog?
Syntax:
file list activelog file-spec [options]
file-spec  mandatory  file to view
options    optional    page|detail|reverse| [date|size]
```

Ending a CLI Session

At the CLI prompt, enter **quit**. If you are logged in remotely, you get logged off, and the ssh session gets dropped. If you are logged in locally, you get logged off, and the login prompt returns.

The following sections list and describe the CLI commands that are available for the Cisco Unified Operating System.

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[]	Elements in square brackets are optional.
{ x y z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <code>screen font</code> .
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
boldface	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords, are in angle brackets.

Notes use the following conventions:


Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:

**Timesaver**

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:

**Tip**

Means *the information contains useful tips*.

Cautions use the following conventions:

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:

**Warning**

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

Delete Commands

This section contains descriptions of the following commands:

- [delete account](#)
- [delete dns](#)
- [delete process](#)

delete account

This command allows you to delete an administrator account.

Command Syntax

delete account *account-name*

Parameters

- *account-name* represents the name of an administrator account.

Requirements

Command privilege level: 4

Allowed during upgrade: No

delete dns

This command allows you to delete the IP address for a DNS server.

Command Syntax

```
delete dns ip-address
```

Parameters

- *ip-address* represents the IP address of the DNS server that you want to delete.

Usage Guidelines

The system asks whether you want to continue to execute this command.



Caution

If you continue, this command causes a temporary loss of network connectivity.

Requirements

Command privilege level: 1

Allowed during upgrade: No

delete process

This command allows you to delete a particular process.

Command Syntax

```
delete process process-id [force | terminate | crash]
```

Parameters

- *process-id* represents the process ID number.

Options

- **force**—Tells the process to stop.
- **terminate**—Tells the operating system to terminate the process.
- **crash**—Crashes the process and produces a crash dump.

Usage Guidelines



Note

Use the **force** option only if the command alone does not delete the process and use the **terminate** option only if **force** does not delete the process.

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

File Commands

This section contains descriptions of the following commands:

- [file delete](#)
- [file dump](#)
- [file get](#)
- [file list](#)
- [file search](#)
- [file tail](#)
- [file view](#)

file delete

This command deletes one or more files.

Command Syntax

file delete

activelog *directory/filename* [**detail**] [**noconfirm**]

inactivelog *directory/filename* [**detail**] [**noconfirm**]

install *directory/filename* [**detail**] [**noconfirm**]

Parameters

- **activelog** specifies a log on the active side.
- **inactivelog** specifies a log on the inactive side.
- **install** specifies an installation log.
- *directory/filename* specifies the path and filename of the file(s) to delete. You can use the wildcard character, *, for *filename*.

Options

- **detail**—Displays a listing of deleted files with the date and time.
- **noconfirm**—Deletes files without asking you to confirm each deletion.

Usage Guidelines



Caution

You cannot recover a deleted file except, possibly, by using the Disaster Recovery System.

You get prompted for confirmation after entering the command. You cannot delete directories or files that are in use.

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

Example

The following example deletes the install log.

```
file delete install install.log
```

file dump

This command dumps the contents of a file to the screen, a page at a time.

Command Syntax**file dump**

activelog *directory/filename* [**detail**] [**hex**]

inactivelog *directory/filename* [**detail**] [**hex**]

install *directory/filename* [**detail**] [**hex**]

Parameters

- **activelog** specifies a log on the active side.
- **inactivelog** specifies a log on the inactive side.
- **install** specifies an installation log.
- *directory/filename* specifies the path and filename of the file to dump. You can use the wildcard character, *, for *filename* as long as it resolves to one file.
- *filename* specifies the filename of the file to dump.

Options

- **detail**—Displays listing with the date and time
- **hex**—Displays output in hexadecimal

Usage Guidelines

To determine which files you can dump with the **activelogdetails** parameter, first enter the following command:

```
file list activelogdetails *
```

The output lists the filenames that you can dump.

Requirements

Command privilege level: 1 for logs

Allowed during upgrade: Yes

Example

This command dumps contents of file `_cdrIndex.idx`.

```
file dump activelog cm/cdr/_cdrIndex.idx
```

file get

This command sends the file to another system by using SFTP.

Command Syntax

file get

```

activelog directory/filename [reltime] [abstime] [match] [recurs]
inactivelog directory/filename [reltime] [abstime] [match] [recurs]
install directory/filename [reltime] [abstime] [match] [recurs]

```

Parameters

- **activelog** specifies a log on the active side.
- **inactivelog** specifies a log on the inactive side.
- **install** specifies an installation log.
- *directory/filename* specifies the path to the file(s) to delete. You can use the wildcard character, *, for *filename* as long as it resolves to one file.

Options

- **abstime**—Absolute time period, specified as *hh:mm:MM/DD/YY hh:mm:MM/DD/YY*
- **reltime**—Relative time period, specified as **minutes** | **hours** | **days** | **weeks** | **months** *value*
- **match**—Match a particular string in the filename, specified as *string value*
- **recurs**—Get all files, including subdirectories

Usage Guidelines

After the command identifies the specified files, you get prompted to enter an SFTP host, username, and password.

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

Examples

This command gets all files in the activelog operating system directory that match the string “plat”.

