



APPENDIX **C**

Cisco Unified Operating System Administration Web Interface For Cisco Emergency Responder

These topics describe the Cisco Unified Operating System (OS) Administration web interface for Cisco Emergency Responder (Cisco ER).

- [ServerGroup, page C-1](#)
- [Hardware Status, page C-2](#)
- [Network Configuration, page C-3](#)
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ServerGroup

The ServerGroup page appears when you choose **Show > ServerGroup**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the ServerGroup page to view information about the Cisco ER servers in the servergroup.

[Table C-1](#) describes the ServerGroup page.

Table C-1 ServerGroup Page

Field	Description
ServerGroup	
Hostname	Displays the name of the host.
IP Address	Displays the IP address of the host.
Alias	Displays the alias of the host
Type of Node	Displays the node type of the host.

Related Topics

- [Viewing Hardware Status, page 8-4](#)

Hardware Status

The Hardware Status page appears when you choose **Show > Hardware**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the Hardware Status page to view information about the Cisco ER hardware.

[Table C-2](#) describes the Hardware Status page.

Table C-2 Hardware Status Page

Field	Description
Hardware Resources	
Platform Type	Model identity of the platform server
Processor Speed	Speed of the processor
CPU Type	Type of processor in the platform server
Memory	Total amount of memory in Mbytes
Object ID	Object ID of the platform server
OS Version	Operating system version running on the platform server
RAID Details	Detailed summary of the platform hardware

Related Topics

- [Viewing Hardware Status, page 8-4](#)

Network Configuration

The Network Configuration page appears when you choose **Show > Network**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the Network Configuration page to view information about the network settings.



Note

The network status information that displays depends on whether Network Fault Tolerance is enabled. When Network Fault Tolerance is enabled, Ethernet port 1 automatically takes over network communications if Ethernet port 0 fails. If Network Fault Tolerance is enabled, network status information displays for the network ports Ethernet 0, Ethernet 1, and Bond 0. If Network Fault Tolerance is not enabled, status information displays only for Ethernet 0.

[Table C-3](#) describes the Network Configuration page.

Table C-3 *Network Configuration Page*

Field	Description
Ethernet Details	
DHCP Status	Indicates whether DHCP is enabled for Ethernet port 0.
Status	Indicates whether the port is Up or Down for Ethernet ports 0 and 1.
IP Address	Shows the IP address of Ethernet port 0 (and Ethernet port 1 if Network Fault Tolerance (NFT) is enabled).
IP Mask	Shows the IP mask of Ethernet port 0 (and Ethernet port 1 if NFT is enabled).
Link Detected	Indicates whether there is an active link.
Queue Length	Displays the length of the queue.
MTU	Displays the maximum transmission unit.
MAC Address	Displays the hardware address of the port.
RX Stats	Displays information on received bytes and packets.
TX Stats	Displays information on transmitted bytes and packets.
DNS Details	
Primary DNS	Displays the IP address of the primary domain name server.
Secondary DNS	Displays the IP address of the secondary domain name server.
Options	Displays the number of attempts and timeouts.
Domain	Displays the domain of the server.
Gateway	Displays the IP address of the network gateway on Ethernet port 0.

Related Topics

- [Viewing Network Status, page 8-4](#)

Software Packages

The Software Packages page appears when you choose **Show>Software**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the Software Packages page to view the software versions and installed software options.

[Table C-4](#) describes the Software Packages page.

Table C-4 *Software Packages Page*

Field	Description
Partition Versions	Displays the software version that is running on the active and inactive partitions.
Active Version Installed Software Options	Displays the versions of installed software options that are installed on the active version.
Inactive Version Installed Software Options	Displays the versions of installed software options that are installed on the inactive version.

Related Topics

- [Viewing Installed Software, page 8-4](#)

System Status

The System Status page appears when you choose **Show>System**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the System Status page to view the status of the Cisco ER system.

[Table C-5](#) describes the System Status page.

Table C-5 *System Status Page*

Field	Description
Host Name	Name of the Cisco MCS host where the Cisco ER system is installed
Date	Date and time based on the continent and region that were specified during operating system installation
Time Zone	Time zone that was chosen during installation
Locale	Locale of the system
Product Version	Operating system version

Table C-5 System Status Page (continued)

Field	Description
Platform Version	Platform version
Uptime	Displays system uptime information.
CPU	Displays the percentage of CPU capacity that is idle, the percentage that is running system processes, and the percentage that is running user processes.
Memory	Displays information about memory usage, including the amount of total memory, free memory, and used memory in KBytes.
Disk/active	Displays the amount of total, free, and used disk space on the active disk.
Disk/inactive	Displays the amount of total, free, and used disk space on the inactive disk.
Disk/logging	Displays the amount of total, free, and disk space that is used for disk logging.

