



CHAPTER 7

CTRS Utils Commands

September 2010

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**Note**

For information about using the CTRS administration software, refer to the *Cisco TelePresence Recording Server Release 1.7 Administration Guide* at the following URL:

http://www.cisco.com/en/US/products/ps10341/prod_maintenance_guides_list.html

utils create report hardware

utils create report hardware

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to create a system report containing disk array, remote console, diagnostic, and environmental data.
-------------------------	---

Examples	<pre>admin:utils create report hardware *** W A R N I N G *** This process can take several minutes as the disk array, remote console, system diagnostics and environmental systems are probed for their current values. Continue? Press y or Y to continue, any other key to cancel request. Continuing with System Report request... Collecting Disk Array Data...SmartArray Equipped server detected...Done Collecting Remote Console Data...Done Collecting Model Specific System Diagnostic Information...Done Collecting Environmental Data...Done Collecting Remote Console System Log Data...Done Creating single compressed system report...Done System report written to SystemReport-20070730020505.tgz To retrieve diagnostics use CLI command: file get activelog platform/log/SystemReport-20070730020505.tgz</pre>
-----------------	--

utils create report platform

utils create report platform

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to collect the platform configuration files and copy them to a common log location.
-------------------------	--

Examples	<pre>admin:utils create report platform Configuration files are being gathered now... Platform configuration files have been collected: platformConfig-20091202083407.tar To retrieve the configuration files use CLI command: file get activelog platform/log/platformConfig-20091202083407.tar</pre>
-----------------	---

utils diagnose fix

utils diagnose fix

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to execute specific diagnostic tests and, if possible, to repair the system.
-------------------------	---

Examples	<pre>admin: utils diagnose fix Starting diagnostic test(s) ===== test - disk_space : Passed test - service_manager : Passed test - tomcat : Passed Diagnostics Completed</pre>
-----------------	---

utils diagnose list

utils diagnose list

Syntax Description None

Command Modes Admin

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines Use this command to list all available diagnostic commands.

Examples

```
admin: utils diagnose list
Log file: platform/log/diag1.log

Available diagnostics modules
=====
Group: Platform
  disk_space           - Check disk space and verify critical OS files
  disk_files*          - Check for unusually large files in root
  service_manager      - Check if service manager is running
  validate_network     - Validate network settings
  raid                 - Check raid and disk status
  system_info          - Collect system information into diagnostic log
  ntp_reachability      - Checks the reachability of external NTP server(s)
  ntp_clock_drift       - Checks the local clock's drift from the NTP server(s)
  ntp_stratum           - Checks the stratum level of the reference clock.
  sdl_fragmentation*    - Checks the fragmentation of files in SDL directory
  sdi_fragmentation*    - Checks the fragmentation of files in SDI directory
  ipv6_networking      - Checks the IPv6 network settings
```

utils diagnose module

utils diagnose module [*module_name*]

Syntax Description

<i>module_name</i>	Name of the module. Use the utils diagnose list command for the appropriate values for this option.
--------------------	--

Command Modes

Admin

Command History

Release	Modifications
1.6	This command was first documented.

Usage Guidelines

Use this command to execute a single module test and attempt to fix the problem if possible.

Examples

```
admin: utils diagnose module tomcat
Starting diagnostic test(s)
=====
test - tomcat                : Passed

Diagnostics Completed
```

utils diagnose test

utils diagnose test

Syntax Description None

Command Modes Admin

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines Use this command to execute each command but not attempt to repair the system.

Examples

```
admin: utils diagnose test
Starting diagnostic test(s)
=====
test - disk_space           : Passed
test - service_manager     : Passed
test - tomcat               : Passed

Diagnostics Completed
```

utils diagnose version

utils diagnose version

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to display the diagnostics system version.
-------------------------	---

Examples	<pre>admin: utils diagnose version Version: 1.0.0</pre>
-----------------	---

utils fior disable

utils fior disable

Syntax Description None

Command Modes Admin

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines Use this command to prevent the file I/O reporting service from being started automatically when the machine boots.



Note This command will not stop a currently running service. To stop a currently running service, use the **utils fior stop** command.

