



## **Cisco IP Telephony Platform Administration Guide**

Cisco Unified Mobility Manager 1.2

### **Corporate Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 526-4100

Text Part Number: OL-9534-01



THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

CCSP, CCVP, the Cisco Square Bridge logo, Follow Me Browsing, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, FormShare, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, Linksys, MeetingPlace, MGX, the Networkers logo, Networking Academy, Network Registrar, *Packet*, PIX, Post-Routing, Pre-Routing, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0601R)

*Cisco IP Telephony Platform Administration Guide*  
© 2006 Cisco Systems, Inc. All rights reserved.



<b>Preface</b>	<b>i</b>
Purpose	i
Audience	i
Organization	i
Related Documentation	ii
Conventions	ii
Obtaining Documentation	iii
Cisco.com	iv
Product Documentation DVD	iv
Ordering Documentation	iv
Documentation Feedback	iv
Cisco Product Security Overview	v
Reporting Security Problems in Cisco Products	v
Obtaining Technical Assistance	vi
Cisco Technical Support & Documentation Website	vi
Submitting a Service Request	vii
Definitions of Service Request Severity	vii
Obtaining Additional Publications and Information	vii

---

**CHAPTER 1**

<b>Introduction</b>	<b>1-1</b>
Overview	1-1
Browser Requirements	1-2
Platform Status and Configuration	1-2
Settings	1-2
Restart Options	1-2
Software Upgrades	1-2
Services	1-3
Command Line Interface	1-3

---

**CHAPTER 2**

<b>Log In to the Platform</b>	<b>2-1</b>
Logging In to the Platform	2-1
Recovering the Administrator Password	2-2

<b>CHAPTER 3</b>	<p><b>Platform Status and Configuration 3-1</b></p> <ul style="list-style-type: none"> <li>Hardware Status 3-1</li> <li>Network Status 3-2</li> <li>Installed Software 3-2</li> <li>System Status 3-3</li> </ul>
<b>CHAPTER 4</b>	<p><b>Settings 4-1</b></p> <ul style="list-style-type: none"> <li>IP Settings 4-1                             <ul style="list-style-type: none"> <li>Ethernet Settings 4-1</li> </ul> </li> <li>NTP Servers 4-2</li> <li>Time Settings 4-3</li> </ul>
<b>CHAPTER 5</b>	<p><b>System Restart 5-1</b></p> <ul style="list-style-type: none"> <li>Switch Versions and Restart 5-1</li> <li>Restart Current Version 5-2</li> <li>Shut Down the System 5-2</li> </ul>
<b>CHAPTER 6</b>	<p><b>Software Upgrades 6-1</b></p> <ul style="list-style-type: none"> <li>From Local Source 6-1</li> <li>From Remote Source 6-2</li> </ul>
<b>CHAPTER 7</b>	<p><b>Services 7-1</b></p> <ul style="list-style-type: none"> <li>Ping 7-1</li> <li>Remote Support 7-2                             <ul style="list-style-type: none"> <li>Setting Up Remote Support 7-2</li> </ul> </li> </ul>
<b>APPENDIX A</b>	<p><b>Command Line Interface A-1</b></p> <ul style="list-style-type: none"> <li>Overview A-1</li> <li>Starting a CLI Session A-1</li> <li>CLI Basics A-2                             <ul style="list-style-type: none"> <li>Completing Commands A-2</li> <li>Getting Help on Commands A-2</li> <li>Ending a CLI Session A-3</li> </ul> </li> <li>Cisco IPT Platform CLI Commands A-4                             <ul style="list-style-type: none"> <li>File Commands A-4</li> <li>Show Commands A-8</li> <li>Set Commands A-13</li> </ul> </li> </ul>

Delete Commands **A-18**  
Utility Commands **A-19**





# Preface

---

## Purpose

The *Cisco IP Telephony Platform Administration Guide* provides information about using the Cisco IP Telephony Platform graphical user interface (GUI) and the command line interface (CLI) to perform many common system- and network-related tasks.

## Audience

The *Cisco IP Telephony Platform Administration Guide* provides information for network administrators who are responsible for managing and supporting Cisco Unified MobilityManager. Network engineers, system administrators, or telecom engineers use this guide to learn about, and administer, the platform features. This guide requires knowledge of telephony and IP networking technology.

## Organization

The following table shows how this guide is organized:

Chapter	Description
<a href="#">Introduction</a>	This chapter provides an overview of the functions that are available through the Cisco IP Telephony platform.
<a href="#">Log In to the Platform</a>	This chapter provides procedures for logging in to the Cisco IP Telephony platform and for recovering a lost Administrator password.
<a href="#">Platform Status and Configuration</a>	This chapter provides procedures for displaying platform status and configuration settings.
<a href="#">Settings</a>	This chapter provides procedures for viewing and changing the Ethernet settings, IP settings, and time settings.
<a href="#">System Restart</a>	This chapter provides procedures for restarting and shutting down the system.
<a href="#">Software Upgrades</a>	This chapter provides procedures for installing software upgrades.

Chapter	Description
<a href="#">Services</a>	This chapter provides procedures for using the utilities that the platform provides, including ping and remote support.
<a href="#">Command Line Interface</a>	This appendix provides information on the Command Line Interface, including available commands, command syntax, and parameters.

## Related Documentation

Refer to the following documents for further information about related Cisco IP telephony applications and products:

Document	Description
<i>Cisco Unified MobilityManager Quick Start Guide</i>	This document provides a high-level overview of the tasks that are required to install and perform initial configuration of Cisco Unified MobilityManager.
<i>Cisco Unified MobilityManager Installation Guide</i>	This document describes how to install Cisco Unified MobilityManager and how to configure Cisco Unified CallManager to work with Cisco Unified MobilityManager.
<i>Cisco Unified MobilityManager Administration Guide</i>	This document describes how to configure and maintain Cisco Unified MobilityManager using the administration web application and how to administer the Cisco Unified MobilityManager server platform using the IPT Platform web pages.
<i>Cisco Unified MobilityManager User Guide</i>	This document explains how to manage user profiles and use Cisco Unified MobilityManager features.
<i>Cisco Unified MobilityManager Release Notes</i>	This document contains information about the particular Cisco Unified MobilityManager release along with caveats concerning use of the product.

## Conventions

This document uses the following conventions:

Convention	Description
<b>boldface font</b>	Commands and keywords are in <b>boldface</b> .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[ ]	Elements in square brackets are optional.
{ x   y   z }	Alternative keywords are grouped in braces and separated by vertical bars.
[ x   y   z ]	Optional alternative keywords are grouped in brackets and separated by vertical bars.



Convention	Description
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <code>screen font</code> .
<b>boldface screen font</b>	Information you must enter is in <b>boldface screen font</b> .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords, are in angle brackets.

Notes use the following conventions:



#### Note

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

Timesavers use the following conventions:



#### Timesaver

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

Tips use the following conventions:



#### Tip

Means *the information contains useful tips*.

Cautions use the following conventions:



#### Caution

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

Warnings use the following conventions:



#### Warning

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

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

## Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/tech support>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Product Documentation DVD

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have.pdf versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

## Ordering Documentation

Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at [tech-doc-store-mkpl@external.cisco.com](mailto:tech-doc-store-mkpl@external.cisco.com) or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

## Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can send comments about Cisco documentation to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems  
Attn: Customer Document Ordering  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at:

<http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>

If you require further assistance please contact us by sending email to [export@cisco.com](mailto:export@cisco.com).

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—[security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

---

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

---

## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



Note

---

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

---

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

---

CCSP, CCVP, the Cisco Square Bridge logo, Follow Me Browsing, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Access Registrar, Aironet, ASIST, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Empowering the Internet Generation, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, FormShare, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, Linksys, MeetingPlace, MGX, the Networkers logo, Networking Academy, Network Registrar, *Packet*, PIX, Post-Routing, Pre-Routing, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, StrataView Plus, TeleRouter, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0502R)







# Introduction

---

You can perform many common system administration functions through the Cisco IP Telephony platform.

This chapter comprises the following topics:

- [Overview](#)
- [Browser Requirements](#)
- [Platform Status and Configuration](#)
- [Restart Options](#)
- [Software Upgrades](#)
- [Services](#)
- [Command Line Interface](#)

## Overview

Cisco IP Telephony Platform Administration allows you to configure and manage the Cisco IP Telephony platform by doing these tasks:

- Check software and hardware status.
- Check and update IP addresses.
- Ping other network devices.
- Manage NTP servers.
- Upgrade system software and options.
- Restart the system.

