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 diplay 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.

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> **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.