Related Topics

- [Viewing System Status, page 8-4](#)

IP Preferences

The IP Preferences page appears when you choose **Show > IP Preferences**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the IP Preferences page to view a list of registered ports that can be used by the system. [Table C-6](#) describes the IP Preferences page.

Table C-6 IP Preferences Page

Field	Description
Application	Name of the application using (listening on) the port.
Protocol	Protocol used on this port (TCP, UDP, and so on).
Port Number	Numeric port number.
Type	Type of traffic allowed on this port: <ul style="list-style-type: none"> • Public—All traffic allowed • Translated—All traffic allowed but forwarded to a different port • Private—Traffic only allowed from a defined set of remote servers, for example, other servers in the server group
Translated Port	Traffic destined for this port get forwarded to the port listed in the Port Number column. This field applies to Translated type ports only.

Table C-6 IP Preferences Page (continued)

Field	Description
Status	Status of port usage: <ul style="list-style-type: none"> Enabled—In use by the application and opened by the firewall Disabled—Blocked by the firewall and not in use
Description	Brief description of how the port is used.

Related Topics

- [Viewing IP Preferences, page 8-5](#)

Ethernet Configuration

The Ethernet Configuration page appears when you choose **Settings>IP>Ethernet**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the Ethernet Configuration page to view or change Ethernet settings.

**Note**


All Ethernet settings apply only to Eth0. You cannot configure any settings for Eth1. The Maximum Transmission Unit (MTU) on Eth0 defaults to 1500.

[Table C-7](#) describes the Ethernet Configuration page.

Table C-7 Ethernet Configuration Page

Field	Description
DHCP Information	
DHCP	Indicates whether DHCP is enabled or disabled and allows you to change the DHCP setting using the pulldown menu.
Host Information	
Hostname	Displays the server name (Display only—Cannot configure).
Port Information	
IP Address	Displays the IP address of the system. You can change the IP address by entering a new IP address in the text box.
Subnet Mask	Displays the IP subnet mask address. You can change the mask by entering a new subnet mask in the text box.
Gateway Information	
Default Gateway	Displays the IP address of the default network gateway. You can change the gateway IP address by entering a new IP address in the text box.

Table C-7 Ethernet Configuration Page (continued)

Field	Description
Save button or icon	Saves any changes made to the Ethernet Configuration page.
	 <p>Caution If you click Save, the machine will reboot. Do not click Save unless you want to shut down and reboot your system.</p>
	<p>Note To recognize any new IP addresses, both servers in the servergroup must be manually rebooted.</p>

Related Topics

- [Configuring Ethernet Settings, page 8-6](#)

Configuring the Publisher Setting on the Subscriber

The Publisher Settings page appears when you choose **Settings > IP > Publisher**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the Publisher configuration page to view or change the Publisher's hostname or IP address.

**Note**

You can only view and change the publisher's hostname IP address only on the CER Subscriber, not on the CER publisher itself. Changing these fields must be followed by an immediate reboot of the Subscriber.

Table C-8

Field	Description
Hostname	Displays the hostnames of the CER Publisher for this Subscriber. To change the hostname, enter the new hostname in the text box, and click Save .
IP Address	Displays the IP address of the CER Publisher for this Subscriber. To change the IP address, enter the IP address in the text box, and click Save .
Save button or icon	Saves the information in the Publisher Configuration Settings page.

Related Topics

- [Changing the IP address on a CER Server, page 8-6](#)

NTP Server List

The NTP Server List page appears when you choose **Settings > NTP Servers**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the NTP Server List page to add, modify, or delete an NTP server. You can only configure the NTP server settings on the Publisher.

**Note**

Ensure that the external NTP server is stratum 9 or higher (1-9).

**Note**

Any change you make to the NTP servers can take up to five minutes to complete. Whenever you make any change to the NTP servers, you must refresh the page to display the correct status.

**Caution**

If you add, modify, or delete an NTP server, you must reboot both the Publisher and the Subscriber.

Table C-9 describes the NTP Server List page.