The following sections describe each platform function in more detail.

# Browser Requirements

You can access Cisco Unified MobilityManager, and Cisco IPT Administration by using the following browsers:

- Microsoft Internet Explorer version 6.0 or later
- Netscape Navigator version 7.1 or later



**Note**

---

Cisco does not support or test other browsers, such as Mozilla Firefox.

---

# Platform Status and Configuration

From the **Show** menu, you can check the status of various platform components, including

- Hardware
- Network
- Installed software and options
- System

# Settings

From the **Settings** menu, you can view and update the following platform settings:

- IP—Updates the IP addresses and Dynamic Host Configuration Protocol (DHCP) settings that were entered when the application was installed.
- NTP Server—Configures the IP addresses of an external NTP server; add or delete an NTP server.
- Time—Sets the current date and time.

# Restart Options

From the **Restart** menu, you can choose from the following options for restarting or shutting down the system:

- Current Version—Restarts the system without switching partitions.
- Shutdown System—Stops all running software and shuts down the server.
- Switch Versions—Switches the active and inactive disk partitions and restarts the system. You normally choose this option after the inactive partition has been updated and you want to start running a newer software version.

# Software Upgrades

The software upgrade options enable you to upgrade the software version that is running on the platform or to install specific software options.

From the **Install/Upgrade** menu option, you can upgrade system software from either a local disc or a remote server. The upgraded software gets installed on the inactive partition, and you can then restart the system and switch partitions, so the system starts running on the newer software version.

## Services

The application provides the following platform utilities:

- Ping—Checks connectivity with other network devices.
- Remote Support—Sets up an account that Cisco support personnel can use to access the system. This account automatically expires after the number of days that you specify.

## Command Line Interface

The command line interface, which you can access from the console or through a secure shell connection to the server, provides a subset of the platform functionality that is available through the platform user interface. Keep in mind that the command line interface is designed for system emergencies and not as a replacement for the user interface.





## Log In to the Platform

---

This chapter describes the procedure for accessing the Cisco IP Telephony platform and also provides procedures for recovering a lost password.

### Logging In to the Platform

To access Cisco IPT Platform Administration and log in, follow this procedure:

#### Procedure

---

- Step 1** Log in to Cisco Unified MobilityManager Administration.
- Step 2** From the Navigation menu in the upper, right corner of the Cisco Unified MobilityManager Administration window, choose **Platform Administration** and click **Go**.

The Cisco IPT Platform Administration Logon window displays.



**Note** You can also access Cisco IPT Platform Administration directly by entering the following URL:  
<http://server-name/iptplatform>.

---

- Step 3** Enter your Administrator username and password.



**Note** The Administrator username and password get established during installation or created using the command line interface.

---

- Step 4** Click **Submit**.

The Cisco IPT Platform Administration window displays.

---

# Recovering the Administrator Password

If you lose the Administrator password and cannot access the system, use the following procedure to reset the Administrator password.


**Note**

During this procedure, you will be required to remove and then insert a valid CD or DVD in the disk drive to prove that you have physical access to the system.

**Procedure**

**Step 1** Log in to the system with the following username and password:

- Username: **pwrecovery**
- Password: **pwreset**

The Welcome to admin password reset window displays.

**Step 2** Press any key to continue.

**Step 3** If you have a CD or DVD in the disk drive, remove it now.

**Step 4** Press any key to continue.

The system tests to ensure that you have removed the CD or DVD from the disk drive.

**Step 5** Insert a valid CD or DVD into the disk drive.

The system tests to ensure that you have inserted the disk.

**Step 6** After the system verifies that you have inserted the disk, you get prompted to enter a new Administrator password.


**Note**

The system resets the Administrator username to **admin**. If you want to set up a different Administrator username and password, use the CLI command **set password**. For more information, see [Appendix A, “Command Line Interface.”](#)

**Step 7** Reenter the new password.

The system checks the new password for strength. If the password does not contain enough different characters, you get prompted to enter a new password.

**Step 8** After the system verifies the strength of the new password, the password gets reset, and you get prompted to press any key to exit the password reset utility.



## Platform Status and Configuration

---

This chapter provides information on administering the system and contains the following topics:

- [Hardware Status](#)
- [Network Status](#)
- [Installed Software](#)
- [System Status](#)

You can view the status of the platform, platform hardware, or the network.

### Hardware Status

To view the hardware status, follow this procedure:

#### Procedure

- 
- Step 1** From the Cisco IPT Platform Administration window, navigate to **Show>Hardware**. The Platform Hardware status window displays.
- Step 2** For descriptions of the fields on the Platform Hardware status window, see [Table 3-1](#).
- 

**Table 3-1** Platform Hardware Status Field Descriptions

Field	Description
Hardware Platform	Displays the model identity of the platform server.
CPU Type	Displays the type of processor in the platform server.
Memory	Displays the total amount of memory in MBytes.
Detailed Report	Displays a detailed summary of the platform hardware.

# Network Status

To view the network status, follow this procedure:

## Procedure

- 
- Step 1** From the Cisco IPT Platform Administration window, navigate to **Show>Network**.  
The Network Settings window displays.
- Step 2** See [Table 3-2](#) for descriptions of the fields on the Platform Status window.
- 

**Table 3-2 Platform Network Status Field Descriptions**

Field	Description
Status	Indicates whether the port is Up or Down for Ethernet ports 0 and 1.
DHCP	Indicates whether DHCP is enabled for Ethernet port 0.
IP Address	Shows the IP address of Ethernet port 0.
IP Mask	Shows the IP mask of Ethernet port 0.
MAC Address	Displays the hardware address of the port.
Link Detected	Indicates whether there is an active link.
Auto Negotiation	Indicates whether auto negotiation is active.
Speed	Displays the speed of the connection.
Duplex	Displays the duplex mode.
MTU	Displays the maximum transmission unit.
Queue Length	Displays the length of the queue.
Receive Statistics	Displays information on received bytes and packets.
Transmit Statistics	Displays information on transmitted bytes and packets.
Primary DNS	Displays the IP address of the primary domain name server.
Secondary DNS	Displays the IP address of the secondary domain name server.
Domain	Displays the domain of the server.
Gateway	Displays the IP address of the network gateway on Ethernet port 0.

# Installed Software

To view the software versions and installed software options, follow this procedure:

## Procedure

- 
- Step 1** From the Cisco IPT Platform Administration window, navigate to **Show>Software**.  
The Software Packages window displays.



**Step 2** For a description of the fields on the Software Packages window, see [Table 3-3](#).

**Table 3-3 Software Packages Field Descriptions**

Field	Description
Active Version	Displays the software version that is running on the active partition.
Inactive Version	Displays the software version that is running on the inactive partition.

## System Status

To view the system status, follow this procedure:

### Procedure

- Step 1** From the Cisco IPT Platform Administration window, navigate to **Show>System**. The System Status window displays.
- Step 2** See [Table 3-4](#) for descriptions of the fields on the Platform Status window.

**Table 3-4 Platform Status Field Descriptions**

Field	Description
Host Name	Displays the name of the Cisco MCS host where Cisco Platform Administration is installed.
Date	Displays the date and time based on the continent and region that were specified during platform installation.
Locale	Displays the language that was chosen during platform installation.
Time Zone	Displays the time zone that was chosen during installation.
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 the amount of total memory, free memory, and used memory in KBytes.
Active Partition	Displays the amount of total, free, and used disk space on the active disk.
Inactive Partition	Displays the amount of total, free, and used disk space on the inactive disk.
Log Partition	Displays the amount of total, free, and disk space that is used for disk logging.





# Settings

---

Use the Settings options to display and change IP settings, host settings, and Network Time Protocol (NTP) settings.

## IP Settings


The IP Settings options allow you to view and change IP and port setting for the Ethernet connection and, on subsequent nodes, to set the IP address of the publisher.

## Ethernet Settings

The IP Settings window indicates whether Dynamic Host Configuration Protocol (DHCP) is active and also provides the related Ethernet IP addresses, as well as the IP address for the network gateway.

To view or change the IP settings, follow this procedure:

### Procedure

- 
- Step 1** From the Cisco IPT Platform Administration window, navigate to **Settings>IP>Ethernet**.  
The Ethernet Settings window displays.
- Step 2** To modify the Ethernet settings, enter the new values in the appropriate fields. For a description of the fields on the Ethernet Settings window, see [Table 4-1](#).
-  **Note** If you enable DHCP, then the Port and Gateway setting get disabled and cannot be changed.
- Step 3** To preserve your changes, click **Save**.
- 

**Table 4-1** Ethernet Settings Fields and Descriptions

Field	Description
DHCP	Indicates whether DHCP is Enabled or Disabled.
Port Settings IP Address	Shows the IP address of the system.

