



Utils Commands

Revised: September 29, 2020

This chapter contains the following **utils** commands:

- `utils arp delete`
- `utils arp list`
- `utils arp set`
- `utils calendaring configuration clear`
- `utils healthcheck run`
- `utils ipsla responder disable`
- `utils ipsla responder enable`
- `utils ipsla responder initiators add`
- `utils ipsla responder initiators del`
- `utils ipsla responder initiators list`
- `utils logs abort`
- `utils logs ftp`
- `utils logs generate`
- `utils logs generate audio`
- `utils logs generate other`
- `utils logs generate phone`
- `utils logs generate presentation`
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- `utils logs generate video`
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- `utils micgain set`
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- `utils network host`
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- `utils remote_account create`
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- `utils system switch-version`
- `utils Touch-switch configure-new-switches`
- `utils upgrade peripherals`
- `utils upgrade recheck-peripherals`
- `utils upgrade Touch-switch ftp`
- `utils upgrade Touch-switch http`
- `utils upgrade Touch-switch scp`
- `utils upgrade Touch-switch sftp`

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 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: <code>utils network arp delete myhost</code>
-----------------	---

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

host	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 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		
<i>host</i>		Required. Name or dotted IP address of the host to add.
<i>addr</i>		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 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 calendaring configuration clear

`utils calendaring configuration clear`

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command History	Release	Modifications
	1.9	This command was introduced.

Usage Guidelines Use this command to clear the calendaring information from the system that was propagated from Cisco TelePresence Server (TS) or CTS-Manager.

Examples `admin: utils calendaring configuration clear`

utils healthcheck run

utils healthcheck run

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command History	Release	Modifications
	IX 8.2.1	This command was introduced.

Usage Guidelines Use this command to perform a health check of the system. The health check provides consolidated output from the commands listed in the Related Commands table below.

Examples

```
admin: utils healthcheck run
```

```
INSTRUCTIONS:
Need to connect aux displays to the host CPU in order to detect the bronze card firmware
version on the aux displays side
Enter "yes" to continue or any other key to abort
continue: yes
-----
SYSTEM SOFTWARE AND TOUCH VERSION
-----
Active Software version is: 8.2.1
Active Touch version is: CTSDEV10-442-11-0-1KKPL-415.pkg
RESULT: PASS
-----
SYSTEM HARDWARE DETAILS
-----
RESULT: PASS

-----
SYSTEM INVENTORY DETAILS
-----
RESULT: PASS

-----
SYSTEM DISPLAY DP PORT DETAILS
-----
Number of the connected screens : 6
Number of the configured screens : 6
RESULT: PASS

-----
SYSTEM PERIPHERALS VERSION DETAILS
-----
main_board_Ctrl_1: PASS
main_board_Ctrl_2: PASS
video_board_Ctrl_1: PASS
audio_board_Ctrl_1: PASS
```

```

subwoofer_Ctrl1_1: FAILED (version unavailable)
audio_TDM_Ctrl1_1: PASS
audio_TDM_Ctrl2_2: FAILED (version unavailable)
audio_TDM_Ctrl3_3: FAILED (version unavailable)
display_main_left: FAILED (version unavailable)
camera_flash: PASS
capture_card_flash: PASS
display_main_right: FAILED (version unavailable)
display_main_center: FAILED (version unavailable)

```

```

-----
SYSTEM BRONZE CARD VERSION DETAILS
-----

```

```

Active Bronze Card Version

```

```

second pegasus at top port current version 0.49.0 upgrade version 0
first pegasus at top port current version 0.49.0 upgrade version 0
second pegasus at btm port current version 0.49.0 upgrade version 0
first pegasus at btm port current version 0.49.0 upgrade version 0

```

```

-----
SYSTEM GPU VERSION DETAILS
-----

```

```

GPU Versions:

```

```

ii fglrx                               2:14.502-1039B1          amd64
Video driver for the AMD graphics accelerators
ii fglrx-amdcccle                       2:14.502-1039B1          amd64
Catalyst Control Center for the AMD graphics accelerators
ii fglrx-core                           2:14.502-1039B1          amd64
Minimal video driver for the AMD graphics accelerators
ii fglrx-dev                             2:14.502-1039B1          amd64
Video driver for the AMD graphics accelerators (devel files)

```

```

-----
SYSTEM TOUCH SWITCH MODEL DETAILS
-----

```

```

swright.local switch WS-C2960C-8PC-L is compatible
RESULT = PASS

```

```

-----
SYSTEM CAMERA DETAILS
-----

```

```

RESULT: PASS

```

```

-----
SYSTEM TOUCH CONFIGURATION DETAILS
-----

```

```

Touch Config:

```

```

Touch#      IP              MAC              Established
    1        169.254.1.101   88:43:e1:c5:f1:77

```

```

-----
SYSTEM SWITCH CONFIGURATION DETAILS
-----

```

```

RESULT: PASS (swright is configured with proper IP 169.254.1.17 and MAC
c4:72:95:b4:00:40)