```
file get activelog platform match plat
```

This command gets all operating system log files for a particular time period.

```
file get activelog platform/log abstime 18:00:9/27/2005 18:00:9/28/2005
```

file list

This command lists the log files in an available log directory.

Command Syntax

file list

```

activelog directory [page] [detail] [reverse] [date | size]
inactivelog directory [page] [detail] [reverse] [date | size]
install directory [page] [detail] [reverse] [date | size]
tftp directory [page] [detail] [reverse] [date | size]

```

Parameters

- **activelog** specifies a log on the active side.
- **inactivelog** specifies a log on the inactive side.
- **install** specifies an installation log.
- **tftp** specifies a TFTP file.
- *directory* specifies the path to the directory to list. You can use a wildcard character, *, for *directory* as long as it resolves to one directory.

Options

- **detail**—Long listing with date and time
- **date**—Sort by date
- **size**—Sort by file size
- **reverse**—Reverse sort direction
- **page**—Displays the output one screen at a time.

Requirements

Command privilege level: 1 for logs, 0 for TFTP files

Allowed during upgrade: Yes

Examples

This example lists operating system log files with details.

```
file list activelog platform/log page detail
```

This example lists directories in CDR repository.

```
file list activelog cm/cdr_repository
```

This example lists CDR files in a specified directory by size.

```
file list activelog cm/cdr_repository/processed/20050812 size
```

file search

This command searches the content of a log and displays the matching lines a page at a time.

Command Syntax

file search

```

activelog directory/filename reg-exp [abstime hh:mm:ss mm/dd/yyyy hh:mm:ss mm/dd/yyyy]
[ignorecase] [retime {days | hours | minutes} timevalue]

```

```
inactivelog directory/filename reg-exp [abstime hh:mm:ss mm/dd/yyyy hh:mm:ss mm/dd/yyyy]
[ignorecase] [retime {days | hours | minutes} timevalue]
install directory/filename reg-exp [abstime hh:mm:ss mm/dd/yyyy hh:mm:ss mm/dd/yyyy]
[ignorecase] [retime {days | hours | minutes} timevalue]
```

Parameters

- **activelog** specifies a log on the active side.
- **inactivelog** specifies a log on the inactive side.
- **install** specifies an installation log.
- *reg-exp* represents a regular expression.
- *directory/filename* represents the path to the file(s) to search. You can use the wildcard character, *, to represent all or part of the filename.

Options

- **abstime**—Specifies which files to search based on file creation time. Enter a start time and an end time.
- **days|hours|minutes**—Specifies whether the file age is in days, hours, or minutes.
- **ignorecase**—Ignores case when searching.
- **retime**—Specifies which files to search based on file creation time. Enter the age of files to search.
- *hh:mm:ss mm/dd/yyyy*—An absolute time, in the format hours:minutes:seconds month/day/year.
- *timevalue*—The age of files to search. Specify the unit of this value with the {**days** | **hours** | **minutes**} option.

Usage Guidelines

Write the search term in the form of a regular expression, which is a special text string for describing a search pattern.

If the search term is found in only one file, the filename appears at the top of the output. If the search term is found in multiple files, each line of the output begins with the filename in which the matching line was found.

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

Example

```
file search activelog platform/log/platform.log Err[a-z] ignorecase
```

file tail

This command tails (prints the last few lines) of a log file.

Command Syntax

file tail

```
activelog directory/filename [detail] [hex] [lines]
```

inactivelog *directory/filename* [**detail**] [**hex**] [**lines**]
install *directory/filename* [**detail**] [**hex**] [**lines**]

Parameters

- **activelog** specifies a log on the active side.
- **inactivelog** specifies a log on the inactive side.
- **install** specifies an installation log.
- *directory/filename* specifies the path to the file to tail. You can use the wildcard character, *, for filename as long as it resolves to one file.

Options

- **detail**—Long listing with date and time
- **hex**—Hexadecimal listing
- **lines**—Number of lines to display

Requirements

Command privilege level: 1 for logs, 0 for TFTP files

Allowed during upgrade: Yes

Example

This example tails the operating system CLI log file.

