



CHAPTER 7

CTRS Utils Commands

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**Note**

For information about using the CTRS administration software, refer to the *Cisco TelePresence Recording Server Release 1.6 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
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Command Modes	Admin
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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 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
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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
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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
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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
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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	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

utils network traceroute

utils network traceroute *dest*

Syntax Description	<i>dest</i>	Identifies the host name or dotted IP address of the host.
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Command Modes	Admin
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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 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-sjl.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	<pre>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)</pre>
----------	---

utils remote_account disable

utils remote_account disable

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

Command Modes	Admin
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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
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utils remote_account enable

utils remote_account enable

Syntax Description	None
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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.
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Examples	<code>admin:utils remote_account enable</code>
-----------------	--

utils remote_account status

utils remote_account status

Syntax Description	None
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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
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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
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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 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!
```