```

```

-----
SYSTEM ENVIRONMENT DETAILS
-----

```

```

Will be having the details of the

```

1. Environment variables
2. System resources
3. Processor usage
4. NV registry
5. FW registry

```

-----
SYSTEM CAMERACABLE DETAILS

```



```
-----
The camera cable test will take about 10 minutes to finish the testing. Please wait until
the test is completed.
totals: lane0:0 lane1:0 lane2:0 lane3:0 delta_chg_cnt:0 CABLE PASSED
```

Related Commands	Command	Description
	show bronzecard version	Displays the bronzecard driver version.
	show camera cablestatus	Displays camera cable status information.
	show camera status	Displays camera status information.
	show config switch	Displays switch configuration information.
	show config touch	Displays the Cisco TelePresence Touch 10 configuration information.
	show display port	Displays the display port information.
	show gpu version	Displays the Graphics Processing Unit (GPU) driver version.
	show hardware all	Displays all hardware information.
	show inventory	Displays platform inventory information.
	show peripherals version	Displays the active peripheral device version details.
	show touch switchmodel	Displays the model for the switch connected.
	show tech runtime	Displays runtime aspects of the machine.
	show version	Displays the version number of the software on the system.

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 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

start port	Optional. Start port range. 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.
end port	Optional. End port range. 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—Default is 32770 (min 32770).

end—Default is 32800 (max 65535).

Command History

Release	Modifications
1.5	This command was introduced.
IX 8.0	Parameter corrections

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	<code>net net/prefix</code>	Required. Network/prefix for the Cisco IP Service Level Agreements (IP SLA) initiators.
---------------------------	-----------------------------	---

Command Default No default behavior or values.

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	<code>net net/prefix</code>	Required. Network/prefix for the Cisco IP Service Level Agreements (IP SLA) initiators.
---------------------------	-----------------------------	---

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

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 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 History	Release	Modifications
	1.4.0	This command was introduced.
	IX 8.0	Deprecated. This command does not exist in IX 8.0.

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 generate audio	Generates audio log files.
	utils logs ftp	Generates log files to an FTP server.
	utils logs scp	Generates log files to an SCP server.
	utils logs sftp	Generates log files to an SFTP server.
	utils logs status	Displays the status of the last generated log files.

utils logs generate

utils logs generate

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command History	Release	Modifications
	IX 8.0.2.2	This command was introduced.

Usage Guidelines Use this command to generate logs in system.

Examples

```
admin:utils logs generate
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 ftp	Generates log files to an FTP server
	utils logs scp	Generates log files to an SCP server
	utils logs sftp	Generates log files to an SFTP server
	utils logs status	Displays the status of the last generated log files.

utils logs ftp

utils logs ftp [*username password ip-or-hostname*]

Syntax Description

<i>username</i>	Required. Name of the FTP account.
<i>password</i>	Password of the FTP account.
<i>ip-or-hostname</i>	Required. Destination as a hostname or dotted IP address.
details	Optional. Displays log transfer details.

Command Default

No default behavior or values.

Command History

Release	Modifications
1.4.0	This command was introduced.
1.6.0	This command was modified with the help option.
IX 8.0	Command changed from ‘utils logs generate ftp’ to ‘utils logs ftp’ from IX 8.0.2.2

Usage Guidelines

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

```
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.

You can also use the help option in the command string, for example:

help utils logs ftp

Examples

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

Related Commands

Command	Description
utils logs abort	Aborts the last generated log files.
utils logs generate audio	Generates audio log files.
utils logs scp	Generates log files to an SCP server.
utils logs sftp	Generates log files to an SFTP server.
utils logs status	Displays the status of the last generated log files.

utils logs generate abort

utils logs generate abort

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command History	Release	Modifications
	1.9	This command was introduced.
	IX 8.0	Deprecated. This command doesn't exist in IX 8.0.

Usage Guidelines Use this command to stop generation of the audio log files.

Examples

```
admin:utils logs generate abort
Aborting current generate 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 audio

utils logs generate audio

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command History	Release	Modifications
	1.4.0	This command was introduced.
	1.5.0	This command was expanded to include specific log output.
	IX 8.0	Deprecated. This command doesn't exist in IX 8.0.

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 History	Release	Modifications
	1.4.0	This command was introduced.
	1.5.0	This command was expanded to include specific log output.
	IX 8.0	Deprecated. This command doesn't exist in IX 8.0.

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 History	Release	Modifications
	1.4.0	This command was introduced.
	1.5.0	This command was expanded to include specific log output.
	IX 8.0	Deprecated. This command does not exist in IX 8.0.

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 History	Release	Modifications
	1.4.0	This command was introduced.
	1.5.0	This command was expanded to include specific log output.
	IX 8.0	Deprecated. This command doesn't exist in IX 8.0.

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 History	Release	Modifications
	1.4.0	This command was introduced.
	1.5.0	This command was expanded to include specific log output.
	IX 8.0	Deprecated. This command doesn't exist in IX 8.0.

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 History	Release	Modifications
	1.4.0	This command was introduced.
	1.5.0	This command was expanded to include specific log output.
	IX 8.0	Deprecated. This command doesn't exist in IX 8.0.

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 scp

utils logs scp [*username password ip-or-hostname*]

Syntax Description

<i>username</i>	Required. Name of the SCP account.
<i>password</i>	Password of the SCP account.
<i>ip-or-hostname</i>	Required. Destination as a hostname or dotted IP address.
details	Optional. Displays log transfer details.

Command Default

No default behavior or values.

Command History

Release	Modifications
1.4.0	This command was introduced.
1.6.0	This command was modified with the help option.
IX 8.0.2.2	This command changed from “utils logs generate scp” to “utils logs scp” in IX 8.0.2.2.

Usage Guidelines

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