Examples

```
admin: utils fior disable
File I/O Statistics has been disabled.
Disabling fiostats : ok
File I/O Statistics has been stopped.
```

utils fior enable

utils fior enable

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to enable the File I/O Reporting Service to be started automatically when the machine boots.
-------------------------	---



Note	This command will not start the service without a reboot. To start a service without a reboot, use the utils fior start command.
-------------	---

Examples	<pre>admin: utils fior enable File I/O Statistics has been enabled. Loading fiostats module: ok Enabling fiostats : ok File I/O Statistics has been started.</pre>
-----------------	--

utils fior list

utils fior list [**start**=*date-time*] [**stop**=*date-time*]

Syntax Description	start= <i>date-time</i>	Indicates the start of the chronological list of I/O events. Enter <i>date-time</i> value in the following format: • %H:%M, • %H:%M:%S • %a,%H:%M, • %a,%H:%M:%S • %Y-%m-%d,%H:%M, • %Y-%m-%d,%H:%M:%S
	stop= <i>date-time</i>	Indicates the end of the chronological list of I/O events. Enter <i>date-time</i> value in the following format: • %H:%M, • %H:%M:%S • %a,%H:%M, • %a,%H:%M:%S • %Y-%m-%d,%H:%M, • %Y-%m-%d,%H:%M:%S

Command Modes Admin

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines The File I/O Reporting service provides a kernel-based daemon for collecting file I/O per process. Use this command to provide a chronological list, oldest to newest, of file I/O events.

Examples	admin: utils fior list
	<pre> 12/02/2009 21:26:13 modprobe 13695 282791 0 1 12/02/2009 21:26:13 modprobe 13685 282791 0 1 ##### 12/02/2009 21:30:01 io stats for currently alive processes over the past 2522 sec cmasm2d 7820 0 17390806 java 11480 6291 68942 ##### </pre>

utils fior start

utils fior start

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	The File I/O Reporting service provides a kernel-based daemon for collecting file I/O per process. Use this command to start a previously stopped file I/O reporting service. The service will remain in a started state until it is either stopped or the machine is rebooted.
-------------------------	---

Examples	admin: utils fior start File I/O Statistics has been started.
-----------------	---

utils fior status

utils fior status

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	The File I/O Reporting service provides a kernel-based daemon for collecting file I/O per process. Use this command to provide the status of the file I/O reporting service.
-------------------------	--

Examples	<pre>admin: utils fior status Disabling fiostats : ok File I/O Statistics has been stopped. admin:utils fior start Enabling fiostats : ok File I/O Statistics has been started. admin:utils fior status fiostats will start on reboot. kernel module is loaded. status: enabled syscall use count: 8 current time interval for counters: 1259790117 to 1259790140 number of stats structures: 36 only reads > 265000 and writes > 51200 are logged</pre>
-----------------	--

utils fior stop

utils fior stop

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	The File I/O Reporting service provides a kernel-based daemon for collecting file I/O per process. Use this command to stop the file I/O reporting service. The service will remain in a stopped state either until it is either started or the machine is rebooted.
-------------------------	--

Examples	<pre>admin: utils fior stop Disabling fiostats : ok File I/O Statistics has been stopped.</pre>
-----------------	---

utils fior top

utils fior top *number* [**start**=*date-time*] [**stop**=*date-time*]

Syntax Description	<i>number</i>	Indicates the number of processes.
	<i>start</i> = <i>date-time</i>	Indicates the start of the chronological list of I/O events. Enter <i>date-time</i> value in the following format: • %H:%M, • %H:%M:%S • %a,%H:%M, • %a,%H:%M:%S • %Y-%m-%d,%H:%M, • %Y-%m-%d,%H:%M:%S
	<i>stop</i> = <i>date-time</i>	Indicates the end of the chronological list of I/O events. Enter <i>date-time</i> value in the following format: • %H:%M, • %H:%M:%S • %a,%H:%M, • %a,%H:%M:%S • %Y-%m-%d,%H:%M, • %Y-%m-%d,%H:%M:%S

Command Modes Admin

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines The File I/O Reporting service provides a kernel-based daemon for collecting file I/O per process. Use this command to provide a list of top processes that create file I/O. This list can be sorted by the total number of bytes read, the total number of bytes written, the rate of bytes read or the rate of bytes written.

