



## Utility Functions

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This chapter describes the utility functions that are available on the operating system: pinging another system and setting up remote support.

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## Ping

Use the **Ping Utility** window to ping another server in the network.

To ping another system, follow this procedure:

### Procedure

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**Step 1** From the Cisco Unified Operating System Administration window, navigate to **Services > Ping**. The **Ping Remote** window appears.

**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 immediately. Be aware that the Ping command displays the data after it completes the number of pings that you specified.

**Step 6** Choose whether you want to validate IPSec.

**Step 7** Click **Ping**.

The **Ping Remote** window displays the ping statistics.

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# Remote Account Support

From the **Remote Access Configuration** window, you can set up a remote account that Cisco support personnel can use to access the system for a specified time.

The remote support process works like this:

1. The customer sets up a remote support account. This account includes a time limit on how long Cisco personnel can access it. This time limit can be configured to various values.
2. When the remote support account is set up, a pass phrase gets generated.
3. The customer calls Cisco support and provides the remote support account name and pass phrase.
4. Cisco support enters the pass phrase into a decoder program that generates a password from the pass phrase.
5. Cisco support logs into the remote support account on the customer system by using the decoded password.
6. When the account time limit expires, Cisco support can no longer access the remote support account.

To set up remote support, follow this procedure:

## Procedure

**Step 1** From the Cisco Unified Operating System Administration window, navigate to **Services > Remote Support**. The **Remote Access Configuration** window appears.

**Step 2** Enter an account name for the remote account in the **Account Name** field.

The account name must comprise at least six-characters that are all lowercase, alphabetic characters.

**Caution** Avoid creating remote account names starting with “uccx” or “UCCX” because such user names may conflict with system account names used internally within Unified CCX server.

**Step 3** Enter the account duration, in days, in the **Account Duration** field.

The default account duration specifies 30 days.

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

The fields in the following table appears in the Remote Access Account Information area:

**Table 1: Remote Access Account Information Fields and Descriptions**

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

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

**Step 6** To delete the remote access support account, click **Delete**.

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