**Table 4-1 Ethernet Settings Fields and Descriptions (continued)**

Field	Description
Mask	Shows the IP subnet mask address.
Gateway IP Address	Shows the IP address of the network gateway.

## NTP Servers

To add, delete, or modify an external NTP server, follow this procedure:

### Procedure

- 
- Step 1** From the Cisco IPT Platform Administration window, navigate to **Settings>NTP Servers**.  
The NTP Server Settings window displays.
- Step 2** You can add, delete, or modify an NTP server:
- To delete an NTP server, check the check box in front of the appropriate server and click **Delete**.
  - To add an NTP server, click **Add**, enter the hostname or IP address, and then click **Save**.
  - To modify an NTP server, click the IP address, modify the hostname or IP address, and then click **Save**.



---

**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 window to display the correct status.

---

- Step 3** To refresh the NTP Server Settings window and display the correct status, choose **Settings>NTP**.
-

# Time Settings

To manually configure the time, follow this procedure:

**Note**

---

Before you can manually configure the server time, you must delete any NTP servers that you have configured. See the [“NTP Servers” section on page 4-2](#) for more information.

---

**Procedure**

- 
- Step 1** From the Cisco IPT Platform Administration window, navigate to **Settings>Time**.
- Step 2** Enter the date and time for the system.
- Step 3** Click **Save**.
-





## System Restart

---

This section provides procedures for using the following restart options:

- [Switch Versions and Restart](#)
- [Restart Current Version](#)
- [Shut Down the System](#)

## Switch Versions and Restart

You can use this option both when you are upgrading to a newer software version or when you need to fall back to an earlier software version. To shut down the system that is running on the active disk partition and then automatically restart the system using the software version on the inactive partition, follow this procedure:



### Caution

---

This procedure causes the system to restart and become temporarily out of service.

---

### Procedure

- 
- Step 1** From the Cisco IPT Platform Administration window, navigate to **Restart>Switch Versions**.  
The Switch Software Version window displays, which shows the software version on both the active and inactive partitions.
- Step 2** To switch versions and restart, click **Switch Version**. To stop the operation, click **Cancel**.  
If you click **Switch Version**, the system restarts, and the partition that is currently inactive becomes active.
-

## Restart Current Version

To restart the system on the current partition without switching versions, follow this procedure:



---

This procedure causes the system to restart and become temporarily out of service.

---

### Procedure

---

- Step 1** From the Cisco IPT Platform Administration window, navigate to **Restart>Current Version**.  
The Restart Current Version window displays.
- Step 2** To restart the system, click **Restart**, or to stop the operation, click **Cancel**.  
If you click **Restart**, the system restarts on the current partition without switching versions.
- 

## Shut Down the System

To shut down the system, follow this procedure:



---

This procedure causes the system to shut down completely.

---

### Procedure

---

- Step 1** From the Cisco IPT Platform Administration window, navigate to **Restart>Shutdown System**.  
The Shutdown System window displays.
- Step 2** To shut down the system, click **Shutdown**, or to stop the operation, click **Cancel**.  
If you click **Shutdown**, the system halts all processes and shuts down.
-





## Software Upgrades

---

The Software Upgrade windows enable you to upgrade the Cisco IPT platform software from either a local or a remote source.

The software upgrade process also enables you to back out of an upgrade if problems occur. You install the software for the upgrade on the system inactive partition and perform a restart to switch the system to the newer version of the software. During this process, the upgraded software becomes the active partition, and your current software becomes the inactive partition. Your configuration information migrates automatically to the upgraded version in the active partition.

If for any reason you decide to back out of the upgrade, you can restart the system to the inactive partition that contains the older version of the software. However, any configuration changes that you made since upgrading the software will be lost.

### From Local Source

You can install software from a CD or DVD that is located in the local disc drive and then start the upgrade process.



**Note**

Be sure to back up your system data before starting the software upgrade process. For more information, see the *Cisco IP Telephony Disaster Recovery System Administration Guide*.

To install or upgrade software from a CD or DVD, follow this procedure:

**Procedure**

---

**Step 1** Download the appropriate upgrade file from Cisco.com.



**Note**

Do not unzip or untar the file. If you do, the system may not be able to read the upgrade files.

**Step 2** Copy the upgrade file to a writeable CD or DVD.

**Step 3** Insert the new CD or DVD into the disc drive on the local server that is to be upgraded.



**Note**

Because of their size, some upgrade files may not fit on a CD and will require a DVD.

**Step 4** Choose **Software Upgrades>Install/Upgrade**.

- Step 5** For the software location source, choose **DVD/CD**.
- Step 6** If you burned the patch file to a subdirectory on the CD or DVD, enter the path in the Directory field.
- Step 7** To continue the upgrade process, click **Next**.
- Step 8** Choose the upgrade version that you want to install and click **Next**.
- Step 9** In the next window, monitor the progress of the download, which includes the filename and the number of megabytes that are getting transferred.
- When the download completes, the Checksum window displays.
- Step 10** Verify the checksum value against the checksum for the file you that downloaded that is shown on Cisco.com.

**Caution**


---

The two checksum values must match to ensure the authenticity and integrity of the upgrade file. If the checksum values do not match, download a fresh version of the file from Cisco.com and try the upgrade again.

---

- Step 11** After determining that the cheksums match, click **Next** to proceed with the software upgrade.
- A Warning window displays the current and upgrade software versions.
- Step 12** To continue with the software upgrade, click **Next**.
- The Post Installation Options window displays.
- Step 13** Choose whether you want the system to automatically reboot to the upgraded partition after installing the upgrade software:
- To install the upgrade and automatically reboot to the upgraded partition, choose **Reboot to upgraded partition**.
  - To install the upgrade and then manually reboot to the upgraded partition at a later time, choose **Do not reboot after upgrade**.
- Step 14** Click **Upgrade**.
- The Upgrade Status windows displays and displays the Upgrade log.
- Step 15** When the installation completes, click **Finish**. To restart the system and activate the upgrade, choose **Restart>Switch Versions**.
- The Switch Software Version window displays.
- Step 16** To switch software versions and restart the system, click **Switch Versions**.
- The system restarts running the upgraded software.
- 

## From Remote Source

To install software from a network drive or remote server, use the following procedure.

**Note**


---

Be sure to back up your system data before starting the software upgrade process. For more information, see the *Cisco IP Telephony Disaster Recovery System Administration Guide*.

---

### Procedure

- Step 1** Navigate to **Software Upgrades>Install**.
- Step 2** For the Software Location Source, choose **Remote File System**.
- Step 3** Enter the directory name for the software upgrade, if required.
- Step 4** Enter the required upgrade information as described in the following table:

Field	Description
Remote Server	Host name or IP address of the remote server from which software will be downloaded.
Remote User	Name of a user who is configured on the remote server.
Remote Password	Password that is configured for this user on the remote server.
Download Protocol	Choose sftp or ftp.

**Note** You must choose **Remote File System** to enable the remote server configuration fields.

- Step 5** Click **Next**.  
The system checks for available upgrades.
- Step 6** Choose the upgrade or option that you want to install and click **Next**.
- Step 7** In the next window, monitor the progress of the download, which includes the filename and the number of megabytes that are getting transferred.  
When the download completes, the Checksum window displays.
- Step 8** Verify the checksum value against the checksum for the file that you downloaded that was shown on Cisco.com.



#### Caution

The two checksum values must match to ensure the authenticity and integrity of the upgrade file. If the checksum values do not match, download a fresh version of the file from Cisco.com and try the upgrade again.

- Step 9** After determining that the checksums match, click **Next** to proceed with the software upgrade.  
A Warning window displays the current and upgrade software versions.
- Step 10** To continue with the software upgrade, click **Next**.  
The Post Installation Options window displays.
- Step 11** Choose whether you want the system to automatically reboot to the upgraded partition after installing the upgrade software:
- To install the upgrade and automatically reboot to the upgraded partition, choose **Reboot to upgraded partition**.
  - To install the upgrade and then manually reboot to the upgraded partition at a later time, choose **Do not reboot after upgrade**.
- Step 12** Click **Upgrade**.  
The Upgrade Status window, which shows the Upgrade log, displays.
- Step 13** When the installation completes, click **Finish**.