```
utils logs scp anonymous " " scpserver
```

The filename of the log sent to the SCP 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 SCP command, the error and the error code are displayed.

You can also use the help option in the command string, for example:

help utils logs scp

Examples

```
admin:utils logs scp testuser testpass scpserver
```

```
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 audio log files.
utils logs ftp	Generates log files to an FTP server.
utils logs sftp	Generates log files to an SFTP server.
utils logs status	Displays the status of the last generated log files.

utils logs sftp

utils logs sftp [*username password ip-or-hostname*]

Syntax Description

<i>username</i>	Required. Name of the SFTP account.
<i>password</i>	Password of the SFTP account.
<i>ip-or-hostname</i>	Required. Destination as a hostname or dotted IP address.
details	Optional. Displays log transfer details.

Command Default

No default behavior or values.

Command History

Release	Modifications
1.4.0	This command was introduced.
1.6.0	This command was modified with the help option.
IX 8.0.2.2	This command changed from 'utils logs generate sftp' to 'utils logs sftp' in IX 8.0.2.2.

Usage Guidelines

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

```
utils logs sftp anonymous " " sftpserver
```

The filename of the log sent to the SFTP 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 SFTP command, the error and the error code are displayed.

You can also use the help option in the command string, for example:

help utils logs sftp

Examples

```
admin:utils logs sftp testuser testpass sftpserver
```

```
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 audio log files.
utils logs ftp	Generates log files to an FTP server.
utils logs scp	Generates log files to an SCP server.
utils logs status	Displays the status of the last generated 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 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	Generates log files to an FTP server.
	utils logs scp	Generates log files to an SCP server.
	utils logs sftp	Generates log files to an SFTP server.
	utils logs generate audio	Generates log files.

utils micgain set

utils micgain set {0-9}

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command History	Release	Modifications
	IX 8.2.1	This command was introduced.
	IX 9.1.2	Command range modified from {3-9} to {0-9}.

Usage Guidelines Use this command to set the microphone gain value to the system. The valid values are from 0 to 9.

Examples

```
admin: utils micgain set 5

Audio file updated
INSTRUCTIONS:
  1.Need to restart Calling_Services to apply changes
  Enter "yes" to restart or any other key to abort
continue: yes
Restart will take minimum of 3 minutes...
Calling_Services Restarting...
done
```

utils micgain show

`utils micgain show`

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command History	Release	Modifications
	IX 8.2.1	This command was introduced.

Usage Guidelines Use this command to display the microphone gain value on the system.

Examples

```
admin: utils micgain show
Mic Gain Value is not available | Current Mic Gain Value is 5
```


utils network capture

```
utils network capture [dest ip-address-or-hostname]
[host [ ip | arp | rarp | tcp | udp | all]://ip-address-or-hostname] [page][numeric][hex][file][count
number][size number][port number] [src ip-address-or-hostname]
```

Syntax Description

count <i>number</i>	Optional. Number count of packets to capture. Maximum count is 1000 for file, 10000 for screen.
dest <i>ip-address-or-hostname</i>	Optional. Source address of the packet as a dotted IP or hostname.
file	Optional. Sends capture output to a file (netCapture).
hex	Optional. Shows output in hex and ascii.
host <i>protocol://ip-address-or-hostname</i>	Optional. The all keyword specifies all protocols. <i>ip-address-or-hostname</i> is the host address of the packet and can be a dotted IP or hostname. The :// is required between the protocol and IP address or host name.
numeric	Optional. Show hosts as dotted IP addresses.
page	Optional. Pauses output.
port <i>number</i>	Optional. Port number of the packet (either src or dest).
size <i>number</i>	Optional. Number of bytes of the packet to capture. Maximum size is 1024.
src <i>ip-address-or-hostname</i>	Optional. Source address of the packet as a dotted IP or hostname.

Command Default

No default behavior or values.

Command History

Release	Modifications
1.6.0	This command was introduced.
1.9.0	<ul style="list-style-type: none"> The all argument was removed for the size keyword. Requirement added to put a colon and two slashes (://) between the host protocol and IP address.

Usage Guidelines

Use this command to capture network packets on the Ethernet interface. The packets can be displayed on the screen or saved to a file.

If the **file** keyword is used, the capture file is saved in the logs area under cli/capture. Use the [file list log](#) command to verify the file and the [file get log](#) command to retrieve the file(s). The maximum count is 1000 for file, 10000 for screen.



Note

Line wrapping may occur. When using page or file options, the complete capture of all requested packets must occur before the command will complete.

Examples