```
file tail activelog platform/log/cli00001.log
```

file view

This command displays the contents of a file.

Command Syntax

file view

activelog *directory/filename*
inactivelog *directory/filename*
install *directory/filename*

Parameters

- **activelog** specifies a log on the active side.
- **inactivelog** specifies a log on the inactive side.
- **install** specifies an installation log.
- *directory/filename* specifies the path to the file to view. You can use the wildcard character, *, for *filename* as long as it resolves to one file.

Usage Guidelines

**Caution**

Do not use this command to view binary files because this can corrupt the terminal session.

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

Examples

This example displays the install log.

```
file view install install.log
```

This example displays a particular CDR file.

```
file view activelog /cm/cdr_repository/processed/20058012/{filename}
```

Set Commands

This section contains descriptions of the following commands:

- [set account](#)
- [set commandcount](#)
- [set logging](#)
- [set network dhcp](#)
- [set network dns](#)
- [set network dns options](#)
- [set network domain](#)
- [set network failover](#)
- [set network gateway](#)
- [set network ip](#)
- [set network mtu](#)
- [set network max_ip_contrack](#)
- [set network nic](#)
- [set network pmtud](#)
- [set network status](#)
- [set password](#)
- [set web-security](#)
- [set workingdir](#)

set account

This command sets up a new account on the operating system.

Command Syntax

set account *name*

Parameters

- *name* represents the username for the new account.

Usage Guidelines

After you enter the username, the system prompts you to enter the privilege level and password for the new account.

Requirements

Command privilege level: 0

Allowed during upgrade: No

set commandcount

This command changes the CLI command prompt, so it displays how many CLI commands have executed.

Command Syntax

set commandcount {enable | disable}

Parameters

- *unit-name* represents the name of the certificate that you want to regenerate.

Requirements

Command privilege level: 1

Allowed during upgrade: No

set logging

This command allows you to enable or disable logging.

Command Syntax

set logging {enable | disable}

Requirements

Command privilege level: 0

Allowed during upgrade: No

set network dhcp

This command enables or disables DHCP for Ethernet interface 0. You cannot configure Ethernet interface 1.

Command Syntax

set network dhcp eth0

enable

disable *node_ip net_mask gateway_ip*

Parameters

- **eth0** specifies Ethernet interface 0.
- **enable** enables DHCP.
- **disable** disables DHCP.
- *node_ip* represents the new static IP address for the server.
- *net_mask* represents the subnet mask for the server.
- *gateway_ip* represents the IP address of the default gateway.

Usage Guidelines

The system asks whether you want to continue to execute this command.



Caution

If you continue, this command causes the system to restart. Cisco also recommends that you restart all nodes whenever any IP address gets changed.

Requirements

Command privilege level: 1

Allowed during upgrade: No

set network dns

This command sets the IP address for the primary or secondary DNS server.

Command Syntax

set network dns {primary | secondary} ip-address

Parameters

- *ip-address* represents the IP address of the primary or secondary DNS server.

Usage Guidelines

The system asks whether you want to continue to execute this command.



Note

If you change the IP address for the primary DNS server, you must also restart the Cisco Tomcat service. For more information, see the [utils service](#) command.

**Caution**

If you continue, this command causes a temporary loss of network connectivity. If you change the IP address of the DNS server, you must restart Cisco Tomcat. For more information, see [utils service, page 7-227](#).

Requirements

Command privilege level: 1

Allowed during upgrade: No

set network dns options

This command sets DNS options.

Command Syntax

```
set network dns options [timeout seconds] [attempts number] [rotate]
```

Parameters

- **timeout** sets the DNS request timeout.
- **attempts** sets the number of times to attempt a DNS request before quitting.
- **rotate** causes the system to rotate among the configured DNS servers, distributing the load.
- *seconds* specifies the DNS timeout period, in seconds.
- *number* specifies the number of attempts.

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

set network domain

This command sets the domain name for the system.

Command Syntax

