

# 使用GUI和控制檯更改Informacast中的網路設定

## 目錄

[簡介](#)

[必要條件](#)

[需求](#)

[採用元件](#)

[設定](#)

[方法1.圖形使用者介面](#)

[方法2.控制檯](#)

[驗證](#)

[疑難排解](#)

[相關資訊](#)

## 簡介

本文說明如何使用圖形使用者介面(GUI)和控制檯在Cisco基本分頁(InformaCast)中更改網路設定並對其進行故障排除。

## 必要條件

### 需求

思科建議您瞭解以下主題：

- 思科基本尋呼
- Linux

### 採用元件

本檔案中的資訊是根據以下軟體版本：

- Informacast基本尋呼版本11.0.5 - 11.3

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

## 設定

您可以使用方法1或2更改Singlewire伺服器的IP地址、掩碼、DNS和網關。

**警告：**如果您計畫在Basic和Advanced InformaCast之間切換並更改IP地址，則需要重新部署InformaCast OVA。

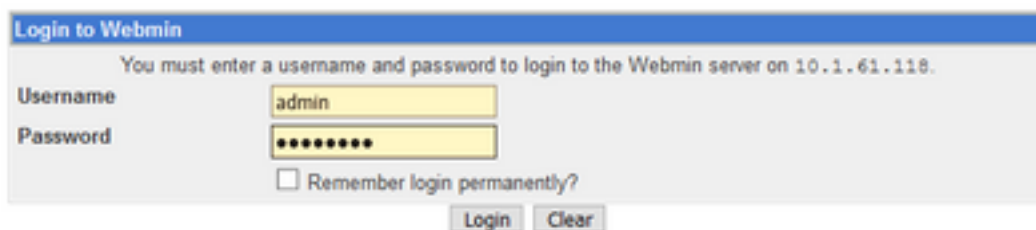
**警告：**如果您當前擁有許可的應用程式，更改IP地址可能會導致您要求新的許可證。

**附註：**每當安裝InformaCast或更改其IP地址時，都會重新生成InformaCast SIP證書，因此，如果對SIP使用傳輸層安全(Transport Layer Security, TLS)協定，則需要在InformaCast環境中的所有Cisco Unified Communications Manager(CUCM)上安裝InformaCast SIP證書。

## 方法1.圖形使用者介面

步驟1.若要使用GUI配置網路設定，請開啟Web瀏覽器，輸入InformaCast虛擬裝置的IP地址 ([https://<informacast\\_IP>:1000](https://<informacast_IP>:1000))，然後按Enter鍵。系統將顯示Singlewire開始頁面。

步驟2.按一下**Access Application Management Tools with Control Center**鏈接。將開啟一個單獨的頁籤/視窗以開啟「控制中心」選單頁，如下圖所示。



步驟3.輸入您的憑證並點選**Login**按鈕。預設情況下，您的使用者名稱為**admin**，密碼為**changeMe**。此時會顯示Webmin首頁，如下圖所示。



Virtual Appliance version	11.0.5
System hostname	singlewire
Webmin version	1.530
Time on system	Wed Jul 17 14:34:34 2019
Kernel and CPU	Linux 3.2.0-4-686-pae on i686
Processor information	Intel(R) Xeon(R) CPU E5-2699 v4 @ 2.20GHz, 1 cores
System uptime	2 days, 16 hours, 54 minutes
Running processes	58
CPU load averages	0.01 (1 min) 0.03 (5 mins) 0.05 (15 mins)
CPU usage	0% user, 0% kernel, 0% IO, 100% idle
Real memory	3.95 GB total, 1.12 GB used
Virtual memory	4.03 GB total, 0 bytes used
Local disk space	74.78 GB total, 5.18 GB used