```
admin:utils network capture count 2 hex numeric
```

```
Executing command with options:
```

```
size=128 count=2 interface=eth0.300
```

```
src= dest= port=
```

```
proto= ip=
```

```
hex=enabled
```

```
12:46:46.274351 IP 74.125.67.100.22 > 74.125.67.105.3471: P 3514397747:3514398051(304) ack 2945359724 win 2308
```

```
0x0000: 4510 0164 ce4a 4000 4006 9bc7 0a20 318d E..d.J@.@.....1.
```

```
0x0010: ab47 e87d 0016 0d8f d179 7433 af8e 9f6c .G.)....yt3...l
```

```
0x0020: 8018 0904 c513 0000 0101 080a 291f 26ee .....))...)
```

```
0x0030: 298d ce2e 337f b6c7 e4d2 0ecd 9d5d ae0d )...3.....]..
```

```
0x0040: 58e0 dd31 3530 72ed ee54 ed36 62fd 5b92 X..150r..T.6b.[.
```

```
0x0050: c280 6c4b 970f 9ece 0cb2 88f5 6bcf 8d30 ..lK.....k..0
```

```
0x0060: 97ee b30e 2482 9199 da8b 9c63 27d4 2c5f ....$......c.,_
```

```
0x0070: e399 ..
```

```
12:46:46.275450 IP 74.125.67.105.3471 > 74.125.67.100.22: . ack 304 win 898
```

```
0x0000: 4500 0034 22c2 4000 3506 5390 ab47 e87d E..4".@.5.S..G.)
```

```
0x0010: 0a20 318d 0d8f 0016 af8e 9f6c d179 7563 ..1.....l.yuc
```

```
0x0020: 8010 0382 b787 0000 0101 080a 298d cf29 .....))..)
```

```
0x0030: 291f 26ee )...
```

Related Commands

Command	Description
utils network sip	Tests SIP connectivity to a remote destination.
utils network tcp	Tests TCP connectivity to a remote destination.
file get log scp	SCP the log file(s) to an external server.
file get log sftp	SFTP the log file(s) to an external server.
file list log	FTP the log file(s) to an external server.

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 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 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 History

Release	Modifications
1.2	This command was introduced.
1.6.0	This command was modified with updated syntax. The help option was also added.

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.

You can also use **help** in the command string:

help **utils network ping**

Examples

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

```
PING www.cisco.com (199.1xx.2xx.25) from 1xx.22.119.166 : 56(84) bytes of data.
64 bytes from 1xx.133.2xx.25: icmp_seq=1 ttl=246 time=0.837 ms
64 bytes from 1xx.133.2xx.25: icmp_seq=2 ttl=246 time=0.962 ms
64 bytes from 1xx.133.2xx.25: icmp_seq=3 ttl=246 time=1.04 ms
64 bytes from 1xx.133.2xx.25: icmp_seq=4 ttl=246 time=0.635 ms
64 bytes from 1xx.133.2xx.25: icmp_seq=5 ttl=246 time=0.666 ms
```

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 sip

utils network sip {*word* | *A.B.C.D* **rport** *word*} [**wait** *word*][**laddr** *word* | *A.B.C.D*] **l port** *word*][**thex**][**rhex**][**detail**][**data** *string*]

Syntax Description

word <i>A.B.C.D</i>	Required. Destination as a dotted IP or hostname.
rport <i>word</i>	Required. Remote port number.
wait <i>word</i>	Optional. Time to wait for full response in seconds
laddr <i>word</i> or <i>A.B.C.D</i>	Optional. Local address to use as a dotted IP or hostname
lport <i>word</i>	Optional. Local port number.
thex	Optional. Transmit buffer in hex. Must be in quotes. \r and \n are supported for CR and NL.
rhex	Optional. Receive buffer in hex.
detail	Optional. Show details of operation. In the detail view, a local port of 0 means the CTS will choose the local port to use. The local and remote ports must be decimal values. The remote port default is 5060, but can be overridden.
data <i>string</i>	Optional. Transmit this data.

Command Default

No default behavior or values.

Command History

Release	Modifications
1.6.0	This command was introduced.

Usage Guidelines

Use this command to test connectivity to a remote destination using the SIP protocol. You can also enter **help** in the command string:

```
help utils network sip
```

The following short form option names may be used:

- rp for rport
- wa for wait
- la for laddr
- lp for lport
- th for thex
- rh for rhex
- de for detail
- da for data

The SIP response (503 Service Unavailable) is expected and acceptable.

Examples