Table C-9 NTP Server List Page

Field	Description
Status	Displays how many configured NTP server were found.
NTP Server	
Hostname or IP Address field	Displays the hostnames or IP addresses of the configured NTP servers. To change a hostname or IP address, click it, enter the new hostname or IP address, and click Save .
Add New button or icon	Adds a new NTP server. After you click Add New , enter the hostname or IP address of the new NTP server and click Save .
Select All button or icon	Selects all NTP servers listed. When you click this button or icon, a check mark appears in the boxes to the left of each NTP hostname or IP address and to the left of the Hostname or IP Address column heading. Note The Select All button or icon is only visible if you have previously configured one or more NTP servers.
Clear All button or icon	Deselects all NTP servers listed. When you click this button or icon, all check marks disappear. Note The Clear All button or icon is only visible if you have previously configured one or more NTP servers.
Delete Selected button or icon	Deletes the selected NTP server. To delete an NTP server, you must first select it from the list of NTP servers. Click in the box to the left of the NTP server name to select it. To select all listed NTP servers, click the box to the left of the Hostname or IP Address column heading or click Select All . Note The Delete Selected button or icon is only visible if you have previously configured one or more NTP servers.

Table C-10 describes the NTP Server Configuration page.

Table C-10 NTP Server Configuration Page

Field	Description
Status	Displays how many configured NTP server were found.
NTP Server Settings	
Hostname or IP Address field	Displays the hostnames or IP addresses of the configured NTP servers. To change a hostname or IP address, click it, enter the new hostname or IP address, and click Save .
Save button or icon	Saves the information about the new NTP server.

Related Topics

- [Configuring NTP Servers, page 8-8](#)

SMTP Settings

The SMTP Settings page appears when you choose **Settings>SMTP**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the SMTP Settings page to manually configure the SMTP host.

[Table C-11](#) describes the SMTP Settings page.

Table C-11 SMTP Settings Page

Field	Description
Status	Displays the status of the SMTP Settings page.
SMTP Host	
Hostname or IP Address	Enter the hostname or IP address of the SMTP server in the text box.
Host Status	Displays the status of the SMTP host server.
Save button or icon	Saves changes made to the SMTP Settings page.

Related Topics

- [Configuring the SNMP Connection, page 5-43](#)

Time Settings

The Time Settings page appears when you choose **Settings>Time**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the Time Settings page to manually configure the server time.

**Note**

Before you can manually configure the server time, you must delete any NTP servers that you have configured. See the “[NTP Server List](#)” section on [page C-7](#) for more information.

**Caution**

If you change the server time, you must reboot both the Publisher and the Subscriber.

[Table C-12](#) describes the Time Settings page.

Table C-12 *Time Settings Page*

Field	Description
Date	Allows you to set the month, day, year, hours, minutes, and seconds using the pulldown menus.
Save button or icon	Saves changes made to the Time Settings page.

Related Topics

- [NTP Server List, page C-7](#)
- [Configuring NTP Servers, page 8-8](#)
- [Configuring Time Settings, page 8-9](#)

Version Settings

The Version Settings page appears when you choose **Settings > Version**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the Version Settings page to restart or shutdown the system and to switch software versions.

**Note**

You must have a different software version installed on the inactive partition in order to switch versions.

**Caution**

Initiating this action causes the system to restart and become temporarily unavailable.

[Table C-13](#) describes the Version Settings page.

Table C-13 *Version Settings Page*

Field	Description
Status	Displays the current status.
Installed Versions	
Active Version	Displays the version running on the active partition.
Inactive Version	Display the version on the inactive partition.
Restart button or icon	Restarts the system.
Shutdown button or icon	Shuts down the system.
Switch Versions button or icon	Activates the software version on the inactive partition. Note The Switch Versions button or icon is only visible if there is a software version installed on the inactive partition.

Related Topics

- [Restarting, Shutting Down, or Switching Software Versions, page 8-9](#)

Certificate List

The Certificate List page appears when you choose **Security > Certificate Management**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the Certificate List page to do the following:

- Search for existing certificates
- Generate a new certificates
- Upload a certificate
- Upload a CTL
- Generate a CSR

[Table C-14](#) describes the Certificate List page.