- Step 14** To restart the system and activate the upgrade, choose **Restart>Switch Versions**.  
The system restarts running the upgraded software.
-



## Services

---

This chapter describes the utility functions that are available on the platform, which include pinging another system and setting up remote support.

### Ping

The Ping Utility window enables you to ping another server in the network.

To ping another system, follow this procedure:

#### Procedure

---

- Step 1** From the Cisco IPT Platform Administration window, navigate to **Services>Ping**. The Ping Remote window displays.
- Step 2** Enter the IP address or network name for the system that you want to ping.
- Step 3** Enter the ping interval in seconds.
- Step 4** Enter the packet size.
- Step 5** Enter the ping count, the number of times that you want to ping the system.



**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 complete.

---

- Step 6** Choose whether you want to validate IPSec.
  - Step 7** Click **Ping**. The Ping Remote window displays the ping statistics.
-

# Remote Support

From the Remote Account Support window, you can set up a remote account that Cisco support personnel can use to access the system for a specified period of time.

Remote Support generates a pass phrase that is valid for the specified lifetime of the account.

## Setting Up Remote Support

To set up remote support, follow this procedure:

### Procedure

**Step 1** From the Cisco IPT Platform Administration window, navigate to **Services>Remote Support**.

The Remote Support Window displays.

**Step 2** If no remote support account is configured, click **Add**.

**Step 3** Enter an account name for the remote account and the account life in days.



**Note** The account name must be at least six-characters long and all lowercase, alphabetic characters.

**Step 4** Click **Save**.

The Remote Support Status window displays. For descriptions of fields on the Remote Support Status window, see [Table 7-1](#).

**Step 5** To access the system by using the generated pass phrase, contact your Cisco personnel.

**Table 7-1 Remote Support Status Fields and Descriptions**

Field	Description
Decoder version	Indicates the version of the decoder in use.
Account name	Displays the name of the remote support account.
Expires	Displays the date and time when access to the remote account expires.
Pass phrase	Displays the generated pass phrase.



# Command Line Interface

---

## Overview

This appendix describes commands that you can use on the Cisco IPT Platform to perform basic platform functions. The Cisco IPT Platform Administration GUI application also makes these functions available. Typically you would use the command-line interface (CLI) only when a problem occurs while you are using the Cisco IPT Platform Administration interface.

## Starting a CLI Session

You can access the Cisco IPT Platform CLI remotely or locally:

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

### Before You Begin

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

- A primary IP address and hostname
- An administrator ID
- A password

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

Perform the following steps to start a CLI session:

---

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

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

***ssh adminname@hostname***

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

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

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

```
ipt-1 login:
```

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

Enter the administrator ID that was defined during installation.

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

**Step 2** Enter the password that was defined at installation.

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

**admin:**

You can now use any CLI command.

---

## CLI Basics

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

### Completing Commands

To complete commands, use **Tab**:

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

### Getting Help on Commands

You can get two kinds of help on any command:

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



## Procedure

---

To get detailed help, at the CLI prompt, enter

**help** *command*

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

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

*command*?