步驟4.若要變更IP位址，請依照以下步驟操作，導覽至**System > Bootup and Shutdown**。

步驟5.從服務清單中選擇**singlewireInformaCast**，如下圖所示。

<input type="checkbox"/>	simplify	No	Simplify functionality
<input type="checkbox"/>	single	No	executed by init(1) upon entering runlevel 1 (single)
<input type="checkbox"/>	singlewireInformaCast	Yes	InformaCast application from Singlewire
<input type="checkbox"/>	singlewirePTT	Yes	PushToTalk application from Singlewire
<input type="checkbox"/>	singlewireSwiftStart	Yes	SwiftStart application from Singlewire
<input type="checkbox"/>	singlewireToolbox	Yes	Toolbox application from Singlewire
<input type="checkbox"/>	ssh	Yes	OpenBSD Secure Shell server
<input type="checkbox"/>	stop-bootlogd	Yes	See the init.d/bootlogd script
<input type="checkbox"/>	stop-bootlogd-single	No	See the init.d/bootlogd script
<input type="checkbox"/>	sudo	Yes	Provide limited super user privileges to specific users.
<input type="checkbox"/>	udev	No	Start udevl, populate idev and load drivers.

步驟6. 若要停止Informacast服務，請按一下**Stop Now**，並等到服務停止及其所有子進程，如下圖所示。

Module Index Edit Action

---

**Action Details**

Name:

Action Script

```
#!/bin/sh
### BEGIN INIT INFO
# Provides: singlewireInformaCast
# Required-Start: $remote_fs $network $syslog $time
# Required-Stop: $remote_fs $network $syslog
# Default-Start: 2 3 4 5
# Default-Stop: 0 1 6
# Short-Description: InformaCast
# Description: InformaCast application from Singlewire
### END INIT INFO

# Author: Jeff Ramin <jeff.ramin@singlewire.com>
#
# Do NOT "set -e"
```

Start at boot time?  Yes  No

Save Start Now Restart Now Show Status **Stop Now** Delete

[Return to bootup and shutdown actions](#)

步驟7. 返回主選單，然後導覽至**Networking > Network Configuration**。網路組態選項如下圖所示。

Module Config Network Configuration

---

Click this button to activate the current boot-time interface and routing settings, as they normally would be after a reboot. Warning - this may make your system inaccessible via the network, and cut off access to Webmin.

步驟8. 選擇**Network Interfaces**，然後按一下**eth0**。

Module Index Network Interfaces

---

Active Now Activated at Boot

Interfaces listed in this table are currently active on the system. In most cases, you should edit them under the **Activated at Boot** tab.

Select all | Invert selection | Add a new interface.

Name	Type	IP Address	Netmask	Status
<input type="checkbox"/> eth0	Ethernet	10.1.61.118	255.255.255.0	Up
<input type="checkbox"/> lo	Ethernet	fe80::250:56ff:fe96:d3e3	64	Up
<input type="checkbox"/>	Loopback	127.0.0.1	255.0.0.0	Up
<input type="checkbox"/>	Loopback	::1	128	Up

Select all | Invert selection | Add a new interface.

[Return to network configuration](#)

步驟9. 使用新的IP地址編輯**eth0**介面，然後按一下**Save**。此時，預計它將失去與伺服器的連線。要重新登入到伺服器，請使用新的IP地址。

## Edit Active Interface

Active Interface Parameters			
Name	eth0	IP Address	10.1.61.118
Netmask	255.255.255.0	Broadcast	10.1.61.255
MTU	1500	Status	<input checked="" type="radio"/> Up <input type="radio"/> Down
Hardware address	00:50:56:96:d3:e3	Virtual interfaces	0 (Add virtual interface)

Save Delete

[Return to network interfaces](#)

步驟10。若要編輯開機介面，請導覽至**Networking > Network Configuration**，按一下**Activated at Boot** 索引標籤，然後編輯IP位址、網路遮罩和廣播IP，如下圖所示。

## Edit Bootup Interface

Boot Time Interface Parameters			
Name	eth0	Activate at boot?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Address source	<input type="radio"/> From DHCP <input type="radio"/> From BOOTP <input checked="" type="radio"/> Static configuration		
	IP Address	10.1.61.118	
	Netmask	255.255.255.0	
	Broadcast	<input type="radio"/> Automatic <input checked="" type="radio"/> 10.1.61.255	
Virtual interfaces	0 (Add virtual interface)		Hardware address <input checked="" type="radio"/> Default <input type="radio"/>