Table C-14 *Certificate List Page*

Field	Description
Status	Displays the current status.
Certificate List	

Table C-14 Certificate List Page (continued)

Field	Description
Find certificate list where	<p>Enter search criteria for the certificate lists you want to find.</p> <p>To find all certificate lists by file name, select File Name from the pulldown menu and click Find without entering any criteria.</p> <p>To find all certificate lists by certificate name, select Certificate Name from the pulldown menu and click Find without entering any criteria.</p> <p>To narrow your search:</p> <ul style="list-style-type: none"> • Select the search relationship (begins with, contains, and so on) from the pulldown menu, and enter the search string in the text box. • To search on a combination of fields, click the Plus icon (+) to add additional search parameters. Click the Minus icon (–) to remove search parameters. Click Clear Filter to remove all additional search parameters. • Use the Rows per Page pulldown menu to select how many rows are displayed per page. <p>When you have entered all of the search parameters, click Find.</p> <p>If the search finds existing certificates, the information about the certificates (File Name, Certificate Name, and Certificate Type) displays in the Certificate List.</p> <p>Click the File Name link to display the Certificate Configuration page. See Table C-20 for information about the Certificate Configuration Page.</p>
Generate New button or icon	Allows you to generate a new certificate. When you click Generate New , the Generate Certificate page appears. See Table C-15 for a description of the Generate Certificate page.
Upload Certificate button or icon	Allows you to upload a certificate from a remote server. When you click Upload Certificate , the Upload Certificate page appears. See Table C-16 for a description of the Upload Certificate page.
Upload CTL button or icon	Allows you to upload a Certificate Trust List (CTL) from a remote server. When you click Upload CTL , the Upload Certificate Trust List page appears. See Table C-17 for a description of the Upload Certificate Trust List page.
Generate CSR button or icon	Allows you to generate a new Certificate Signing Request (CSR). When you click Generate CSR , the Generate Certificate Signing Request page appears. See Table C-18 for a description of the Generate New page.
Download CSR button or icon	Allows you to download a CSR. When you click Download CSR , the Download Certificate Signing Request page appears. See Table C-19 for a description of the Download Certificate Signing Request page.

[Table C-15](#) describes the Generate Certificate page.

Table C-15 *Generate Certificate Page*

Field	Description
Status	Displays the current status of the Generate Certificate page.
Generate Certificate	
Certificate Name	Allows you to choose a certificate name from the pulldown menu.
Generate New button or icon	Generates a new certificate. You must first select a Certificate Name from the pulldown menu.
Close button or icon	Closes the Generate Certificate page.

Table C-16 describes the Upload Certificate page.

Table C-16 *Upload Certificate Page*

Field	Description
Status	Displays the current status of the Upload Certificate page.
Upload Certificate	
Certificate Name	Use the pulldown menu to select the name of the certificate to upload.
Root Certificate	Enter the name of the root certificate.
Upload File	Use the Browse button to select the file to be uploaded.
Upload File button or icon	Uploads the certificate file specified in the Upload Certificate section.
Close button or icon	Closes the Update Certificate page.

Table C-17 describes the Upload CTL page.

Table C-17 *Upload CTL Page*

Field	Description
Status	Displays the current status of the Upload CTL page.
Upload Certificate	
Certificate Name	Use the pulldown menu to select the name of the CTL file to upload.
Root Certificate	Enter the name of the root certificate.
Upload File	Use the Browse button to select the file to be uploaded.
Upload File button or icon	Uploads the certificate file specified in the Upload Certificate Trust List section.
Close button or icon	Closes the Update CTL page.

Table C-18 describes the Generate CSR page.

Table C-18 Generate CSR Page

Field	Description
Status	Displays the current status of the Generate CSR page.
Generate Certificate Signing Request	
Certificate Name	Use the pulldown menu to select the name of the CTL file to generate.
Generate CSR button or icon	Generates a new CSR.
Close button or icon	Close the Generate CSR page.

Table C-19 describes the Download CSR page.

Table C-19 Download CSR Page

Field	Description
Status	Displays the current status of the Download CSR page.
Download Certificate Signing Request	
Certificate Name	Use the pulldown menu to select the name of the CTL file to download.
Download CSR button or icon	Downloads the CSR specified in the Download Certificate Signing Request section.
Close button or icon	Closes the Download CSR page.

Table C-20 describes the Certificate Configuration page.

Table C-20 Certificate Configuration Page

Field	Description
Status	Displays the current status of the Certificate Configuration page.
Certificate Settings	Displays the following information about the certificate: <ul style="list-style-type: none"> • File Name • Certificate Name • Certificate Type • Certificate Group • Description
Certificate File Data	Displays the contents of the certificate file.
Delet button or icon	Deletes the current certificate.
Download button or icon	Downloads the certificate to your local system.