```
set network domain domain-name
```

Parameters

- *domain-name* represents the system domain that you want to assign.

Usage Guidelines

The system asks whether you want to continue to execute this command.

**Caution**

If you continue, this command causes a temporary loss of network connectivity.

Requirements

Command privilege level: 1

Allowed during upgrade: No

set network failover

This command enables and disables Network Fault Tolerance on the Media Convergence Server network interface card.

Command Syntax

failover {**enable** | **disable**}

Parameters

- **enable** enables Network Fault Tolerance.
- **disable** disables Network Fault Tolerance.

Requirements

Command privilege level: 1

Allowed during upgrade: No

set network gateway

This command enables you to configure the IP address of the network gateway.

Command Syntax

set network gateway *ip-address*

Parameters

- *ip-address* represents the IP address of the network gateway that you want to assign.

Usage Guidelines

The system asks whether you want to continue to execute this command.



Caution

If you continue, this command causes the system to restart.

Requirements

Command privilege level: 1

Allowed during upgrade: No

set network ip

This command sets the IP address for Ethernet interface 0. You cannot configure Ethernet interface 1.

Command Syntax

set network ip eth0 *ip-address ip-mask*

Parameters

- **eth0** specifies Ethernet interface 0.
- *ip-address* represents the IP address that you want to assign.
- *ip-mask* represents the IP mask that you want to assign.

Usage Guidelines

The system asks whether you want to continue to execute this command.

**Caution**

If you continue, this command causes the system to restart.

Requirements

Command privilege level: 1

Allowed during upgrade: No

set network mtu

This command sets the maximum MTU value.

Command Syntax

set network mtu *mtu_max*

Parameters

- *mtu_max* specifies the maximum MTU value.

**Note**

The system default MTU value equals 1500.

Usage Guidelines

The system asks whether you want to continue to execute this command.

**Caution**

If you continue, the system will temporarily lose network connectivity.

Requirements

Level privilege: 1

Command privilege: 1

Allowed during upgrade: No

Example

```
admin:set network mtu 576
***  W A R N I N G  ***
This will cause the system to temporarily lose network connectivity

Do you want to continue ?

Enter "yes" to continue or any other key to abort
```

```
yes
executing...
```

set network max_ip_contrack

This command sets the ip_contrack_max value.

Command Syntax

```
set network max_ip_contrack ip_contrack_max
```

Parameters

- *ip_contrack_max* specifies the value for ip_contrack_max.

set network nic

This command sets the properties of the Ethernet Interface 0. You cannot configure Ethernet interface 1.

Command Syntax

```
set network nic eth0 [auto en | dis] [speed 10 | 100] [duplex half | full]
```

Parameters

- **eth0** specifies Ethernet interface 0.
- **auto** specifies whether auto negotiation gets enabled or disabled.
- **speed** specifies whether the speed of the Ethernet connection: 10 or 100 Mb/s.
- **duplex** specifies half-duplex or full-duplex.

Usage Guidelines

The system asks whether you want to continue to execute this command.



Note

You can enable only one active NIC at a time.



Caution

If you continue, this command causes a temporary loss of network connections while the NIC gets reset.

Requirements

Command privilege level: 1

Allowed during upgrade: No

set network pmtud

This command enables and disables Path MTU Discovery.

Command Syntax

```
set network pmtud [enable | disable]
```

Parameters

- **enable** enables Path MTU Discovery.
- **disable** disables Path MTU Discovery.

Usage Guidelines

The system asks whether you want to continue to execute this command.

**Caution**

If you continue, the system will temporarily lose network connectivity.

Requirements

Level privilege: 1

Command privilege: 1

Allowed during upgrade: No

Example

```
admin:set network pmtud enable
          ***  W A R N I N G  ***
This will cause the system to temporarily lose network connectivity

          Do you want to continue ?

Enter "yes" to continue or any other key to abort
yes
executing...
admin:
```

set network status

This command sets the status of Ethernet 0 to up or down. You cannot configure Ethernet interface 1.

Command Syntax

```
set network status eth0 {up | down}
```

Parameters

- **eth0** specifies Ethernet interface 0.

Usage Guidelines

The system asks whether you want to continue to execute this command.

**Caution**

If you continue, the system will temporarily lose network connectivity.

Requirements

Command privilege level: 1

Allowed during upgrade: No

set password

This command allows you to change the administrator and security passwords.

Command Syntax

```
set password {admin | security}
```

Parameters

- **eth0** specifies Ethernet interface 0.

Usage Guidelines

The systems prompts you for the old and new passwords.



Note

The password must contain at least six characters, and the system checks it for strength.

Servers in a cluster use the security password to authenticate communication between servers. You must reset the cluster after you change the security password.

Procedure

Step 1 Change the security password on the publisher server (first node) and then reboot the server (node).

Step 2 Change the security password on all the subsequent servers/nodes to the same password that you created on the first node and restart subsequent nodes, including application servers, to propagate the password change.



Note

Cisco recommends that you restart each server after the password is changed on that server.



Caution

Failure to reboot the servers (nodes) causes system service problems and problems with the Cisco Unified Communications Manager Administration windows on the subscriber servers.

Requirements

Command privilege level: 1

Allowed during upgrade: No

set snmp trapdest

This command adds or deletes a trap destination.

Command Syntax

