



# Services

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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

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- Step 1** From the Cisco Unified Communications 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.

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- 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 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 Unified Communications 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 8-1](#).

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

**Table 8-1 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.                                   |