Related Links

- [Managing Certificates and Certificate Trust Lists, page 8-11](#)

Certificate Monitor

The Certificate Monitor page appears when you choose **Security > Certificate Monitor**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the Certificate Monitor page to do the following:

- Specify the start time
- Specify the frequency
- Enable email notification and provide email addresses of those to be notified

[Table C-21](#) describes the Certificate Monitor page.

Table C-21 Certificate Monitor Page

Field	Description
Status	Displays the current status of the Certificate Monitor page.
Certificate Monitor Configuration	
Notification Start Time	Enter the number of days before the certificate expires that you want to be notified.
Notification Frequency	Enter the notification frequency and click one of the radio buttons to indicate days or hours.
Enable Email Notification	Check the box the enable email notification. Note For the system to send notifications, you must configure an SMTP host.
Email ID's	Enter the email addresses of those to be notified in the text box.
Save button or icon	Saves the information entered on the Certificate Monitor page.

Related Topics

- [Managing Certificates and Certificate Trust Lists, page 8-11](#)

IPSec Policy List

The IPSec Policy List page appears when you choose **Security > IPSec Configuration**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the IPSec Policy List page to display existing IPSec policies, add an additional IPSec policy, or modify an existing IPSec policy.

[Table C-22](#) describes the IPSec Policy List page.

Table C-22 *IPSec Policy List Page*

Field	Description
Status	Displays the current status of the IPSec Policy List page.
IPSec Policy List	Displays the currently configured IPSec policies. Click on the Policy Name link to IPSec Policy Configuration page for that policy.
Add New button or icon	Adds a new IPSec policy. When you click Add New , the IPSec Policy Configuration page appears. See Table C-23 for information about the IPSec Policy Configuration page.

[Table C-23](#) describes the IPSec Policy Configuration page.

Table C-23 *IPSec Policy Configuration Page*

Field	Description
Status	Displays the current status of the IPSec Policy Configuration page.
IPSec Policy Details	
Policy Group Name	
Policy Name	Specifies the name of the IPSec policy.
Authentication Method	Specifies the authentication method.
Preshared Key	Specifies the preshared key if you selected Pre-shared Key in the Authentication Name field.
Peer Type	Specifies whether the peer is the same type or different.
Certificate Name	
Destination Address	Specifies the IP address or FQDN of the destination.
Destination Port	Specifies the port number at the destination.
Source Address	Specifies the IP address or FQDN of the source.
Source Port	Specifies the port number at the source.
Mode	Specifies Tunnel or Transport mode
Remote Port	Specifies the port number to use at the destination.
Protocol	Specifies the specific protocol, or Any: <ul style="list-style-type: none"> • TCP • UDP • Any
Encryption Algorithm	From the drop-down list, choose the encryption algorithm. Choices include: <ul style="list-style-type: none"> • DES • 3DES
Hash Algorithm	Specifies the hash algorithm: <ul style="list-style-type: none"> • SHA1—Hash algorithm that is used in phase 1 IKE negotiation • MD5—Hash algorithm that is used in phase 1 IKE negotiation

Table C-23 IPsec Policy Configuration Page (continued)

Field	Description
ESP Algorithm	From the drop-down list, choose the ESP algorithm. Choices include: <ul style="list-style-type: none"> • NULL_ENC • DES • 3DES • BLOWFISH • RIJNDAEL
Phase 1 DH Group	
Phase One Life Time	Specifies the lifetime for phase One, IKE negotiation, in seconds.
Phase One DH	From the drop-down list, choose the phase One DH value. Choices include: 2, 1, 5, 14, 16, 17, and 18.
Phase 1 DH Group	
Phase Two Life Time	Specifies the lifetime for phase Two, IKE negotiation, in seconds.
Phase Two DH	From the drop-down list, choose the phase Two DH value. Choices include: 2, 1, 5, 14, 16, 17, and 18.
IPsec Policy Configuration	
Enable Policy	Select the check box to enable the policy.
Save button or icon	Saves the changes made to the IPsec Policy List page.

Related Topics

- [IPSEC Management, page 8-16](#)

Software Installation/Upgrade

The Software Installation/Upgrade page appears when you choose **Software Upgrades>Install/Upgrade**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the Software Installation/Upgrade page to install or upgrade software from a DVD/CD or from a filesystem on a remote server.

[Table C-24](#) describes the Software Installation/Upgrade page.