```
set snmp trapdest
```

```
add
```

```
delete
```

Parameters**add****delete****Options****Usage Guidelines****Requirements****Example**

set web-security

This command sets the web security certificate information for the operating system.

Command Syntax

set web-security *orgunit orgname locality state country alternate-host-name*

Parameters

- *orgunit* represents the organizational unit.
- *orgname* represents the organizational name.
- *locality* represents the organization location.
- *state* represents the organization state.
- *country* represents the organization country.
- *alternate-host-name* (optional) specifies an alternate name for the host when you generate a web-server (Tomcat) certificate.

**Note**

When you set an *alternate-host-name* parameter with the **set web-security** command, self-signed certificates for tomcat will contain the Subject Alternate Name extension with the *alternate-host-name* specified. CSR for Cisco Unified Communications Manager will contain Subject Alternate Name Extension with the alternate host name included in the CSR.

Requirements

Command privilege level: 0

Allowed during upgrade: No

set workingdir

This command sets the working directory for active, inactive, and installation logs.

Command Syntax**set workingdir**

- activelog** *directory*
- inactivelog** *directory*
- install** *directory*
- tftp** *directory*

Parameters

- **activelog** sets the working directory for active logs.
- **inactivelog** set the working directory for inactive logs.
- **install** sets the working directory for installation logs.
- **tftp** sets the working directory for TFTP files.
- *directory* represents the current working directory.

Requirements

Command privilege level: 0 for logs, 1 for TFTP

Allowed during upgrade: Yes

Show Commands

This section contains descriptions of the following commands:

- [show account](#)
- [show firewall list](#)
- [show hardware](#)
- [show logins](#)
- [show myself](#)
- [show network](#)
- [show open](#)
- [show packages](#)
- [show process](#)
- [show stats io](#)
- [show status](#)
- [show tech all](#)
- [show tech network](#)
- [show tech runtime](#)
- [show tech system](#)
- [show timezone](#)
- [show version](#)
- [show workingdir](#)

show account

This command lists current administrator accounts, except the master administrator account.

Command Syntax

show account

Requirements

Command privilege level: 4

Allowed during upgrade: Yes

show firewall list

This command displays system aspects of the server.

Command Syntax

show firewall list [**detail**] [**page**] [**file filename**]

Options

- **detail**—Displays detailed statistics on every available device on the system
- **page**—Displays the output one page at a time
- **file filename**—Outputs the information to a file



Note The file option saves the information to `platform/cli/filename.txt`. Ensure the file name does not contain the “.” character.

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

show hardware

This command displays the following information on the platform hardware.

Command Syntax

show hardware

Usage Guidelines

This command displays the following information on the platform hardware:

- Platform
- Serial number
- BIOS build level
- BIOS manufacturer

- Active processors
- RAID controller status

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

show logins

This command lists recent logins to the server.

Command Syntax

show logins *number*

Parameters

number specifies the number of most recent logins to display. The default equals 20.

show myself

This command displays information about the current account.

Command Syntax

show myself

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

show network

This command displays network information.

Command Syntax

show network

cluster

eth0 [detail]

failover [detail] [page]

route [detail]

status [detail] [listen] [process] [all] [nodns] [search stext]

ip_conntrack

max_ip_conntrack

dhcp eth0 status

all [detail]**Parameters**

- **cluster** displays a list of the nodes in the network cluster.
- **eth0** specifies Ethernet 0.
- **failover** specifies Network Fault Tolerance information.
- **route** specifies network routing information.
- **status** specifies active Internet connections.
- **ip_contrack** specifies ip_contrack usage information.
- **max_ip_contrack** specifies max_ip_contrack information.
- **dhcp eth0 status** displays DHCP status information.
- **all** specifies all basic network information.

Options

- **detail**—Displays additional information.
- **page**—Displays information 1 page at a time.
- **listen**—Displays only listening sockets
- **process**—Displays the process ID and name of the program to which each socket belongs.
- **all**—Displays both listening and nonlistening sockets.
- **nodns**—Displays numerical addresses without any DNS information.
- **search stext**—Searches for the stext in the output.

Usage Guidelines

The **eth0** parameter displays Ethernet port 0 settings, including DHCP and DNS configurations and options.

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

Example

This example displays active Internet connections.