Examples admin: **utils fior top**

utils firewall ipv4 list

utils firewall ipv4 list

Syntax Description None

Command Modes Admin

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines Use this command to retrieve the current configuration of the firewall.

Examples

```
admin: utils firewall ipv4 list
Table: nat
Chain PREROUTING (policy ACCEPT)
target      prot opt source                destination
REDIRECT    tcp  --  0.0.0.0/0              0.0.0.0/0          tcp dpt:443 redir ports 8443
REDIRECT    tcp  --  0.0.0.0/0              0.0.0.0/0          tcp dpt:80 redir ports 8080

Chain POSTROUTING (policy ACCEPT)
target      prot opt source                destination

Chain OUTPUT (policy ACCEPT)
target      prot opt source                destination
DNAT        tcp  --  0.0.0.0/0              127.0.0.1          tcp dpt:443 to::8443
DNAT        tcp  --  0.0.0.0/0              172.28.70.109      tcp dpt:443 to::8443
DNAT        tcp  --  0.0.0.0/0              127.0.0.1          tcp dpt:80 to::8080
DNAT        tcp  --  0.0.0.0/0              172.28.70.109      tcp dpt:80 to::8080

Table: filter
Chain INPUT (policy DROP)
target      prot opt source                destination
DROP        all  --  127.0.0.0/8            0.0.0.0/0
ACCEPT      all  --  0.0.0.0/0              0.0.0.0/0
ACCEPT      udp  -f  0.0.0.0/0              0.0.0.0/0
DROP        all  --  0.0.0.0/0              0.0.0.0/0          state INVALID
ACCEPT      all  --  0.0.0.0/0              0.0.0.0/0          state RELATED,ESTABLISHED
ACCEPT      icmp --  0.0.0.0/0              0.0.0.0/0          icmp type 8 limit: avg 10/sec
burst 5
LOG         icmp --  0.0.0.0/0              0.0.0.0/0          icmp type 8 limit: avg 1/min
burst 5 LOG flags 0 level 4 prefix `ping flood '
DROP        icmp --  0.0.0.0/0              0.0.0.0/0          icmp type 8
ACCEPT      tcp  --  0.0.0.0/0              0.0.0.0/0          tcp dpt:22 flags:0x02/0x02
ACCEPT      tcp  --  0.0.0.0/0              0.0.0.0/0          tcp dpt:8443 flags:0x02/0x02
ACCEPT      tcp  --  0.0.0.0/0              0.0.0.0/0          tcp dpt:8080 flags:0x02/0x02
ACCEPT      udp  --  0.0.0.0/0              0.0.0.0/0          udp dpt:123
ACCEPT      tcp  --  0.0.0.0/0              0.0.0.0/0          tcp dpt:1533 flags:0x02/0x02
...
```

utils firewall ipv4 status

utils firewall ipv4 status

Syntax Description	None
--------------------	------

Command Modes	Admin
---------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to retrieve the current status of the firewall.
------------------	--

Examples	<pre>admin: utils firewall ipv4 status firewall (iptables) is enabled firewall (iptables) debugging is off</pre>
----------	--

utils firewall ipv6 list

utils firewall ipv6 list

Syntax Description None

Command Modes Admin

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines Use this command to retrieve the current configuration of the firewall.

Examples

```
admin: utils firewall ipv6 list
Table: filter
Chain INPUT (policy DROP)
target      prot opt source                destination
DROP        all   ::1/128                ::/0
ACCEPT      all   ::/0                   ::/0
ACCEPT      icmpv6  ::/0                   ::/0          ipv6-icmp type 128 limit: avg
10/sec burst 5
LOG         icmpv6  ::/0                   ::/0          ipv6-icmp type 128 limit: avg
1/min burst 5 LOG flags 0 level 4 prefix `ping flood'
DROP        icmpv6  ::/0                   ::/0          ipv6-icmp type 128
ACCEPT      icmpv6  ::/0                   ::/0
ACCEPT      tcp     ::/0                   ::/0          tcp dpt:22
ACCEPT      tcp     ::/0                   ::/0          tcp dpt:8443
ACCEPT      tcp     ::/0                   ::/0          tcp dpt:8080
ACCEPT      udp     ::/0                   ::/0          udp dpt:123
ACCEPT      tcp     ::/0                   ::/0          tcp dpt:1533
ACCEPT      tcp     ::/0                   ::/0          tcp dpts:32768:61000
ACCEPT      udp     ::/0                   ::/0          udp dpts:32768:61000
DROP        udp     ::/0                   ::/0          frag first
ACCEPT      udp     ::/0                   ::/0          frag more
ACCEPT      udp     ::/0                   ::/0          frag last
DROP        tcp     ::/0                   ::/0          frag first
ACCEPT      tcp     ::/0                   ::/0          frag more
ACCEPT      tcp     ::/0                   ::/0          frag last

Chain FORWARD (policy DROP)
target      prot opt source                destination

Chain OUTPUT (policy ACCEPT)
target      prot opt source                destination
```