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



### Note

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

---

### Example 1 Detailed Help Example:

```
admin:help file list activelog

activelog help:
This will list active logging files

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

file-spec can contain '*' as wildcards

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

### Example 2 Query Example:

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

## Ending a CLI Session

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

# Cisco IPT Platform CLI Commands

The following tables list and describe the CLI commands that are available for the Cisco IP Telephony Platform and for Cisco Unified MobilityManager.

## File Commands

The following table lists and explains the CLI File commands:

**Table A-1** File Commands


Command	Parameters and Options	Description
<b>file delete</b>	<p><b>activelog</b> <i>directory/filename</i> [<b>detail</b>] [<b>noconfirm</b>]</p> <p><b>inactivelog</b> <i>directory/filename</i> [<b>detail</b>] [<b>noconfirm</b>]</p> <p><b>install</b> <i>directory/filename</i> [<b>detail</b>] [<b>noconfirm</b>]</p> <p>Where</p> <ul style="list-style-type: none"> <li>• <b>activelog</b> specifies a log on the active side.</li> <li>• <b>inactivelog</b> specifies a log on the inactive side.</li> <li>• <b>install</b> specifies an installation log.</li> </ul> <p>You can use the wildcard character, *, for <i>filename</i>.</p> <p> <b>Caution</b> You cannot recover a deleted file except, possibly, by using the Disaster Recovery System</p> <p><b>Options</b></p> <ul style="list-style-type: none"> <li>• <b>detail</b>—Displays a listing of deleted files with the date and time.</li> <li>• <b>noconfirm</b>—Deletes files without asking you to confirm each deletion.</li> </ul>	<p>This command deletes one or more files.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: Yes</p> <p><b>Example: Delete the install log</b></p> <pre>file delete install install.log</pre>

Table A-1 File Commands (continued)

Command	Parameters and Options	Description
<b>file dump</b>	<p><b>activelog</b> <i>directory/filename</i> [<b>page</b>] [<b>detail</b>] [<b>hex</b>]</p> <p><b>inactivelog</b> <i>directory/filename</i> [<b>page</b>] [<b>detail</b>] [<b>hex</b>]</p> <p><b>install</b> <i>directory/filename</i> [<b>page</b>] [<b>detail</b>] [<b>hex</b>]</p> <p>Where</p> <ul style="list-style-type: none"> <li>• <b>activelog</b> specifies a log on the active side.</li> <li>• <b>inactivelog</b> specifies a log on the inactive side.</li> <li>• <b>install</b> specifies an installation log.</li> </ul> <p>You can use the wildcard character, *, for <i>filename</i> as long as it resolves to one file.</p> <p><b>Options</b></p> <ul style="list-style-type: none"> <li>• <b>page</b>—Displays output one page at a time.</li> <li>• <b>detail</b>—Displays listing with the date and time.</li> <li>• <b>hex</b>—Displays output in hexadecimal.</li> </ul>	<p>This command dumps the contents of a file to the screen.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: Yes</p> <p><b>Example: Dump contents of file _cdrIndex.idx</b></p> <pre>file dump activelog cm/cdr/_cdrIndex.idx</pre>
<b>file get</b>	<p><b>activelog</b> <i>directory/filename</i> [<b>reltime</b>] [<b>abstime</b>] [<b>match</b>] [<b>recurs</b>]</p> <p><b>inactivelog</b> <i>directory/filename</i> [<b>reltime</b>] [<b>abstime</b>] [<b>match</b>] [<b>recurs</b>]</p> <p><b>install</b> <i>directory/filename</i> [<b>reltime</b>] [<b>abstime</b>] [<b>match</b>] [<b>recurs</b>]</p> <p>Where</p> <ul style="list-style-type: none"> <li>• <b>activelog</b> specifies a log on the active side.</li> <li>• <b>inactivelog</b> specifies a log on the inactive side.</li> <li>• <b>install</b> specifies an installation log.</li> </ul> <p><b>Options</b></p> <ul style="list-style-type: none"> <li>• <b>abstime</b>—Absolute time period, specified as <i>hh:mm:MM/DD/YY hh:mm:MM/DD/YY</i></li> <li>• <b>reltime</b>—Relative time period, specified as <i>minutes   hours   days   weeks   months &lt;value&gt;</i></li> <li>• <b>match</b>—Match a particular string in the filename, specified as <i>&lt;string value&gt;</i></li> <li>• <b>recurs</b>—Get all files, including subdirectories</li> </ul> <p>After the command identifies the specified files, you get prompted to enter an SFTP host, username, and password.</p>	<p>This command sends the file to another system by using SFTP.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: Yes</p> <p><b>Example 1: Get all files in the activelog platform directory that match the string "plat"</b></p> <pre>file get activelog platform match plat</pre> <p><b>Example 2: Get all platform log files for a particular time period</b></p> <pre>file get activelog platform/log abstime 18:00:9/27/200 18:00:9/28/2005</pre>

Table A-1 File Commands (continued)

Command	Parameters and Options	Description
file list	<p><b>activelog</b> <i>directory</i> [<b>page</b>] [<b>detail</b>] [<b>reverse</b>] [<b>date</b>   <b>size</b>]</p> <p><b>inactivelog</b> <i>directory</i> [<b>page</b>] [<b>detail</b>] [<b>reverse</b>] [<b>date</b>   <b>size</b>]</p> <p><b>install</b> <i>directory</i> [<b>page</b>] [<b>detail</b>] [<b>reverse</b>] [<b>date</b>   <b>size</b>]</p> <p>Where</p> <ul style="list-style-type: none"> <li>• <b>activelog</b> specifies a log on the active side.</li> <li>• <b>inactivelog</b> specifies a log on the inactive side.</li> <li>• <b>install</b> specifies an installation log.</li> </ul> <p><b>Note</b> You can use a wildcard character, *, for directory name as long as it resolves to one directory.</p> <p><b>Options</b></p> <ul style="list-style-type: none"> <li>• <b>detail</b>—Long listing with date and time</li> <li>• <b>date</b>—Sort by date</li> <li>• <b>size</b>—Sort by file size</li> <li>• <b>reverse</b>—Reverse sort direction</li> <li>• <b>page</b>—Displays the output one screen at a time</li> </ul>	<p>This command lists the log files in an available log directory.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: Yes</p> <p><b>Example 1: List Platform Log files with details</b></p> <pre>file list activelog platform/log page detail</pre> <p><b>Example 2: List directories in CDR Repository</b></p> <pre>file list activelog cm/cdr_repository</pre> <p><b>Example 3: List CDR files in a specified directory by size</b></p> <pre>file list activelog cm/cdr_repository/processed/20050812 size</pre>
file search	<p><b>activelog</b> <i>directory/filename reg-exp</i> [<b>page</b>] [<b>detail</b>] [<b>ignorecase</b>]</p> <p><b>inactivelog</b> <i>directory/filename reg-exp</i> [<b>page</b>] [<b>detail</b>] [<b>ignorecase</b>]</p> <p><b>install</b> <i>directory/filename reg-exp</i> [<b>page</b>] [<b>detail</b>] [<b>ignorecase</b>]</p> <p>Where</p> <ul style="list-style-type: none"> <li>• <b>activelog</b> specifies a log on the active side.</li> <li>• <b>inactivelog</b> specifies a log on the inactive side.</li> <li>• <b>install</b> specifies an installation log.</li> <li>• <i>reg-exp</i> represents a regular expression.</li> </ul> <p><b>Note</b> You can use the wildcard character, *, to represent all or part of the filename.</p> <p><b>Options</b></p> <ul style="list-style-type: none"> <li>• <b>page</b>—Displays the output one screen at a time</li> <li>• <b>detail</b>—Displays a detailed listing</li> <li>• <b>ignorecase</b>—Ignores case when searching</li> </ul>	<p>This command searches the content of a log and displays the matching lines. Write the search term in the form of a regular expression, which is a special text string for describing a search pattern.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: Yes</p> <p><b>Example</b></p> <pre>file search activelog platform/log/platform.log Err[a-z] page ignorecase</pre>

Table A-1 File Commands (continued)

Command	Parameters and Options	Description
<b>file tail</b>	<p><b>activelog</b> <i>directory/filename</i> [<b>detail</b>] [<b>hex</b>] [<b>lines</b>]</p> <p><b>inactivelog</b> <i>directory/filename</i> [<b>detail</b>] [<b>hex</b>] [<b>lines</b>]</p> <p><b>install</b> <i>directory/filename</i> [<b>detail</b>] [<b>hex</b>] [<b>lines</b>]</p> <p>Where</p> <ul style="list-style-type: none"> <li>• <b>activelog</b> specifies a log on the active side.</li> <li>• <b>inactivelog</b> specifies a log on the inactive side.</li> <li>• <b>install</b> specifies an installation log.</li> </ul> <p>You can use the wildcard character, *, for filename so long as it resolves to one file.</p> <p><b>Options</b></p> <ul style="list-style-type: none"> <li>• <b>detail</b>—Long listing with date and time</li> <li>• <b>hex</b>—Hexadecimal listing</li> <li>• <b>lines</b>—Number of lines to display</li> </ul>	<p>This command tails (prints the last few lines) of a log file.</p> <p>Command privilege level: 1 for logs</p> <p>Allowed during upgrade: Yes</p> <p><b>Example: Tail the platform CLI log file</b></p> <pre>file tail activelog platform/log/cli00001.log</pre>
<b>file view</b>	<p><b>activelog</b> <i>directory/filename</i></p> <p><b>inactivelog</b> <i>directory/filename</i></p> <p><b>install</b> <i>directory/filename</i></p> <p>Where</p> <ul style="list-style-type: none"> <li>• <b>activelog</b> specifies a log on the active side.</li> <li>• <b>inactivelog</b> specifies a log on the inactive side.</li> <li>• <b>install</b> specifies an installation log.</li> </ul> <p><b>Note</b> You can use the wildcard character, *, for filename so long as it resolves to one file.</p>	<p>This command displays the contents of a file.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: Yes</p> <p><b>Example 1: Display the install log</b></p> <pre>file view install install.log</pre> <p><b>Example 2: Display a particular CDR file</b></p> <pre>file view activelog /cm/cdr_repository/processed/20058012/{ filename}</pre>

## Show Commands

The following table lists and explains the CLI Show commands:

**Table A-2 Show Commands**

Command	Parameters and Options	Description
<b>show account</b>	None	This command lists current administrator accounts, except the master administrator account.  Command privilege level: 4 Allowed during upgrade: Yes