```
admin:utils network sip test-cucm
```

```
SIP protocol response received
```

Or

```
admin:utils network sip tsbu-de-cm2p
```

```
SIP protocol response received
admin:utils network sip tsbu-de-cm2p det
using local host: 74.125.19.106:0
using remote host: 209.131.36.158:80
socket created OK
socket bind OK to 74.125.19.106:0
connected to 209.131.36.158:80
received 323 bytes
SIP Version = 2.0
SIP Response = 503
SIP Method = Service Unavailable
SIP protocol response received
```

Related Commands

Command	Description
utils network tcp	Tests TCP connectivity to a remote destination.

utils network tcp

utils network tcp {*word* | *A.B.C.D* **rport** *word*} [**wait** *word*][**laddr** *word* | *A.B.C.D*] **l port** *word*][**thex**][**rhex**][**detail**][**data** *string*]

Syntax Description

<i>word</i> <i>A.B.C.D</i>	Required. Destination as a dotted IP or hostname.
rport <i>word</i>	Required. Remote port number.
wait <i>word</i>	Optional. Time to wait for full response in seconds
laddr <i>word</i> or <i>A.B.C.D</i>	Optional. Local address to use as a dotted IP or hostname
lport <i>word</i>	Optional. Local port number.
thex	Optional. Transmit buffer in hex. Must be in quotes. \r and \n are supported for CR and NL.
rhex	Optional. Receive buffer in hex.
detail	Optional. Show details of operation. In the detail view, a local port of 0 means the CTS will choose the local port to use. The local and remote ports must be decimal values.
data <i>string</i>	Optional. Transmit this data.

Command Default

No default behavior or values.

Command History

Release	Modifications
1.6.0	This command was introduced.

Usage Guidelines

Use this command to test connectivity to a remote destination using the TCP protocol. You can also enter **help** in the command string:

```
help utils network tcp
```

The following short form option names may be used:

- rp for rport
- wa for wait
- la for laddr
- lp for lport
- th for thex
- rh for rhex
- de for detail
- da for data

TCP servers may behave differently depending on data received once the connection is open. For example, an http server may send no data unless it received a GET and new line character. You should have some knowledge of the protocols that use well known ports and what data those protocol expects.

Examples

```
admin:utils network tcp test-srv1 rp 80 da "GET / HTTP\n\r\n\r"
```

```
TCP connection passed
```

Or

```
admin:utils network tcp test-srv1 rp 80 th rh da "GET / HTTP\n\r\n\r"
```

```
Transmit buffer:
```

```
47 45 54 20 2f 20 48 54 54 50 0a 0d 0a 0d GET / HTTP...
```

```
Receive buffer:
```

```
48 54 54 50 2f 31 2e 31 20 32 30 30 20 4f 4b 0d HTTP/1.1 200 OK.
```

```
0a 44 61 74 65 3a 20 46 72 69 2c 20 32 34 20 4a .Date: Fri, 24 J
```

```
75 6c 20 32 30 30 39 20 30 30 3a 34 32 3a 32 35 ul 2009 00:42:25
```

```
...
```

```
6f 63 75 6d 65 6e 74 20 74 6f 20 68 61 6e 64 6c ocument to handl
```

```
65 20 74 68 65 20 72 65 71 75 65 73 74 e the request
```

```
TCP connection passed
```

Or

```
admin:utils network tcp test-srv1 rp 80 da "GET / HTTP\n\r\n\r" det
```

```
using local host: 74.125.19.106:0
```

```
using remote host: 209.131.36.158:80
```

```
socket created OK
```

```
socket bind OK to 74.125.19.106:0
```

```
connected to 209.131.36.158:80
```

```
sent 14 bytes
```

```
received 1024 bytes
```

```
received 289 bytes
```

```
remote end closed the connection
```

```
total received 1313 bytes
```

```
socket closed OK
```

Related Commands

Command	Description
utils network sip	Tests SIP connectivity to a remote detination.
utils network tcp	Tests connectivity to a remote detination using the TCP protocol

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 History	Release	Modifications
	1.2	This command was introduced.

Usage Guidelines	Use this command to trace an IP packets to a remote destination.

Examples	<code>admin:utils network tracert 192.0.2.0</code>

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 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.	
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.	
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 an 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 History

Release	Modifications
1.2	This command was introduced.

Usage Guidelines

Use this command to delete an 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 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 an 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 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 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 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 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 security clear

utils security clear

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command History	Release	Modifications
	1.7.0	This command was introduced.

Usage Guidelines Use this command to clear all service statuses.

Examples

```
admin:utils security clear

removing security related configuration
restarting security service...
```

utils service list

`utils service list` [*service*]

Syntax Description

<i>service</i>	Optional. Selects a specific service. The following services may be separately listed: <i>8021x</i> <i>Calling_Services</i> <i>Cisco_Log</i> <i>DHCP_Srvr</i> <i>Discovery_Protocol</i> <i>HTTP_Srvr</i> <i>MSI_Services</i> <i>NTP</i> <i>SNMP_Srvr</i> <i>Security_Srvr</i> <i>System_Log</i> <i>Telephone_Srvr</i> <i>TouchCtrl_Srvr</i>
----------------	---

Command Default

No default behavior or values.

Command History

Release	Modifications
1.2	This command was introduced.
TX6.0 and CTS 1.10	The 8021x, MSI_Services and TouchCtrl_Srvr services were added.

Usage Guidelines

Use this command to retrieve all service statuses. The following are possible service states:

- [Running]
- [Dead]
- [Restarting]
- [Stopped]
- [Starting]
- [Stopping]
- [Unknown \$rc]

Examples