utils firewall ipv6 status

utils firewall ipv6 status

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to retrieve the current status of the firewall.
-------------------------	--

Examples	<pre>admin: utils firewall ipv6 status firewall (ip6tables) is enabled firewall (ip6tables) debugging is off</pre>
-----------------	--

utils iostat

utils iostat [*interval iterations*] [*filename*]

Syntax Description

<i>interval iteration</i>	Indicates the interval (in seconds) between two iostat readings and the total number of iostat iterations to be performed.
<i>filename</i>	Saves output information to a file. The file is saved in the following format: platform/cli/ <i>name</i> .txt. The <i>name</i> option cannot contain a period (.)

Command Modes

Admin

Command History

Release	Modifications
1.6	This command was first documented.

Usage Guidelines

Use this command to display iostat output. To indicate the interval between two iostat readings, and the number of iostat iterations to be performed, use the *interval iteration* option.

Examples

```
admin: utils iostat
Executing command... Please be patient

Tue Oct  9 12:47:09 IST 2007
Linux 2.4.21-47.ELsmp (csevdire60)      10/09/2007

Time: 12:47:09 PM
avg-cpu:  %user   %nice    %sys %iowait    %idle
           3.61    0.02    3.40    0.51   92.47

Device:            rrqm/s wrqm/s   r/s   w/s  rsec/s  wsec/s    rkB/s    kB/s avgrq-sz avgqu-sz
await  svctm  %util
sda      3.10  19.78  0.34  7.49   27.52  218.37   13.76   109.19   31.39    0.05
5.78    0.73    0.57
sda1     0.38   4.91  0.14  0.64    4.21   44.40    2.10    22.20   62.10    0.02
26.63    1.62    0.13
sda2     0.00   0.00  0.00  0.00    0.00    0.00    0.00    0.00   10.88    0.00
2.20    2.20    0.00
sda3     0.00   0.00  0.00  0.00    0.00    0.00    0.00    0.00    5.28    0.00
1.88    1.88    0.00
sda4     0.00   0.00  0.00  0.00    0.00    0.00    0.00    0.00    1.83    0.00
1.67    1.67    0.00
sda5     0.00   0.08  0.01  0.01    0.04    0.73    0.02    0.37   64.43    0.00
283.91  69.81    0.08
sda6     2.71  14.79  0.20  6.84   23.26  173.24   11.63    86.62   27.92    0.02
2.98    0.61    0.43
```

utils iothrottle disable

utils iothrottle disable

Syntax Description None

Command Modes Admin

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines Use this command to disable I/O throttling enhancements.



Note Disabling I/O throttling enhancements can adversely affect the system during upgrades.

Examples

```
admin: utils iothrottle disable
I/O throttling has been disabled
```

utils iothrottle enable

utils iothrottle enable

Syntax Description	None
--------------------	------

Command Modes	Admin
---------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to enable I/O throttling enhancements.
------------------	---



Note	When enabled, I/O throttling enhancements lower the impact of upgrades on an active system.
------	---

Examples	admin: utils iothrottle enable I/O throttling has been enabled
----------	--

utils iothrottle status

utils iothrottle status

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to show the status of the I/O throttling enhancements.
-------------------------	---

Examples	admin: utils iothrottle status I/O throttling is enabled
-----------------	--

utils network arp delete

utils network arp delete *host*

Syntax Description	<i>host</i>	Defines the name or dotted IP address of the host to delete.
Command Modes	Admin	
Command History	Release	Modifications
	1.6	This command was first documented.
Usage Guidelines	Use this command to delete an entry in the Address Resolution Protocol table.	
Examples	admin: utils network arp delete myhost	

utils network arp list

utils network arp list [*host hostname*] [*page*] [*numeric*]

Syntax Description

host <i>hostname</i>	Identifies the host.
page	Pauses output.
numeric	Displays host as dotted IP address.