Save Save and Apply Delete and Apply Delete

[Return to network interfaces](#)

步驟11.要再次啟動singlewireInformaCast，請導航到**System > Bootup and Shutdown**。

步驟12.從服務清單中選擇singlewireInformacast，然後按一下**Start Now**。服務可能需要幾分鐘才能啟動。

## Edit Action

Action Details	
Name	singlewireInformaCast
Action Script	<pre>#!/bin/sh ### BEGIN INIT INFO # Provides:          singlewireInformaCast # Required-Start:    \$remote_fs \$network \$syslog \$time # Required-Stop:     \$remote_fs \$network \$syslog # Default-Start:     2 3 4 5 # Default-Stop:      0 1 6 # Short-Description: InformaCast # Description:       InformaCast application from Singlewire ### END INIT INFO  # Author: Jeff Ramin &lt;jeff.ramin@singlewire.com&gt; # # Do NOT "set -e"</pre>
Start at boot time?	<input checked="" type="radio"/> Yes <input type="radio"/> No

Save **Start Now** Restart Now Show Status Stop Now Delete

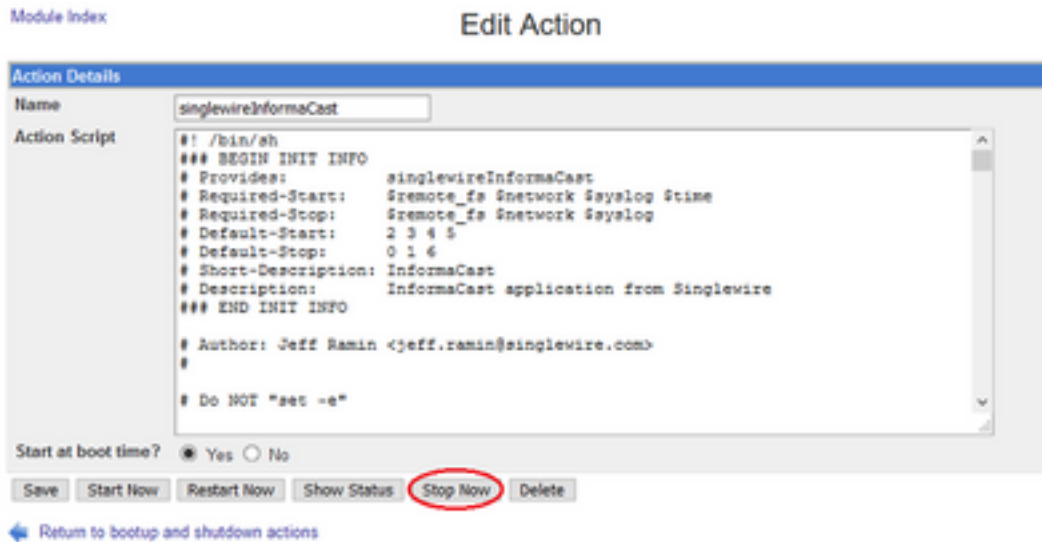
[Return to bootup and shutdown actions](#)