<b>show cert</b>	<b>own filename</b> <b>trust filename</b> <b>list {own   trust}</b> Where <ul style="list-style-type: none"> <li><i>filename</i> represents the name of the certificate file.</li> <li><b>own</b> specifies owned certificates.</li> <li><b>trust</b> specifies trusted certificates.</li> <li><b>list</b> specifies a certificate trust list.</li> </ul> <b>Options</b> None	This command displays certificate contents and certificate trust lists.  Command privilege level: 1 Allowed during upgrade: Yes  <b>Example: Display own certificate trust lists</b> show cert list own
<b>show firewall</b>	<b>list [detail] [page] [file filename]</b> Where <ul style="list-style-type: none"> <li><b>detail</b>—Displays detailed statistics on every available device on the system</li> <li><b>page</b>—Displays the output one page at a time</li> <li><b>file filename</b>—Outputs the information to a file</li> </ul> <b>Note</b> The file option saves the information to platform/cli/ <i>filename</i> .txt. The file name cannot contain the "." character.	This command displays system aspects of the server.  Command privilege level: 1 Allowed during upgrade: Yes
<b>show hardware</b>	None	This command displays the following information on the platform hardware: <ul style="list-style-type: none"> <li>Platform</li> <li>Serial number</li> <li>BIOS build level</li> <li>BIOS manufacturer</li> <li>Active processors</li> </ul> Command privilege level: 0 Allowed during upgrade: Yes

Table A-2 Show Commands (continued)

Command	Parameters and Options	Description
show myself	None	This command displays information about the current account. Command privilege level: 0 Allowed during upgrade: Yes
show network	<p><b>eth0 [detail]</b>  <b>route [detail]</b>  <b>status [detail] [listen] [process] [all] [nodns] [search stext]</b>  <b>all [detail]</b></p> <p>Where</p> <ul style="list-style-type: none"> <li>• <b>eth0</b> specifies Ethernet 0.</li> <li>• <b>route</b> specifies network routing information.</li> <li>• <b>status</b> specifies active Internet connections.</li> <li>• <b>all</b> specifies all basic network information.</li> </ul> <p><b>Options</b></p> <ul style="list-style-type: none"> <li>• <b>detail</b>—Displays additional information</li> <li>• <b>listen</b>—Displays only listening sockets</li> <li>• <b>process</b>—Displays the process ID and name of the program to which each socket belongs</li> <li>• <b>all</b>—Displays both listening and nonlistening sockets</li> <li>• <b>nodns</b>—Displays numerical addresses without any DNS information</li> <li>• <b>search stext</b>—Searches for the stext in the output</li> </ul>	<p>This command displays network information. Command privilege level: 0 Allowed during upgrade: Yes</p> <p><b>Example: Display active Internet connections</b>  <pre>show network status</pre></p>
show packages	<p><b>active name [page]</b>  <b>inactive name [page]</b></p> <p>Where</p> <p><i>name</i> represents the package name.</p> <p>To display all active or inactive packages, use the wildcard character, *.</p> <p><b>Options</b></p> <p><b>page</b>—Displays the output one page at a time</p>	<p>This command displays the name and version for installed packages. Command privilege level: 0 Allowed during upgrade: Yes</p>

Table A-2 Show Commands (continued)

Command	Parameters and Options	Description
show process	<p>load [cont] [clear] [noidle] [num <i>xx</i>] [thread] [cpu] [memory] [time] [specified] [page]</p> <p>list [page] [short] [detail] [thread] [fd] [cont] [clear] [process id <i>id</i>] [argument id <i>id</i>] [owner name <i>name</i>]</p> <p>Where</p> <ul style="list-style-type: none"> <li>• <b>load</b> displays the CPU load for each active process.</li> <li>• <b>list</b> displays all processes.</li> </ul> <p><b>Options</b></p> <ul style="list-style-type: none"> <li>• <b>cont</b>—Command repeats continuously</li> <li>• <b>clear</b>—Clears screen before displaying output</li> <li>• <b>noidle</b>—Ignore idle or zombie processes</li> <li>• <b>num <i>xx</i></b>—Sets the number of processes to display (Default=10, <b>all</b> = all processes)</li> <li>• <b>thread</b>—Displays threads</li> <li>• <b>cpu</b>—Displays output by CPU usage</li> <li>• <b>memory</b>—Sorts output by memory usage</li> <li>• <b>short</b>—Displays short listing</li> <li>• <b>time</b>—Sorts output by time usage</li> <li>• <b>page</b>—Displays one page at a time</li> <li>• <b>detail</b>—Displays a detailed listing</li> <li>• <b>process id <i>id</i></b>—Shows only specific process number or command name</li> <li>• <b>argument name <i>name</i></b>—Show only specific process with argument name</li> <li>• <b>thread</b>—Include thread processes in the listing</li> <li>• <b>fd</b>—Show file descriptors that are associated with a process</li> </ul>	<p>This command displays process and load information.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: Yes</p> <p><b>Example: Show detailed process listing one page at a time</b></p> <pre>show process list detail page</pre>
show stats	<p>io [kilo] [detail] [page] [file <i>filename</i>]</p> <p><b>Options</b></p> <ul style="list-style-type: none"> <li>• <b>kilo</b>—Displays statistics in kilobytes</li> <li>• <b>detail</b>—Displays detailed statistics on every available device on the system and overrides the kilo option</li> <li>• <b>file <i>filename</i></b>—Outputs the information to a file</li> </ul> <p><b>Note</b> The file option saves the information to platform/cli/<i>filename</i>.txt. The file name cannot contain the "." character.</p>	<p>This command displays system IO statistics.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: Yes</p>



Table A-2 Show Commands (continued)

Command	Parameters and Options	Description
show status	None	This command displays the following basic platform status: <ul style="list-style-type: none"> <li>• Host name</li> <li>• Date</li> <li>• Time zone</li> <li>• Locale</li> <li>• Product version</li> <li>• Platform version</li> <li>• CPU usage</li> <li>• Memory and disk usage</li> </ul> Command privilege level: 0
show tech	<b>all</b> [ <b>page</b> ] [ <b>file</b> <i>filename</i> ]  <b>Options</b> <ul style="list-style-type: none"> <li>• <b>page</b>—Displays one page at a time</li> <li>• <b>file</b> <i>filename</i>—Outputs the information to a file</li> </ul> <b>Note</b> The file option saves the information to platform/cli/ <i>filename</i> .txt. The file name cannot contain the “.” character.	This command displays the combined output of all <b>show tech</b> commands. Command privilege level: 1 Allowed during upgrade: Yes
show tech	<b>network</b> [ <b>page</b> ] [ <b>file</b> <i>filename</i> ]  <b>Options</b> <ul style="list-style-type: none"> <li>• <b>page</b>—Displays one page at a time</li> <li>• <b>file</b> <i>filename</i>—Outputs the information to a file</li> </ul> <b>Note</b> The file option saves the information to platform/cli/ <i>filename</i> .txt. The file name cannot contain the “.” character.	This command displays network aspects of the server. Command privilege level: 1 Allowed during upgrade: Yes
show tech	<b>runtime</b> [ <b>page</b> ] [ <b>file</b> <i>filename</i> ]  <b>Options</b> <b>page</b> —Displays one page at a time <b>file</b> <i>filename</i> —Outputs the information to a file <b>Note</b> The file option saves the information to platform/cli/ <i>filename</i> .txt. The file name cannot contain the “.” character.	This command displays runtime aspects of the server. Command privilege level: 1 Allowed during upgrade: Yes

Table A-2 Show Commands (continued)

Command	Parameters and Options	Description
show tech	<p>system [page] [file filename]</p> <p><b>Options</b></p> <p>page—Displays one page at a time</p> <p>file filename—Outputs the information to a file</p> <p><b>Note</b> The file option saves the information to platform/cli/filename.txt. The file name cannot contain the “.” character.</p>	<p>This command displays system aspects of the server.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: Yes</p>
show timezone	<p>config</p> <p>list [page]</p> <p>Where</p> <ul style="list-style-type: none"> <li>• config displays the current time zone settings.</li> <li>• list displays the available time zones.</li> </ul> <p><b>Options</b></p> <p>page—Displays the output one page at a time</p>	<p>This command displays time zone information.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: Yes</p>
show trace	<p>[task_name]</p> <p>Where</p> <p>task_name represents the name of the task for which you want to display the trace information.</p> <p><b>Note</b> If you do not enter any parameters, the command returns a list of available tasks.</p> <p><b>Options</b></p> <p>None</p>	<p>This command displays trace information for a particular task.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: Yes</p> <p><b>Example: Display trace information for cdp</b></p> <pre>show trace cdp</pre>
show version	<p>active</p> <p>inactive</p> <p><b>Options</b></p> <p>None</p>	<p>This command displays the software version on the active or inactive partition.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: Yes</p>
show workingdir	<p>None</p>	<p>This command retrieves the current working directory for activelog, inactivelog, and install.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: Yes</p>

## Set Commands

The following table lists and explains the CLI Set commands.

**Table A-3** Set Commands


Command	Parameters	Description
<b>set account</b>	<p><i>name</i></p> <p>Where</p> <p><i>name</i> represents the username for the new account.</p> <p><b>Note</b> After you enter the username, the system prompts you to enter the privilege level and password for the new account.</p> <p><b>Options</b></p> <p>None</p>	<p>This command sets up a new account on the platform.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: No</p>
<b>set cert</b>	<p><b>regen</b> <i>unit-name</i></p> <p>Where</p> <p><i>unit-name</i> represents the name of the certificate that you want to regenerate.</p> <p><b>Options</b></p> <p>None</p>	<p>This command enables you to regenerate the specified security certificate.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: No</p>
<b>set logging</b>	<p>{<b>enable</b>   <b>disable</b>}</p> <p><b>Options</b></p> <p>None</p>	<p>This command allows you to enable or disable logging.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: Yes</p>