```
admin:utils service list
```

```
Service           State
-----
System_Log        [Running]
Cisco_Log          [Running]
```

```
DHCP_Srvr           [Running]
NTP                 [Running]
SNMP_Srvr          [Running]
Discovery_Protocol [Running]
Calling_Services   [Starting]
HTTP_Srvr          [Dead]
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>	<p>Required. Selects the service to restart. The following services may be restarted:</p> <ul style="list-style-type: none"> <i>8021x</i> <i>Calling_Services</i> <i>Cisco_Log</i> <i>DHCP_Srvr</i> <i>Discovery_Protocol</i> <i>HTTP_Srvr</i> <i>MSI_Services</i> <i>NTP</i> <i>SNMP_Srvr</i> <i>Security_Srvr</i> <i>System_Log</i> <i>Telephone_Srvr</i> <i>TouchCtrl_Srvr</i>
---------------------------	----------------	--

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

Command History	Release	Modifications
	1.2	This command was introduced.
	TX6.0 and CTS 1.10	The 8021x, MSI_Services and TouchCtrl_Srvr services were added.

Usage Guidelines	Use this command to restart a service.
-------------------------	--

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. The following services can be started: <i>Calling_Services</i> <i>HTTP_Srvr</i> <i>MSI_Services</i> <i>Security_Srvr</i> <i>Telephone_Srvr</i> <i>TouchCtrl_Srvr</i>
---------------------------	----------------	---

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

Command History	Release	Modifications
	1.2	This command was introduced.
	TX 6.0 and CTS 1.10	The <i>Cisco_Log</i> , <i>DHCP_Srvr</i> , and <i>System_Log</i> services were removed. The <i>MSI_Services</i> and <i>TouchCtrl_Srvr</i> services were added

Usage Guidelines	Use this command to start a service.
-------------------------	--------------------------------------

Examples	admin: utils service start System_Log System_Log Starting...done
-----------------	--

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. Indicates the service to stop. The following services can be started: <i>Calling_Services</i> <i>HTTP_Srvr</i> <i>MSI_Services</i> <i>Security_Srvr</i> <i>Telephone_Srvr</i> <i>TouchCtrl_Srvr</i>
----------------	--

Command Default

No default behavior or values.

Command History

Release	Modifications
1.2	This command was introduced.
TX 6.0 and CTS 1.10	The <i>Cisco_Log</i> , <i>DHCP_Srvr</i> , and <i>System_Log</i> services were removed. The <i>MSI_Services</i> and <i>TouchCtrl_Srvr</i> services were added

Usage Guidelines

Use this command to stop a service.

Examples

Stop the Call Control Agent (CCA) by entering the following command:

```
admin: utils service stop Calling_Services
```

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 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 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

`utils system {left | right}`

Syntax Description

left	This command allow access to the left unit in the system, if present.
right	This command allow access to the right unit in the system, if present.

Command Default

No default behavior or values.

Command History

Release	Modifications
1.6.0	This command was introduced.
IX 8.0	Deprecated. This command does not exist in IX 8.0.

Usage Guidelines

Use this command to gain access to the left or right unit in the system, if present.

Examples

```
admin:utils system left
```

```
The unit is not present
```

Related Commands

Command	Description
utils system	Grants access the presentation device in the system, if present.
presentation	

utils system factory init

`utils system factory init [nologs]`

Syntax Description

<code>nologs</code>	Optional. Deletes all logs on the CTS. Removes all non-volatile logs. This will reduce the ability to diagnose issues.
---------------------	--

Command Default

No default behavior or values.

Command History

Release	Modifications
1.6.0	This command was introduced.
IX 8.0	Deprecated. This command does not exist in IX 8.0.

Usage Guidelines

Use this command to set the system to the factory initialized configuration while leaving the system on its current boot slot. You can also enter `help` in the command string:

help `utils system factory init`

Examples

```
admin:utils system factory init
```

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

Related Commands

Command	Description
utils system factory reset	Sets the system to the factory default setting including setting the boot slot back to the factory slot.

utils system factory reset

utils system factory reset [nologs]

Syntax Description

nologs	Optional. Deletes all logs on the CTS. Removes all non-volatile logs. This will reduce the ability to diagnose issues.
---------------	--

Command Default

No default behavior or values.

Command History

Release	Modifications
1.6.0	This command was introduced.