```
show network status
```

show open

This command displays open files and ports on the system.

Command Syntax

show open

files [**all**] [**process** *processID*] [**regexp** *reg_exp*]

ports [**all**] [**regexp** *reg_exp*]

Parameters

- **files** displays open files on the system.
- **ports** displays open ports on the system.

Options

- **all**—Displays all open files or ports.
- **process**—Displays open files that belong to the specified process.
- *processID*—Specifies a process.
- **regexp**—Displays open files or ports that match the specified regular expression.
- *reg_exp*—Represents a regular expression.

show packages

This command displays the name and version for installed packages.

Command Syntax**show packages**

active *name* [**page**]

inactive *name* [**page**]

Parameters

name represents the package name. To display all active or inactive packages, use the wildcard character, *.

Options

- **page**—Displays the output one page at a time

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

show process

This command displays information about process that is running on the system.

Syntax**show process**

list [**file** *filename*] [**detail**]

load [**cont**] [**clear**] [**noidle**] [**num** *number*] [**thread**] [**cpu | memory | time**] [**page**]

Parameters

- **list** displays a list of all the processes and critical information about each process and visually indicates the child-parent relationships between the processes.
- **load** displays the current load on the system.

Options

- **file** *filename*—Outputs the results to the file that is specified by *filename*
- **detail**—Displays detailed output
- **cont**—Repeats the command continuously
- **clear**—Clears the screen before displaying output
- **noidle**—Ignore the idle/zombie processes
- **num** *number*—Displays the number of processes that are specified by *number*. The default number of processes equals 10. Set *number* to **all** to display all processes.
- **thread**—Displays threads
- **[cpu | memory | time]**—Sorts output by CPU usage, memory usage, or time usage. The default specifies to sort by CPU usage.
- **page**—Displays the output in pages
- *process*—Specifies the name of a process
- *process-id*—Specifies the process ID number of a process
- *regexp*—Represents a regular expression
- *number*—Specifies the number of processes to display. The default equals 5.

show stats io

This command displays system IO statistics.

Command Syntax

```
show stats io [kilo] [detail] [page] [file filename]
```

Options

- **kilo**—Displays statistics in kilobytes.
- **detail**—Displays detailed statistics on every available device on the system and overrides the kilo option.
- **file** *filename*—Outputs the information to a file.



Note The file option saves the information to `platform/cli/filename.txt`. Ensure that the file name does not contain the “.” character.

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

show status

This command displays basic platform status.

Command Syntax**show status****Usage Guidelines**

This command displays the following basic platform status:

- Host name
- Date
- Time zone
- Locale
- Product version
- Platform version
- CPU usage
- Memory and disk usage

Requirements

Command privilege level: 0

show tech all

This command displays the combined output of all **show tech** commands.

Command Syntax**show tech all** [**page**] [**file filename**]**Options**

- **page**—Displays one page at a time.
- **file filename**—Outputs the information to a file.



Note The file option saves the information to `platform/cli/filename.txt`. Ensure that the file name does not contain the “.” character.

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

show tech network

This command displays network aspects of the server.

Command Syntax**show tech network****all** [**page**] [**search text**] [**file filename**]

```

hosts [page] [search text] [file filename]
interfaces [page] [search text] [file filename]
resolv [page] [search text] [file filename]
routes [page] [search text] [file filename]
sockets { numeric }

```

Parameters

- **all** displays all network tech information.
- **hosts** displays information about hosts configuration.
- **interfaces** displays information about the network interfaces.
- **resolv** displays information about hostname resolution.
- **routes** displays information about network routes.
- **sockets** displays the list of open sockets.

Options

- **page**—Displays one page at a time.
- **search** *text*—Searches the output for the string that *text* specifies. Be aware that the search is case insensitive.
- **file** *filename*—Outputs the information to a file.
- **numeric**—Displays the numerical addresses of the ports instead of determining symbolic hosts. This parameter is equivalent to running the Linux shell command `netstat [-n]` command.

Usage Guidelines

The **file** option saves the information to `platform/cli/filename.txt`. Ensure that the file name does not contain the “.” character.

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

show tech runtime

This command displays runtime aspects of the server.

Command Syntax**show tech runtime**

```

all [page] [file filename]
cpu [page] [file filename]
disk [page] [file filename]
env [page] [file filename]
memory [page] [file filename]

```

Parameters

- **all** displays all runtime information.
- **cpu** displays CPU usage information at the time the command is run.
- **disk** displays system disk usage information.
- **env** displays environment variables.
- **memory** displays memory usage information.

Options

- **page**—Displays one page at a time.
- **file filename**—Outputs the information to a file.

Usage Guidelines

The **file** option saves the information to `platform/cli/filename.txt`. Ensure that the file name cannot contain the “.” character.

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

show tech system

The `show tech system` command gets updated as described in this section. This command displays system aspects of the server.

Command Syntax**show tech system**