Command Modes

Admin

Command History

Release	Modifications
1.6	This command was first documented.

Usage Guidelines

Use this command to list the contents of the Address Resolution Protocol table.

Examples

```
admin: utils network arp list
Address          HWtype  HWaddress      Flags Mask    Iface
ctms-vmware5.cisco.com  ether    00:0C:29:C5:CF:68    C             eth0
tsbu-68net-gw.cisco.com ether    00:19:E8:7C:20:C2    C             eth0
Entries: 2      Skipped: 0      Found: 2
```

utils network arp set

utils network arp set *host address*

Syntax Description

<i>host</i>	Identifies the name or dotted IP address of the host to add.
<i>address</i>	Identifies the hardware address (MAC address) of the host to be added in the following format: XX:XX:XX:XX:XX:XX

Command Modes

Admin

Command History

Release	Modifications
1.6	This command was first documented.

Usage Guidelines

Use this command to set an entry in the Address Resolution Protocol table.



Note

As of kernel 2.2.0 it is no longer possible to set an ARP entry for an entire subnet. Linux instead does automagic proxy arp when a route exists and it is forwarding.

Examples

admin: **utils network arp set myhost 11:22:33:44:55:66**

utils network capture

utils network capture [*page*] [*numeric*] [*file filename*] [*count number*] [*size bytes*]
 [*src address port number*] [*dest address port number*] [*host | address protocol*]

Syntax Description

page	Pauses output.
numeric	Shows hosts as dotted IP addresses.
file filename	Saves output from this command in a file; the file is saved in the following format: using the following format: platform/cli/fname.cap.
	
	Note <i>Filename</i> should not contain a period (.).
count number	Defines the number of packets to capture. The maximum count per screen is 1000, and per file is 100,000.
size bytes	Defines the number of bytes in the packet to capture. The maximum number of bytes per screen is 128, and per file can be any amount, including the variable ALL.
src address	Defines the source address of the packet as a host name or IPV4 address.
dest address	Defines the destination address of the packet as a host name or IPV4 address.
port number	Defines the the port number of the packet (for either src or dest).
host	Defines the host name of the packet.
address	Defines the IPv4 address of the packet.
	
	Note If you define <i>host</i> or <i>address</i> , do not use src address or dest address as options,
protocol	Defines the protocol to capture. Choices are: • ip • arp • rarp • all

Command Modes

Admin

Command History

Release	Modifications
1.6	This command was first documented.

Usage Guidelines

Use this command to capture IP packets on the Ethernet interface. ETH0 is used as the default device.

You can either display the packets on screen or save them to a file. When using the page or file options, the capture of all requested packets must occur before the command will complete.



Note Line wrapping may occur.

Examples

```
admin:utils network capture count 5 numeric
```

```
Executing command with options:
```

```
size=128          count=5          interface=eth0
src=              dest=            port=
```

```
11:31:57.900286 philly.cisco.com.5901 > dhcp-128-107-142-57.cisco.com.3313: P
2869804405:2869805083(678) ack 1220658143 win 6420 (DF)
11:31:57.900733 vv1-stern.cisco.com.38536 > dns-sj.cisco.com.domain: 6113+[domain] (DF)
11:31:57.902032 dns-sj.cisco.com.domain > vv1-stern.cisco.com.38536: 6113*[domain] (DF)
11:31:57.902172 vv1-stern.cisco.com.38536 > dns-sj.cisco.com.domain: 60216+[domain] (DF)
11:31:57.903282 dns-sj.cisco.com.domain > vv1-stern.cisco.com.38536: 60216*[domain] (DF)
```

utils network host

utils network host *name*

Syntax Description	<i>name</i> Identifies the name or IP address of the host to resolve.	
Command Modes	Admin	
Command History	Release	Modifications
	1.6	This command was first documented.
Usage Guidelines	Use this command to resolve a hostname to an address, or an address to a hostname. This command looks for the host locally first; if it cannot resolve it locally and Domain Name System (DNS) is configured, then it performs a DNS lookup.	
Examples	admin: utils network host test1.com Hostname test1.com resolves to <IP ADDRESS> admin: utils network host <IP ADDRESS> IP address <IP ADDRESS> resolves to test1.com	

utils network ping

utils network ping *dest* [*count*]

Syntax Description	<i>dest</i>	Identifies the host name or dotted IP address of the host to ping.
	<i>count</i>	Defines number of ping packets to send. Default is 4.