Usage Guidelines

Use this command to set the system to the factory default setting including setting the boot slot back to the factory slot. You can also enter **help** in the command string:

help utils system factory reset

Examples

```
admin:utils system factory reset
```

```
Are you sure you want to reset 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 factory init	Sets the system to the factory initialized configuration while leaving the system on its current boot slot.
utils system factory reset	Sets the system to the factory default setting including setting the boot slot back to the factory slot.

utils system presentation

utils system presentation

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command History	Release	Modifications
	1.2	This command was introduced.
	IX 8.0	Deprecated. This command does not exist in IX 8.0.

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 factory reset	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 restart

`utils system restart [force | wait | remote]`

Syntax Description

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

Command Default

No default behavior or values.

Command History

Release	Modifications
1.2	This command was introduced.
1.7.0	The remote keyword was added.

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 restart	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 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 restart</code>	Resets the system and run with the factory default configuration.
<code>utils system restart</code>	Restarts the system.

utils Touch-switch configure-new-switches

utils Touch-switch configure-new-switches

Syntax Description This command does not require any parameters.

Command Default No default behavior or values.

Command History	Release	Modifications
	IX 8.1.0	This command was introduced.

Usage Guidelines This command triggers the configuration of any new, unconfigured Touch-switches.

Examples `admin:utils Touch-switch configure-new-switches`

```
Configuration complete.
Cleaning up dhcp-leases
Stopping dhcp ... DONE
Deleting dhcpd.leases file ... DONE
Restarting dhcp ... DONE
```

utils upgrade peripherals

utils upgrade peripherals [**nowarn**]

Syntax Description	nowarn	Optional. Initiates a peripheral upgrade immediately without notifying the user.
---------------------------	---------------	--

Command Default No default behavior or values.

Command History	Release	Modifications
	1.6.0	This command was introduced.
	IX 8.0	Deprecated. This command doesn't exist in IX 8.0.

Usage Guidelines Use this command to initiate an immediate peripheral upgrade.
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 restart	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.

Command	Description
<code>set upgrade graphic-driver</code>	Forces an upgrade of the graphic driver.
<code>set upgrade graphic-icons</code>	Forces an upgrade of the graphic icons.

utils upgrade recheck-peripherals

`utils upgrade recheck-peripherals`

Syntax Description This command has no arguments or keywords.

Command Default No default behavior or values.

Command History	Release	Modifications
	IX 8.0.2.2	This command was introduced.

Usage Guidelines This will force a recheck of peripheral firmware versions on the next reboot.
If a peripheral has an old firmware version, then an upgrade will be performed.

Examples `admin:utils upgrade recheck-peripherals`

Related Commands	Command	Description
	show peripherals version	Provides detailed version information about active peripheral devices

utils upgrade Touch-switch ftp

utils upgrade Touch-switch ftp

Syntax Description	user	Username (ftp) to retrieve switch software from remote system.
	passwd	Password (ftp) to retrieve switch software from remote system.
	host	Hostname or IP address of remote system.
	file	Path/filename of switch software on remote system.
	md5sum	Md5sum of switch software.
	switch	Optional. Upgrade specific switch (front/left/right).
	detail	Optional. Display transfer status.

Command Default No default behavior or values.

Command History	Release	Modifications
	IX 8.1.0	This command was introduced.

Usage Guidelines Use these commands to upgrade the software on the Touch-switches.

Examples

```
admin: utils upgrade Touch-switch ftp userA passwdA serverA
dirA/c2960c405-universalk9-mz.001-1.SE1.bin 0123456789abcdef0123456789abcdef
```

```
Current active image:
  front: c2960c405-universalk9-mz.000-0.EX0.bin
  left:  c2960c405-universalk9-mz.000-0.EX0.bin
  right: c2960c405-universalk9-mz.000-0.EX0.bin
Upgrade process may take 10-20 mins.
Do you want to continue [yes/no]?yes
```

```
Retrieve c2960c405-universalk9-mz.001-1.SE1.bin ...
download rate limited to 500K bytes per second
File (c2960c405-universalk9-mz.001-1.SE1.bin) retrieved successfully
```

```
Upgrade switches ...
front: downloading c2960c405-universalk9-mz.001-1.SE1.bin
right: downloading c2960c405-universalk9-mz.001-1.SE1.bin
left:  downloading c2960c405-universalk9-mz.001-1.SE1.bin
front: install complete
front: wait for other switch(es)
left: install complete
left: wait for other switch(es)
right: install complete
right: rebooting in 1 min
front: rebooting in 1 min
left: rebooting in 1 min
right: Done.
front: Done.
```

■ **utils upgrade Touch-switch ftp**

```
left: Done.  
admin:
```


utils upgrade Touch-switch http

utils upgrade Touch-switch http

Syntax Description

host	Hostname or IP address of remote system.
file	Path/filename of switch software on remote system.
md5sum	Md5sum of switch software.
switch	Optional. Upgrade specific switch (front/left/right).
detail	Optional. Display transfer status.

Command Default

No default behavior or values.

Command History

Release	Modifications
IX 8.1.0	This command was introduced.

Usage Guidelines

Use these commands to upgrade the software on the Touch-switches.

Examples

```
admin: utils upgrade Touch-switch http serverA dirA/c2960c405-universalk9-mz.001-1.SE1.bin
0123456789abcdef0123456789abcdef
```