<b>set network</b>	<p><b>dhcp eth0</b> {<b>enable</b>   <b>disable</b>}</p> <p>Where</p> <ul style="list-style-type: none"> <li><b>eth0</b> specifies Ethernet interface 0.</li> </ul> <p>The system asks whether you want to continue to execute this command.</p> <p> <b>Warning</b> If you continue, this command causes the system to restart. Cisco also recommends that you restart all nodes whenever any IP address gets changed.</p> <p><b>Options</b></p> <p>None</p>	<p>This command enables or disables DHCP for Ethernet interface 1 or 0.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: No</p>

Table A-3 Set Commands (continued)




Command	Parameters	Description
set network	<p><b>dns</b> {primary   secondary} <i>ip-address</i></p> <p>Where</p> <p><i>ip-address</i> represents the IP address of the primary or secondary DNS server.</p> <p>The system asks whether you want to continue to execute this command.</p> <p> <b>Warning</b> If you continue, this command causes a temporary loss of network connectivity.</p> <p><b>Options</b></p> <p>None</p>	<p>This command sets the IP address for the primary or secondary DNS server.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: No</p>
set network	<p><b>domain</b> <i>domain-name</i></p> <p>Where</p> <p><i>domain-name</i> represents the system domain that you want to assign.</p> <p>The system asks whether you want to continue to execute this command.</p> <p> <b>Warning</b> If you continue, this command causes a temporary loss of network connectivity.</p> <p><b>Options</b></p> <p>None</p>	<p>This command sets the domain name for the system.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: No</p>
set network	<p><b>gateway</b> <i>ip-address</i></p> <p>Where</p> <p><i>ip-address</i> represents the IP address of the network gateway that you want to assign.</p> <p>The system asks whether you want to continue to execute this command.</p> <p> <b>Warning</b> If you continue, this command causes the system to restart.</p> <p><b>Options</b></p> <p>None</p>	<p>This command enables you to configure the IP address of the network gateway.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: No</p>

Table A-3 Set Commands (continued)



Command	Parameters	Description
set network	<p><b>ip eth0</b> <i>ip-address ip-mask</i></p> <p>Where</p> <ul style="list-style-type: none"> <li><b>eth0</b> specifies Ethernet interface 0.</li> <li><i>ip-address</i> represents the IP address that you want assign.</li> <li><i>ip-mask</i> represents the IP mask that you want to assign.</li> </ul> <p>The system asks whether you want to continue to execute this command.</p> <p> <b>Warning</b> If you continue, this command causes the system to restart.</p> <p><b>Options</b> None</p>	<p>This command sets the IP address for Ethernet interface 1 or 0.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: No</p>
set network	<p><b>nic eth0</b> [<b>auto en</b>   <b>dis</b>] [<b>speed 10</b>   <b>100</b>] [<b>duplex half</b>   <b>full</b>]</p> <p>Where</p> <ul style="list-style-type: none"> <li><b>eth0</b> specifies Ethernet interface 0.</li> <li><b>auto</b> specifies whether auto negotiation gets enabled or disabled.</li> <li><b>speed</b> specifies whether the speed of the Ethernet connection: 10 or 100 Mbps.</li> <li><b>duplex</b> specifies half-duplex or full-duplex.</li> </ul> <p>The system asks whether you want to continue to execute this command.</p> <p><b>Note</b> You can enable only one active NIC at a time.</p> <p> <b>Warning</b> If you continue, this command causes a temporary loss of network connections while the NIC gets reset.</p> <p><b>Options</b> None</p>	<p>This command sets the properties of the Network Interface Card (NIC).</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: No</p>
set network	<p><b>status eth0</b> {<b>up</b>   <b>down</b>}</p> <p>Where</p> <p><b>eth0</b> specifies Ethernet interface 0.</p> <p><b>Options</b> None</p>	<p>This command sets the status of Ethernet 1 or Ethernet 0 to up or down.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: No</p>

Table A-3 Set Commands (continued)


Command	Parameters	Description
<b>set output</b>	{ <b>enable</b>   <b>disable</b> }  <b>Options</b> None	This command allows you to enable or disable the platform output.  Command privilege level: 0 Allowed during upgrade: Yes
<b>set password</b>	{ <b>admin</b>   <b>security</b> }  The systems prompts you for the old and new passwords.  <b>Note</b> The password must contain at least six characters, and the system checks it for strength.	This command allows you to change the administrator and security passwords.  Command privilege level: 1 Allowed during upgrade: No
<b>set timezone</b>	<i>timezone</i>  <b>Note</b> Enter enough characters to uniquely identify the new time zone. Be aware that the time-zone name is case-sensitive.   <b>Caution</b> You must restart the system after you change the time zone.  <b>Options</b> None	This command lets you change the system time zone.  Command privilege level: 0 Allowed during upgrade: No  <b>Example: Set the time zone to Pacific time</b> <pre>set timezone Pac</pre>
<b>set web-security</b>	<i>orgunit orgname locality state country</i>  Where <ul style="list-style-type: none"> <li>• <i>orgunit</i> represents the organizational unit.</li> <li>• <i>orgname</i> represents the organizational name.</li> <li>• <i>locality</i> represents the organization's location.</li> <li>• <i>state</i> represents the organization's state.</li> <li>• <i>country</i> represents the organization's country.</li> </ul> <b>Options</b> None	This command sets the web security certificate information for the platform.  Command privilege level: 0 Allowed during upgrade: No


Table A-3 Set Commands (continued)

Command	Parameters	Description
<b>set workingdir</b>	<p><b>activelog</b> <i>directory</i></p> <p><b>inactivelog</b> <i>directory</i></p> <p><b>install</b> <i>directory</i></p> <p>Where</p> <ul style="list-style-type: none"> <li>• <b>activelog</b> sets the working directory for active logs.</li> <li>• <b>inactivelog</b> set the working directory for inactive logs.</li> <li>• <b>install</b> sets the working directory for installation logs.</li> <li>• <i>directory</i> represents the current working directory.</li> </ul> <p><b>Options</b></p> <p>None</p>	<p>This command sets the working directory for active, inactive, and installation logs.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: Yes</p>

## Delete Commands

The following table lists and explains the CLI Delete commands:

**Table A-4 Delete Commands**

Command	Parameters	Description
<b>delete account</b>	<p><i>account-name</i></p> <p>Where</p> <p><i>account-name</i> represents the name of an administrator account.</p> <p><b>Options</b></p> <p>None</p>	<p>This command allows you to delete an administrator account.</p> <p>Command privilege level: 4</p> <p>Allowed during upgrade: No</p>
<b>delete dns</b>	<p><i>ip-address</i></p> <p>Where</p> <p><i>ip-address</i> represents the IP address of the DNS server you want to delete.</p> <p>The system asks whether you want to continue to execute this command.</p> <p> <b>Warning</b> If you continue, this command causes a temporary loss of network connectivity.</p> <p><b>Options</b></p> <p>None</p>	<p>This command allows you to delete the IP address for a DNS server.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: No</p>
<b>delete process</b>	<p><i>process-id</i> [<b>force</b>   <b>terminate</b>   <b>crash</b>]</p> <p>Where</p> <ul style="list-style-type: none"> <li><i>process-id</i> represents the process ID number.</li> </ul> <p><b>Options</b></p> <ul style="list-style-type: none"> <li><b>force</b>—Tells the process to stop</li> <li><b>terminate</b>—Tells the operating system to terminate the process</li> <li><b>crash</b>—Crashes the process and produces a crash dump</li> </ul> <p><b>Note</b> Use the <b>force</b> option only if the command alone does not delete the process and use the <b>terminate</b> option only if <b>force</b> does not delete the process.</p>	<p>This command allows you to delete a particular process.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: Yes</p>



## Utility Commands

The following table lists and explains the CLI Utility commands:

**Table A-5** Utility Commands


Command	Parameters	Description
<b>utils csa</b>	<p><b>start</b></p> <p>The system prompts you to confirm that you want to start CSA.</p> <p> <b>Caution</b> You must restart the system after you start CSA.</p> <p><b>Options</b></p> <p>None</p>	<p>This command starts Cisco Security Agent (CSA).</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: No</p>
<b>utils csa</b>	<p><b>status</b></p> <p>The system indicates whether CSA is running or not.</p> <p><b>Options</b></p> <p>None</p>	<p>This command displays the current status of Cisco Security Agent (CSA).</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: No</p>
<b>utils csa</b>	<p><b>stop</b></p> <p>The system stops CSA.</p> <p><b>Options</b></p> <p>None</p>	<p>This command stops Cisco Security Agent (CSA).</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: No</p>
<b>utils disaster_recovery</b>	<p><b>backup tape <i>tapeid</i></b></p> <p>Where <i>tapeid</i> represents the ID of an available tape device.</p> <p><b>Options</b></p> <p>None</p>	<p>This command starts a backup job and stores the resulting tar file on tape.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: No</p>
<b>utils disaster_recovery</b>	<p><b>backup network <i>path servername username</i></b></p> <p>Where</p> <ul style="list-style-type: none"> <li><i>path</i> represents the location of the backup files on the remote server.</li> <li><i>servername</i> represents the IP address or host name of the server where you stored the backup files.</li> <li><i>username</i> represents the username that is needed to log in to the remote server.</li> </ul> <p><b>Note</b> The system prompts you to enter the password for the account on the remote server.</p> <p><b>Options</b></p> <p>None</p>	<p>This command starts a backup job and stores the resulting tar file on a remote server.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: No</p>

Table A-5 Utility Commands (continued)

Command	Parameters	Description