```
all [page] [file filename]
bus [page] [file filename]
hardware [page] [file filename]
host [page] [file filename]
kernel [page] [file filename]
software [page] [file filename]
tools [page] [file filename]
```

Parameters

- **all** displays all the system information.
- **bus** displays information about the data buses on the server.
- **hardware** displays information about the server hardware.
- **host** displays information about the server.
- **kernel** lists the installed kernel modules.
- **software** displays information about the installed software versions.
- **tools** displays information about the software tools on the server.

Options

- **page**—Displays one page at a time.
- **file *filename***—Outputs the information to a file.

Usage Guidelines

The **file** option saves the information to `platform/cli/filename.txt`. Ensure that the file name does not contain the “.” character.

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

show timezone

This command displays time zone information.

Command Syntax

show timezone

config

list [page]

Parameters

- **config** displays the current time zone settings.
- **list** displays the available time zones.

Options

- **page**—Displays the output one page at a time.

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

show version

Be aware that this command displays the software version on the active or inactive partition.

Command Syntax

show version

active

inactive

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

show workingdir

This command retrieves the current working directory for activelog, inactivelog, install, and TFTP.

Command Syntax

show workingdir

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

Unset Commdns

This section contains descriptions of the following commands:

- [unset network](#)

unset network

This command unsets DNS options.

Command Syntax

unset network dns options [timeout] [attempts] [rotate]

Parameters

- **timeout** sets the wait time before the system considers a DNS query as failed to the default.
- **attempts** sets the number of DNS attempts to make before failing to the default.
- **rotate** sets the method for selecting a nameserver to the default. This affects how loads are distributed across nameservers.

Usage Guidelines

The system asks whether you want to continue to execute this command.



Caution

If you continue, the system will temporarily lose network connectivity.

Utils Commands

This section contains descriptions of the following commands:

- [utils fior](#)
- [utils ithrottle enable](#)
- [utils ithrottle disable](#)
- [utils ithrottle status](#)

- [utils network arp](#)
- [utils network capture eth0](#)
- [utils network host](#)
- [utils network ping](#)
- [utils network tracert](#)
- [utils ntp](#)
- [utils remote_account](#)
- [utils service list](#)
- [utils service](#)
- [utils system](#)

utils fior

This command allows you to monitor the I/O on the server. The File I/O Reporting service provides a kernel-based daemon for collecting file I/O per process.

Command Syntax

utils fior

disable

enable

list [**start**=*date-time*] [**stop**=*date-time*]

start

status

stop

top *number* [**read** | **write** | **read-rate** | **write-rate**] [**start**=*date-time*] [**stop**=*date-time*]

Options

- **disable**—Prevents the file I/O reporting service from starting automatically when the machine boots. This command does not stop the service without a reboot. Use the **stop** option to stop the service immediately.
- **enable**—Enables the file I/O reporting service to start automatically when the machine boots. This command does not start the service without a reboot. Use the **start** option to start the service immediately.
- **list**—This command displays a list of file I/O events, in chronological order, from oldest to newest.
- **start**—Starts a previously stopped file I/O reporting service. The service remains in a started state until it is manually stopped or the machine is rebooted.
- **status**—Displays the status of the file I/O reporting service.
- **stop**—Stops the file I/O reporting service. The service remains in a stopped state until it is manually started or the machine is rebooted.
- **top**—Displays a list of top processes that create file I/O. You can sort this list by the total number of bytes read, the total number of bytes written, the rate of bytes read, or the rate of bytes written.
- **start**—Specifies a starting date and time.

- **stop**—Specifies a stopping date and time.
- *date-time*—specifies a date and time, in any of the following formats: *H:M*, *H:M:S a*, *H:M, a*, *H:M:S Y-m-d*, *H:M, Y-m-d*, *H:M:S*.
- *number*—Specifies how many of the top processes to list.
- [**read** | **write** | **read-rate** | **write-rate**]—Specifies the metric that is used to sort the list of top process.

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

utils iothrottle enable

This command enables I/O throttling enhancements. When enabled, I/O throttling enhancements lower the impact of upgrades on an active system.

Command Syntax

utils iothrottle enable

utils iothrottle disable

This command disables I/O throttling enhancements. This could adversely affect the system during upgrades.

Command Syntax

utils iothrottle disable

utils iothrottle status

This command displays the status of I/O throttling enhancements.

Command Syntax

utils iothrottle status

utils network arp

This command lists, sets, or deletes Address Resolution Protocol (ARP) table entries.

Command Syntax

utils network arp

list [*host host*] [*page*] [*numeric*]

set {*host*} {*address*}

delete *host*

Parameters

- **list** lists the contents of the address resolution protocol table.
- **set** sets an entry in the address resolution protocol table.
- **delete** deletes an entry in the address resolution table.
- *host* represents the host name or IP address of the host to add or delete to the table.
- *address* represents the MAC address of the host to be added. Enter the MAC address in the following format: XX:XX:XX:XX:XX:XX.

Options

- **page**—Displays the output one page at a time
- **numeric**—Displays hosts as dotted IP addresses

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

utils network capture eth0

This command captures IP packets on the specified Ethernet interface.

Command Syntax

utils network capture eth0 [*page*] [*numeric*] [**file** *fname*] [**count** *num*] [**size** *bytes*] [**src** *addr*] [**dest** *addr*] [**port** *num*]

Parameters

- **eth0** specifies Ethernet interface 0.

Options

- **page**—Displays the output one page at a time
When you use the page or file options, the complete capture of all requested packets must occur before the command completes.
- **numeric**—Displays hosts as dotted IP addresses
- **file** *fname*—Outputs the information to a file
The file option saves the information to platform/cli/*fname*.cap. The filename cannot contain the “.” character.
- **count** *num*—Sets a count of the number of packets to capture
For screen output, the maximum count equals 1000, and, for file output, the maximum count equals 10,000.
- **size** *bytes*—Sets the number of bytes of the packet to capture
For screen output, the maximum number of bytes equals 128, for file output, the maximum of bytes can be any number or **ALL**
- **src** *addr*—Specifies the source address of the packet as a host name or IPV4 address
- **dest** *addr*—Specifies the destination address of the packet as a host name or IPV4 address

- **port num**—Specifies the port number of the packet, either source or destination

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

utils network host

This command resolves a host name to an address or an address to a host name.

Command Syntax

utils network host *hostname* [**server** *server-name*] [**page**] [**detail**] [**srv**]

Parameters

- *hostname* represents the host name or IP address that you want to resolve.

Options

- *server-name*—Specifies an alternate domain name server.
- **page**—Displays the output one screen at a time.
- **detail**—Displays a detailed listing.
- **srv**—Displays DNS SRV records.

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

utils network ping

This command allows you to ping another server.

Command Syntax

utils network ping *destination* [*count*]

Parameters

- *destination* represents the hostname or IP address of the server that you want to ping.

Options

- *count*—Specifies the number of times to ping the external server. The default count equals 4.

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

utils network tracert

This command traces IP packets that are sent to a remote destination.

Command Syntax

utils network tracert *destination*

Parameters

- *destination* represents the hostname or IP address of the server to which you want to send a trace.

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

utils ntp

This command displays the NTP status or configuration.

Command Syntax

utils ntp {**status** | **config**}

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

utils remote_account

This command allows you to enable, disable, create, and check the status of a remote account.

Command Syntax

utils remote_account

status

enable

disable

create *username* *life*

Parameters

- *username* specifies the name of the remote account. The username can contain only lowercase characters and must be more than six characters long.
- *life* specifies the life of the account in days. After the specified number of day, the account expires.

Usage Guidelines

A remote account generates a pass phrase that allows Cisco Systems support personnel to get access to the system for the specified life of the account. You can have only one remote account that is enabled at a time.

Requirements

Command privilege level: 1

Allowed during upgrade: Yes

Example