```
Current active image:
  front: c2960c405-universalk9-mz.000-0.EX0.bin
  left:  c2960c405-universalk9-mz.000-0.EX0.bin
  right: c2960c405-universalk9-mz.000-0.EX0.bin
Upgrade process may take 10-20 mins.
Do you want to continue [yes/no]?yes

Retrieve c2960c405-universalk9-mz.001-1.SE1.bin ...
download rate limited to 500K bytes per second
File (c2960c405-universalk9-mz.001-1.SE1.bin) retrieved successfully

Upgrade switches ...
front: downloading c2960c405-universalk9-mz.001-1.SE1.bin
right: downloading c2960c405-universalk9-mz.001-1.SE1.bin
left:  downloading c2960c405-universalk9-mz.001-1.SE1.bin
front: install complete
front: wait for other switch(es)
left:  install complete
left:  wait for other switch(es)
right: install complete
right: rebooting in 1 min
front: rebooting in 1 min
left:  rebooting in 1 min
right: Done.
front: Done.
left:  Done.
admin:
```

utils upgrade Touch-switch scp

utils upgrade Touch-switch scp

Syntax Description		
	user	Username (scp) to retrieve switch software from remote system.
	passwd	Password (scp) to retrieve switch software from remote system.
	host	Hostname or IP address of remote system.
	file	Path/filename of switch software on remote system.
	md5sum	Md5sum of switch software.
	switch	Optional. Upgrade specific switch (front/left/right).
	detail	Optional. Display transfer status.

Command Default No default behavior or values.

Command History	Release	Modifications
	IX 8.1.0	This command was introduced.

Usage Guidelines Use these commands to upgrade the software on the Touch-switches.

Examples

```
admin: utils upgrade Touch-switch scp userA passwdA serverA
dirA/c2960c405-universalk9-mz.001-1.SE1.bin 0123456789abcdef0123456789abcdef
```

```
Current active image:
```

```
front: c2960c405-universalk9-mz.000-0.EX0.bin
left: c2960c405-universalk9-mz.000-0.EX0.bin
right: c2960c405-universalk9-mz.000-0.EX0.bin
```

```
Upgrade process may take 10-20 mins.
```

```
Do you want to continue [yes/no]?yes
```

```
Retrieve c2960c405-universalk9-mz.001-1.SE1.bin ...
download rate limited to 500K bytes per second
File (c2960c405-universalk9-mz.001-1.SE1.bin) retrieved successfully
```

```
Upgrade switches ...
```

```
front: downloading c2960c405-universalk9-mz.001-1.SE1.bin
right: downloading c2960c405-universalk9-mz.001-1.SE1.bin
left: downloading c2960c405-universalk9-mz.001-1.SE1.bin
front: install complete
front: wait for other switch(es)
left: install complete
left: wait for other switch(es)
right: install complete
right: rebooting in 1 min
front: rebooting in 1 min
left: rebooting in 1 min
right: Done.
front: Done.
```

```
left: Done.  
admin:
```

utils upgrade Touch-switch sftp

utils upgrade Touch-switch sftp

Syntax Description		
	user	Username (sftp) to retrieve switch software from remote system.
	passwd	Password (sftp) to retrieve switch software from remote system.
	host	Hostname or IP address of remote system.
	file	Path/filename of switch software on remote system.
	md5sum	Md5sum of switch software.
	switch	Optional. Upgrade specific switch (front/left/right).
	detail	Optional. Display transfer status.

Command Default No default behavior or values.

Command History	Release	Modifications
	IX 8.1.0	This command was introduced.

Usage Guidelines Use these commands to upgrade the software on the Touch-switches.

Examples

```
admin: utils upgrade Touch-switch sftp userA passwdA serverA
dirA/c2960c405-universalk9-mz.001-1.SE1.bin 0123456789abcdef0123456789abcdef
```

```
Current active image:
```

```
front: c2960c405-universalk9-mz.000-0.EX0.bin
left: c2960c405-universalk9-mz.000-0.EX0.bin
right: c2960c405-universalk9-mz.000-0.EX0.bin
```

```
Upgrade process may take 10-20 mins.
```

```
Do you want to continue [yes/no]?yes
```

```
Retrieve c2960c405-universalk9-mz.001-1.SE1.bin ...
download rate limited to 500K bytes per second
File (c2960c405-universalk9-mz.001-1.SE1.bin) retrieved successfully
```

```
Upgrade switches ...
```

```
front: downloading c2960c405-universalk9-mz.001-1.SE1.bin
right: downloading c2960c405-universalk9-mz.001-1.SE1.bin
left: downloading c2960c405-universalk9-mz.001-1.SE1.bin
front: install complete
front: wait for other switch(es)
left: install complete
left: wait for other switch(es)
right: install complete
right: rebooting in 1 min
front: rebooting in 1 min
left: rebooting in 1 min
right: Done.
front: Done.
```

```
left: Done.  
admin:
```