<b>utils disaster_recovery</b>	<p><b>cancel_bakckup</b></p> <p>The system prompts you to confirm that you want to cancel the backup job.</p> <p><b>Options</b> None</p>	<p>This command cancels the ongoing backup job.</p> <p>Command privilege level: 1 Allowed during upgrade: No</p>
<b>utils disaster_recovery</b>	<p><b>restore tape</b> <i>server tarfilename tapeid</i></p> <p>Where</p> <ul style="list-style-type: none"> <li><i>server</i> specifies the hostname of the server that you want to restore.</li> <li><i>tarfilename</i> specifies the name of the file to restore.</li> <li><i>tapeid</i> specifies the name of the tape device from which to perform the restore job.</li> </ul> <p><b>Options</b> None</p>	<p>This command starts a restore job and takes the backup tar file from tape.</p> <p>Command privilege level: 1 Allowed during upgrade: No</p>
<b>utils disaster_recovery</b>	<p><b>restore network</b> <i>restore_server tarfilename path servername username</i></p> <p>Where</p> <ul style="list-style-type: none"> <li><i>restore_server</i> specifies the hostname of the server that you want to restore.</li> <li><i>tarfilename</i> specifies the name of the file to restore.</li> <li><i>path</i> represents the location of the backup files on the remote server.</li> <li><i>servername</i> represents the IP address or host name of the server where you stored the backup files.</li> <li><i>username</i> represents the username that is needed to log in to the remote server.</li> </ul> <p><b>Note</b> The system prompts you to enter the password for the account on the remote server.</p> <p><b>Options</b> None</p>	<p>This command starts a restore job and takes the backup tar file from a remote server.</p> <p>Command privilege level: 1 Allowed during upgrade: No</p>

Table A-5 Utility Commands (continued)

Command	Parameters	Description
<b>utils disaster_recovery</b>	<p><b>show_backupfiles network</b> <i>path servername username</i></p> <p>Where</p> <ul style="list-style-type: none"> <li><i>path</i> represents the location of the backup files on the remote server.</li> <li><i>servername</i> represents the IP address or host name of the server where you stored the backup files.</li> <li><i>username</i> represents the username that is needed to log in to the remote server.</li> </ul> <p><b>Note</b> The system prompts you to enter the password for the account on the remote server.</p> <p><b>Options</b> None</p>	<p>This command displays information about the backup files that are stored on a remote server.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: Yes</p>
<b>utils disaster_recovery</b>	<p><b>show_backupfiles tape</b> <i>tapeid</i></p> <p>Where</p> <p><i>tapeid</i> represents the ID of an available tape device.</p> <p><b>Options</b> None</p>	<p>This command displays information about the backup files that are stored on a tape.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: Yes</p>
<b>utils disaster_recovery</b>	<p><b>show_registration</b> <i>hostname</i></p> <p>Where</p> <p><i>hostname</i> specifies the server for which you want to display registration information.</p> <p><b>Options</b> None</p>	<p>This command displays the registered features and components on the specified server.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: Yes</p>
<b>utils disaster_recovery</b>	<p><b>show_tapeid</b></p> <p><b>Options</b> None</p>	<p>This command displays a list of tape device IDs.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: Yes</p>
<b>utils disaster_recovery</b>	<p><b>status</b> <i>operation</i></p> <p>Where</p> <p><i>operation</i> specifies the name of the ongoing operation: <b>backup</b> or <b>restore</b>.</p> <p><b>Options</b> None</p>	<p>This command displays the status of the current backup or restore job.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: Yes</p>

Table A-5 Utility Commands (continued)


Command	Parameters	Description
utils dsm	<p><b>start</b></p> <p>The system confirms that the process started.</p> <p></p> <p><b>Caution</b> You must restart the system after you start this process.</p> <p><b>Options</b></p> <p>None</p>	<p>This command starts the database storage manager.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: No</p>
utils dsm	<p><b>status</b></p> <p>The system indicates whether the database process is running or not.</p> <p><b>Options</b></p> <p>None</p>	<p>This command displays the current status of the database storage manager.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: No</p>
utils network	<p><b>arp list [host host][page][numeric]</b></p> <p><b>arp set {host} {address}</b></p> <p><b>arp delete host</b></p> <p>Where</p> <ul style="list-style-type: none"> <li>• <b>arp list</b> lists the contents of the address resolution protocol table.</li> <li>• <b>arp set</b> sets an entry in the address resolution protocol table.</li> <li>• <b>arp delete</b> deletes an entry in the address resolution table.</li> <li>• <i>host</i> represents the host name or IP address of the host to add or delete to the table.</li> <li>• <i>address</i> represents the MAC address of the host to be added. Enter the MAC address in the following format: XX:XX:XX:XX:XX:XX.</li> </ul> <p><b>Options</b></p> <p><b>page</b>—Displays the output one page at a time</p> <p><b>numeric</b>—Displays hosts as dotted IP addresses</p>	<p>This command lists, sets, or deletes Address Resolution Protocol (ARP) table entries.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: Yes</p>

Table A-5 Utility Commands (continued)

Command	Parameters	Description
utils network	<p><b>capture eth0</b> [<i>page</i>] [<i>numeric</i>] [<i>file fname</i>] [<i>count num</i>] [<i>size bytes</i>] [<i>src addr</i>] [<i>dest addr</i>] [<i>port num</i>]</p> <p>Where</p> <p><b>eth0</b> specifies Ethernet interface 0.</p> <p><b>Options</b></p> <ul style="list-style-type: none"> <li><b>page</b>—Displays the output one page at a time</li> </ul> <p><b>Note</b> When you use the page or file options, the complete capture of all requested packets must occur before the command completes.</p> <ul style="list-style-type: none"> <li><b>numeric</b>—Displays hosts as dotted IP addresses</li> <li><b>file fname</b>—Outputs the information to a file</li> </ul> <p><b>Note</b> The file option saves the information to platform/cli/<i>fname</i>.cap. The filename cannot contain the “.” character.</p> <p><b>count num</b>—Sets a count of the number of packets to capture</p> <p><b>Note</b> For screen output, the maximum count equals 1000, and, for file output, the maximum count equals 10,000.</p> <ul style="list-style-type: none"> <li><b>size bytes</b>—Sets the number of bytes of the packet to capture</li> </ul> <p><b>Note</b> For screen output, the maximum number of bytes equals 128, for file output, the maximum of bytes can be any number or <b>ALL</b></p> <ul style="list-style-type: none"> <li><b>src addr</b>—Specifies the source address of the packet as a host name or IPV4 address</li> <li><b>dest addr</b>—Specifies the destination address of the packet as a host name or IPV4 address</li> <li><b>port num</b>—Specifies the port number of the packet, either source or destination</li> </ul>	<p>This command captures IP packets on the specified Ethernet interface. You can display the packets on the screen or save them to a file. Line wrapping can occur in the output.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: Yes</p>
utils network	<p><b>host hostname</b> [<i>server server-name</i>][<i>page</i>][<i>detail</i>]</p> <p>Where</p> <p><i>hostname</i> represents the host name or IP address that you want to resolve.</p> <p><b>Options</b></p> <p><i>server-name</i>—Specifies an alternate domain name server</p> <p><b>page</b>—Displays the output one screen at a time</p> <p><b>detail</b>—Displays a detailed listing</p>	<p>This command resolves a host name to an address or an address to a host name.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: Yes</p>

Table A-5 Utility Commands (continued)

Command	Parameters	Description
<b>utils network</b>	<p><b>ping</b> <i>destination</i> [<i>count</i>]</p> <p>Where</p> <p><i>destination</i> represents the hostname or IP address of the server that you want to ping.</p> <p><b>Options</b></p> <p><i>count</i>—Specifies the number of times to ping the external server. The default count equals 4.</p>	<p>This command allows you to ping another server.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: Yes</p>
<b>utils network</b>	<p><b>tracert</b> <i>destination</i> [<b>eth0</b>]</p> <p>Where</p> <p><i>destination</i> represents the hostname or IP address of the server to which you want to send a trace.</p> <p><b>Options</b></p> <p><b>eth0</b>—Sets the source Ethernet address</p>	<p>This command traces IP packets that are sent to a remote destination.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: Yes</p>
<b>utils ntp</b>	{ <b>status</b>   <b>config</b> }	<p>This command displays the NTP status or configuration.</p> <p>Command privilege level: 0</p> <p>Allowed during upgrade: Yes</p>
<b>utils remote_account</b>	<p><b>status</b></p> <p><b>enable</b></p> <p><b>disable</b></p> <p><b>create</b> <i>username</i> <i>life</i></p> <p>Where</p> <p><i>username</i> specifies the name of the remote account. The username can contain only lowercase characters and must be more than six-characters long.</p> <p><i>life</i> specifies the life of the account in days. After the specified number of day, the account expires.</p> <p><b>Note</b> You can have only one remote account that is enabled at a time.</p> <p><b>Options</b></p> <p>None</p>	<p>This command allows you to enable, disable, create, and check the status of a remote account.</p> <p><b>Note</b> A remote account generates a pass phrase that allows Cisco Systems support personnel to get access to the system for the specified life of the account.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: Yes</p> <p><b>Example</b></p> <pre>utils remote_account status</pre>
<b>utils system</b>	<p>{<b>restart</b>   <b>shutdown</b>   <b>switch-version</b>}</p> <p><b>Note</b> The system prompts you to confirm the action that you choose.</p>	<p>This command allows you to restart the system on the same partition, restart the system on the inactive partition, or shut down the system.</p> <p>Command privilege level: 1</p> <p>Allowed during upgrade: No</p>