```
utils remote_account status
```

utils service list

This command retrieves a list of all services and their status.

Command Syntax

utils service list [page]

Options

- **page**—Displays the output one page at a time

Requirements

Command privilege level: 0

Allowed during upgrade: Yes

utils service

This command stops, starts, or restarts a service.

Command Syntax

utils service

start *service-name*

stop *service-name*

restart *service-name*

Parameters

- *service-name* represents the name of the service that you want to stop or start:
 - System NTP
 - System SSH
 - Service Manager
 - A Cisco DB
 - Cisco Tomcat
 - Cisco Database Layer Monitor
 - Cisco Unified Serviceability
- **enable** enables auto-restart.
- **disable** disables auto-restart.

- **show** shows the auto-restart status.

Requirements

Command privilege level: 1

Allowed during upgrade: No

utils system

This command allows you to restart the system on the same partition, restart the system on the inactive partition, or shut down the system.

Command Syntax

utils system {**restart** | **shutdown** | **switch-version** [**nodatasync**]}

Parameters

restart restarts the system.

shutdown shuts down the system.

switch-version switches to the product release that is installed on the inactive partition.

Options

- **nodatasync**—Switches product versions without synchronizing User Facing Feature Data (UFF data) between the active and inactive partitions.

Usage Guidelines

The **utils system shutdown** command provides a 5-minute timeout. If the system does not shut down within 5 minutes, the command gives you the option of doing a forced shutdown.

A warning message displays, and you are prompted for confirmation before this command runs with the **nodatasync** option.

If you use the **nodatasync** option, any changes to UFF data on the active partition will get lost. You should use this option only to force the versions to switch if the system will not switch versions otherwise because a data synchronization failure occurred. For more information about UFF data, refer to the *Cisco Unified Communications Solution Reference Network Design (SRND)*:

http://cisco.com/en/US/products/sw/voicesw/ps556/products_implementation_design_guides_list.html



Note

Administrative changes made on the active partition, such as adding new phones, do not get synchronized when you switch versions. UFF data gets synchronized when you switch versions, unless you use the **nodatasync** option.

The **nodatasync** option does not support command auto-completion. You must enter the entire option name.

Requirements

Command privilege level: 1

Allowed during upgrade: No