

**Main page:** [Cisco Unified Presence, Release 7.x](#)

## Contents

- [1 Previous Topic](#)
- [2 Utilities](#)
- [3 Using the Ping Utility](#)
  - ◆ [3.1 Procedure](#)
  - ◆ [3.2 Troubleshooting Tips](#)
  - ◆ [3.3 Related Topics](#)
- [4 Using the Remote Support Utility](#)
  - ◆ [4.1 Configuring Remote Support](#)
    - ◇ [4.1.1 Procedure](#)
    - ◇ [4.1.2 Table: Remote Access Configuration Fields and Descriptions](#)
    - ◇ [4.1.3 Related Topics](#)

### Previous Topic

- [Cisco Unified Operating System Administration for Cisco Unified Presence](#)
  
- [Utilities](#)
- [Using the Ping Utility](#)
- [Using the Remote Support Utility](#)

## Utilities

The Cisco Unified Communications Operating System application provides the following utilities:

- Ping-Checks connectivity with other network devices.
- Remote Support-Sets up an account that Cisco support personnel can use to access the system. This account automatically expires after the number of days that you specify.

## Using the Ping Utility

You can ping another server in the network and view the resulting statistics.

### Procedure

1. Log in to Cisco Unified Operating System Administration.
2. Select **Services > Ping**.
3. Enter the IP address or network name for the system that you want to ping.
4. Enter the ping interval in seconds.
5. Enter the packet size.
6. Enter the ping count, that is, the number of times that you want to ping the system.

7. Select whether you want to validate IPSec. If you do, check **Validate IPSec**.
8. Click **Ping**.

### Troubleshooting Tips

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 completes.

### Related Topics

- [Getting More Information](#)

## Using the Remote Support Utility

In the Remote Account Support window, you can set up a remote account, for a specified period of time, that Cisco support personnel can use to access your system.

The remote support process works like this:

1. You set up a remote support account. This account includes a configurable time limit on how long Cisco personnel can access it.
2. When you set up the remote support account, a pass phrase is generated.
3. You call Cisco support personnel and provides the remote support account name and pass phrase.
4. Cisco support personnel enter the pass phrase into a decoder program that generates a password.
5. Cisco support personnel log into the remote support account on your system by using the decoded password.

When the account time limit expires, Cisco support personnel can no longer access your remote support account.

## Configuring Remote Support

### Procedure

1. Log in to Cisco Unified Operating System Administration.
2. Select **Services > Remote Support**.
3. If no remote support account is configured, click **Add**.
4. Complete the fields in the Remote Access Configuration Status window, as described in the table below.

**Table: Remote Access Configuration Fields and Descriptions**

<b>Field</b>	<b>Description</b>
Account name	Enter an account name for the remote account. Ensure the account name comprises at least six characters in all lowercase, alphabetic characters
Expiration	Enter the account life duration in days.

5. Click **Save**.

6. Review these system-generated parameters:

<b>Field</b>	<b>Description</b>
Passphrase	Displays the generated pass phrase.
Decode version	Indicates the version of the decoder in use.

7. Contact your Cisco personnel to access the remote support system using the generated pass phrase.

#### **Related Topics**

- [Getting More Information](#)