Table C-24 2Software Installation/Upgrade Page

Field	Description
Status	Displays the current status of the Software Installation/Upgrade page.
Software Location	

Table C-24 2Software Installation/Upgrade Page (continued)

Field	Description
Source	Pulldown menu used to specify the source for the installation/upgrade. Options are DVD/CD or Remote Filesystem .
Directory	The name of the directory containing the files. Note If the upgrade file is located on a Linux or Unix server, you must enter a forward slash at the beginning of the directory path you want to specify. For example, if the upgrade file is in the patches directory, you must enter /patches . If the upgrade file is located on a Windows server, check with your system administrator for the correct directory path.
Server	The hostname or IP address of the remote server from which the software will be downloaded.
User Name	The name of a user who is configured on the remote server.
User Password	Password that is configured for this user on the remote server.
Transfer Protocol	Pulldown menu used to specify which transfer protocol to use. Options are ftp or sftp . Note These options are available only if you selected Remote Filesystem from the Source pulldown menu. If you selected DVD/CD , this pulldown menu is grayed out.
Cancel Install button or icon	Cancels the installation/upgrade procedure.
Next button or icon	Continues with the installation/upgrade procedure.

Related Topics

- [Upgrading and Installing Software, page 8-18](#)

Ping Configuration

The Ping Configuration page appears when you choose **Services > Ping**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the Ping Configuration page to send ping requests to test if other systems are reachable over the network.

[Table C-25](#) describes the Ping Configuration page.

Table C-25 Ping Configuration Page

Field	Description
Status	Displays the current status of the Ping Configuration page.
Ping Settings	
Hostname or IP Address	Text box into which you enter the IP address or network name for the system that you want to ping.
Ping Interval	Text box in which you enter the amount of time between ping requests, in seconds.

Table C-25 Ping Configuration Page (continued)

Field	Description
Packet Size	Text box into which you enter the packet size of the ping request.
Ping iterations	Pulldown menu that allows you to choose the number of times you want to send ping requests to the other system. Available options are 1, 5, 25, or 100 times Note When you specify multiple pings, the ping command does not display the ping date and time in real time. Be aware that the ping command displays the data after the number of pings that you specified are complete.
Validate IPsec	Select the check box to have the system validate IPsec.
Ping Results	Text box in which the ping results are displayed.
Ping button or icon	Sends the ping request.

Related Topics

- [Using the Ping Utility, page 8-24](#)

Remote Access Configuration

The Remote Access Configuration page appears when you choose **Services > Remote Support**.

Authorization Requirements

You must have platform administrator authority to access this page.

Description

Use the Remote Access Configuration page to set up a remote account that Cisco support personnel can use to access the system for a specified period of time. Once the account duration limit expires, Cisco support will no longer be able to access the remote support account.

When you establish a remote account, the system generates a pass phrase. Follow this procedure to complete the remote account setup:

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- Step 1** Call Cisco support and provide them with the remote support account name and pass phrase.
 - Step 2** Cisco support enters the pass phrase into a decoder program that generates a password from the pass phrase.
 - Step 3** Cisco support logs into the remote support account on the customer system by using the decoded password.
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If you have not already created a remote account, when you navigate to the Remote Access Configuration page you will have the option of creating a new account.

[Table C-26](#) describes the Remote Access Configuration page.

Table C-26 Remote Access Configuration Page

Field	Description
Status	Displays the current status of the Remote Access Configuration page.
Remote Access Account Information	
Account Name	Name for the new remote account. Account names must be at least six-characters long and consist of all lowercase, alphabetic characters
Account Duration	The amount of time that the remote account will exist, in days.
Save button or icon	Creates a new remote account. You must provide the Account Name and Account Duration before you click Add . Remote Access Configuration page redisplay. See Table C-27 for a description of the fields on the Remote Access Configuration page.
Delete button or icon	Deletes the currently configured remote account. Note The Delete button or icon is only visible if there is an existing remote account.

If you have already created a remote account, when you navigate to the Remote Access Configuration page you view and delete the remote account.

[Table C-27](#) describes the Remote Access Configuration page.

Table C-27 Remote Access Configuration Page

Field	Description
Remote Access Account Information	
Account Name	Displays the name of the remote support account.
Expiration	Displays the date and time when access to the remote account expires.
Passphrase	Displays the generated pass phrase.
Decode Version	Indicates the version of the decoder in use.
Delete button or icon	Deletes the remote access account information.

Related Topics

- [Setting Up Remote Support, page 8-25](#)