Command Modes	Admin
---------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to send one or more ping packets to a remote destination.
------------------	--

Examples	<pre>admin:utils network ping www.cisco.com 5 PING www.cisco.com (198.133.219.25) from 172.22.119.166 : 56(84) bytes of data. 64 bytes from 198.133.219.25: icmp_seq=1 ttl=246 time=0.837 ms 64 bytes from 198.133.219.25: icmp_seq=2 ttl=246 time=0.962 ms 64 bytes from 198.133.219.25: icmp_seq=3 ttl=246 time=1.04 ms 64 bytes from 198.133.219.25: icmp_seq=4 ttl=246 time=0.635 ms 64 bytes from 198.133.219.25: icmp_seq=5 ttl=246 time=0.666 ms</pre>
----------	---

utils network traceroute

utils network traceroute *dest*

Syntax Description	<i>dest</i>	Identifies the host name or dotted IP address of the host.
--------------------	-------------	--

Command Modes	Admin
---------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to trace the route of IP packets to a remote destination.
------------------	--

Examples	<pre>admin:utils network traceroute <IP ADDRESS> traceroute to <IP ADDRESS>(<IP ADDRESS>), 30 hops max, 38 byte packets 1 vns-gateway1-119 (<IP ADDRESS>) 0.599 ms 0.439 ms 0.381 ms 2 <IP ADDRESS> (<IP ADDRESS>) 0.358 ms 0.242 ms 0.231 ms 3 sjc20-lab-gw2 (<IP ADDRESS>) 0.347 ms * 0.514 ms</pre>
----------	--

utils ntp config

utils ntp config

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to show the current configuration of the NTP client and server on this device.
-------------------------	---

Examples	<pre>admin: utils ntp config This node is configured to synchronize with one of the following NTP server(s): 171.68.10.80</pre>
-----------------	---

utils ntp restart

utils ntp restart

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to restart the NTP service.
-------------------------	--

Examples	<pre>admin: utils ntp restart</pre> Restarting the NTP
-----------------	---

utils ntp start

utils ntp start

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to start the NTP service if it is not already running; if the NTP service is already running, this command has no effect.
-------------------------	--



Note	This command is provided so, if for some unknown reason the NTP process is not running on the host, it can be started. There is no CLI command to stop the NTP process.
-------------	---

Examples	admin: utils ntp start The NTP is starting
-----------------	--

utils ntp status

utils ntp status

Syntax Description None

Command Modes Admin

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines Use this command to show the current status of the NTP client on this device.

Examples

```
admin:utils ntp status
ntpd (pid 10561) is running...
      remote           refid      st t when poll reach   delay   offset  jitter
=====
ntp-sj1.cisco.c .GPS.          1 u   3   64    1    5.885   -0.091   0.008
```

utils remote_account create

utils remote_account create *account life*

Syntax Description

<i>account</i>	Identifies the name of the remote account.
<i>life</i>	Identifies the life of the remote account in days.

Command Modes

Admin

Command History

Release	Modifications
1.6	This command was first documented.

Usage Guidelines

Use this command to create a remote account so that Cisco Technical Support can access the system.



Note Before using a remote account, it must be enabled using the **utils remote_account enable** command. Only one remote account can be enabled at a time.

Examples

```
admin:utils remote_account create ciscotech 1
Account Successfully created
Account          : ciscotech
Passphrase       : 7RZT7ARZK5
Expiry           : 12-14-2005:15:50:21 (MM-DD-YYYY:Hr:Min:Sec)
```

utils remote_account disable

utils remote_account disable

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to remove remote accounts.
-------------------------	---

Examples	admin:utils remote_account disable
-----------------	------------------------------------

utils remote_account enable

utils remote_account enable

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to enable existing remote accounts so that Cisco Technical Support can access the system.
-------------------------	--

Examples	admin:utils remote_account enable
-----------------	-----------------------------------

utils remote_account status

utils remote_account status

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to retrieve status information for remote accounts used by Cisco Technical Support to access the system.
-------------------------	---

Examples	<pre>admin:utils remote_account status Remote Support Status : enabled Decode Version : 1 Account : dhroot Passphrase : BDLHBP4JMY Expiry : 8-24-2008:20:00:00 (MM-DD-YYYY:Hr:Min:Sec)</pre>
-----------------	--

utils service snmp restart

utils service snmp restart

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to stop and then restart Simple Network Management Protocol (SNMP) processes.
-------------------------	--

Examples	<pre>admin:utils service snmp restart Password:</pre>
-----------------	---

utils service snmp start

utils service snmp start

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to start Simple Network Management Protocol (SNMP) processes if not running and to enable external access to SNMP.
-------------------------	---

Examples	admin: utils service snmp start Password:
-----------------	---

utils service snmp status

utils service snmp status

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to display the current Simple Network Management Protocol (SNMP) process status.
-------------------------	---

Examples	<pre>admin:utils service snmp status Password: snmpd (pid 11326) is running...</pre>
-----------------	--

utils service snmp stop

utils service snmp stop

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to disable external access to Simple Network Management Protocol (SNMP).
-------------------------	---

Examples	admin: utils service snmp stop
-----------------	---------------------------------------

utils snmp reset

utils snmp reset

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to reset Simple Network Management Protocol (SNMP) objects to their default values. Current SNMP objects value will not be affected; the default values will be used the next time SNMPD is restarted.
-------------------------	---

Examples	<pre>admin:utils snmp reset</pre> Reset Snmp object to default next time when it is restarted.
-----------------	---

utils snmp save

utils snmp save

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to save a set of current Simple Network Management Protocol (SNMP) object values. The saved values will replace the object default value when SNMPD is restarted.
-------------------------	--

Examples	<pre>admin:utils snmp save</pre> Saving a set of current Snmp object values.
-----------------	---

utils system boot console

utils system boot console

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to change the output to the console during system boot.
-------------------------	--

Examples	<pre>admin:utils system boot console</pre> Boot output has been redirected to the console.
-----------------	---

utils system boot serial

utils system boot serial

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to change the output to the COM1 (serial port 1) during system boot.
-------------------------	---

Examples	<pre>admin:utils system boot serial</pre> Boot output has been redirected to COM1 (serial port 1).
-----------------	---

utils system boot status

utils system boot status

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to display where system boot messages are sent (console or serial port 1).
-------------------------	---

Examples	<pre>admin:utils system boot status</pre> Boot output is redirected to the console.
-----------------	--

utils system restart

utils system restart

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to reboot the CTRS device.
-------------------------	---

Examples	<pre>admin:utils system restart Do you really want to restart ? Enter "yes" to restart or any other key to abort Appliance is being Restarted ... Broadcast message from root (Thu Jun 10 10:10:10 2004): The system is going down for restart NOW! Operation succeeded restart now.</pre>
-----------------	---

utils system shutdown

utils system shutdown

Syntax Description	None
---------------------------	------

Command Modes	Admin
----------------------	-------

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines	Use this command to power off the CTRS device.
-------------------------	--

Examples	<pre>admin:utils system shutdown Do you really want to shutdown ? Enter "yes" to shutdown or any other key to abort Appliance is being Powered - Off ... Broadcast message from root (Thu Jun 10 10:10:10 2004): The system is going down for system halt NOW!</pre>
-----------------	---

utils system switch-version

utils system switch-version

Syntax Description None

Command Modes Admin

Command History	Release	Modifications
	1.6	This command was first documented.

Usage Guidelines Use this command to switch to another software version installed on the CTRS device.



Note Switching the software version requires restarting the CTRS device and can take up to 20 minutes.

Examples

```
admin:utils system switch-version

Active Master Version: 2.0.0.0-44

Inactive Master Version: 1.6.0.0-213

Do you really want to switch versions ?
Enter (yes/no)?

Switching Version and Restarting the Appliance ...
Warning: Version switch could take up to 20 minutes.

Broadcast message from root (Thu Jun 10 10:10:10 2004):

The system is going down for restart NOW!
```