步驟13。若要變更DNS和主機名稱，請導覽至**System > Bootup and Shutdown**。

步驟14.從服務清單中選擇singlewireInformaCast，如下圖所示。

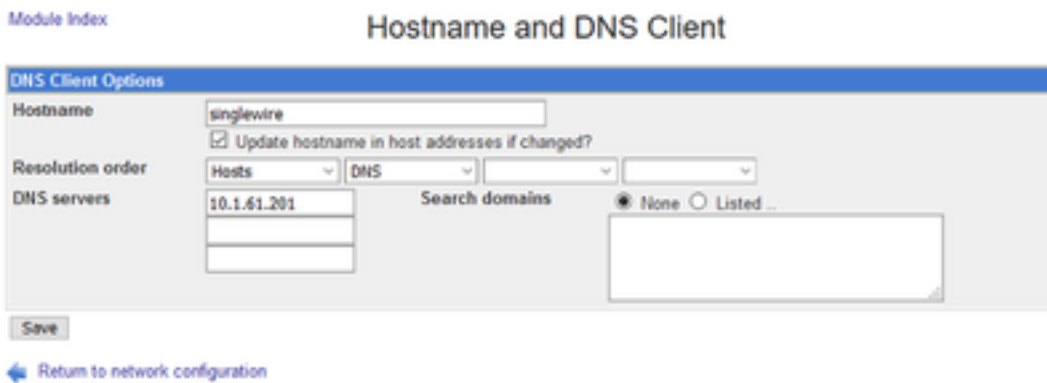
<input type="checkbox"/>	simplify	No	Simplify functionality
<input type="checkbox"/>	single	No	executed by init(1) upon entering runlevel 1 (single)
<input checked="" type="checkbox"/>	singlewireInformaCast	Yes	InformaCast application from Singlewire
<input type="checkbox"/>	singlewirePTT	Yes	PushToTalk application from Singlewire
<input type="checkbox"/>	singlewireSwiftStart	Yes	SwiftStart application from Singlewire
<input type="checkbox"/>	singlewireToolbox	Yes	Toolbox application from Singlewire
<input type="checkbox"/>	ssh	Yes	OpenBSD Secure Shell server
<input type="checkbox"/>	stop-bootlogd	Yes	See the init.d/bootlogd script
<input type="checkbox"/>	stop-bootlogd-single	No	See the init.d/bootlogd script
<input type="checkbox"/>	sudo	Yes	Provide limited super user privileges to specific users.
<input type="checkbox"/>	udev	No	Start udevl, populate idev and load drivers.

步驟15.按一下**Stop Now**，並等待服務停止及其所有子進程，如下圖所示。



步驟16.若要返回主選單，請導覽至**Networking > Network Configuration**。

步驟17.選擇**Hostname**和**DNS Client**。



步驟18.編輯DNS條目，然後按一下**Save**。

步驟19.返回**System > Bootup and Shutdown**下的服務清單。

步驟20.選擇**singlewireInformaCast**，然後按一下**Start Now**。服務可能需要幾分鐘才能啟動。

The screenshot shows the 'Edit Action' window for the service 'singlewireInformaCast'. The 'Action Script' field contains the following content:

```
#!/bin/sh
### BEGIN INIT INFO
# Provides:          singlewireInformaCast
# Required-Start:    $remote_fs $network $syslog $time
# Required-Stop:     $remote_fs $network $syslog
# Default-Start:     2 3 4 5
# Default-Stop:      0 1 6
# Short-Description: InformaCast
# Description:       InformaCast application from Singlewire
### END INIT INFO

# Author: Jeff Ramin <jeff.ramin@singlewire.com>
#
# Do NOT "set -e"

Start at boot time?  Yes  No

Save Start Now Restart Now Show Status Stop Now Delete
```

Below the form, there is a link: [Return to bootup and shutdown actions](#)

步驟21.為該服務幾分鐘後重新聯機。

步驟22.若要變更閘道，請導覽至網路組態> 路由與閘道，然後編輯設定，如下圖所示。按一下 **Save**。

The screenshot shows the 'Routing and Gateways' configuration page. It has two tabs: 'Boot time configuration' and 'Active configuration'. The 'Boot time configuration' tab is active. Below the tabs, there is a description: 'This section allows you to configure the routes that are activated when the system boots up, or when network settings are fully re-applied.'

The 'Routing configuration activated at boot time' section contains the following fields:

- Default router:  None (or from DHCP)  Gateway
- Static routes table:

Interface	Network	Netmask	Gateway
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

- Local routes table:

Interface	Network	Netmask
<input type="text"/>	<input type="text"/>	<input type="text"/>

At the bottom, there is a 'Save' button and a link: [Return to network configuration](#)

## 方法2.控制檯

要通過控制檯更改InformaCast伺服器的IP地址、掩碼、DNS和網關，請遵循以下步驟：

步驟1.開啟並登入vSphere客戶端。

步驟2.從清單中選擇虛擬機器（預設情況下，這是Singlewire InformaCast VM）。

步驟3.按一下**Open Console**。出現Singlewire InformaCast VM控制檯視窗，如下圖所示。



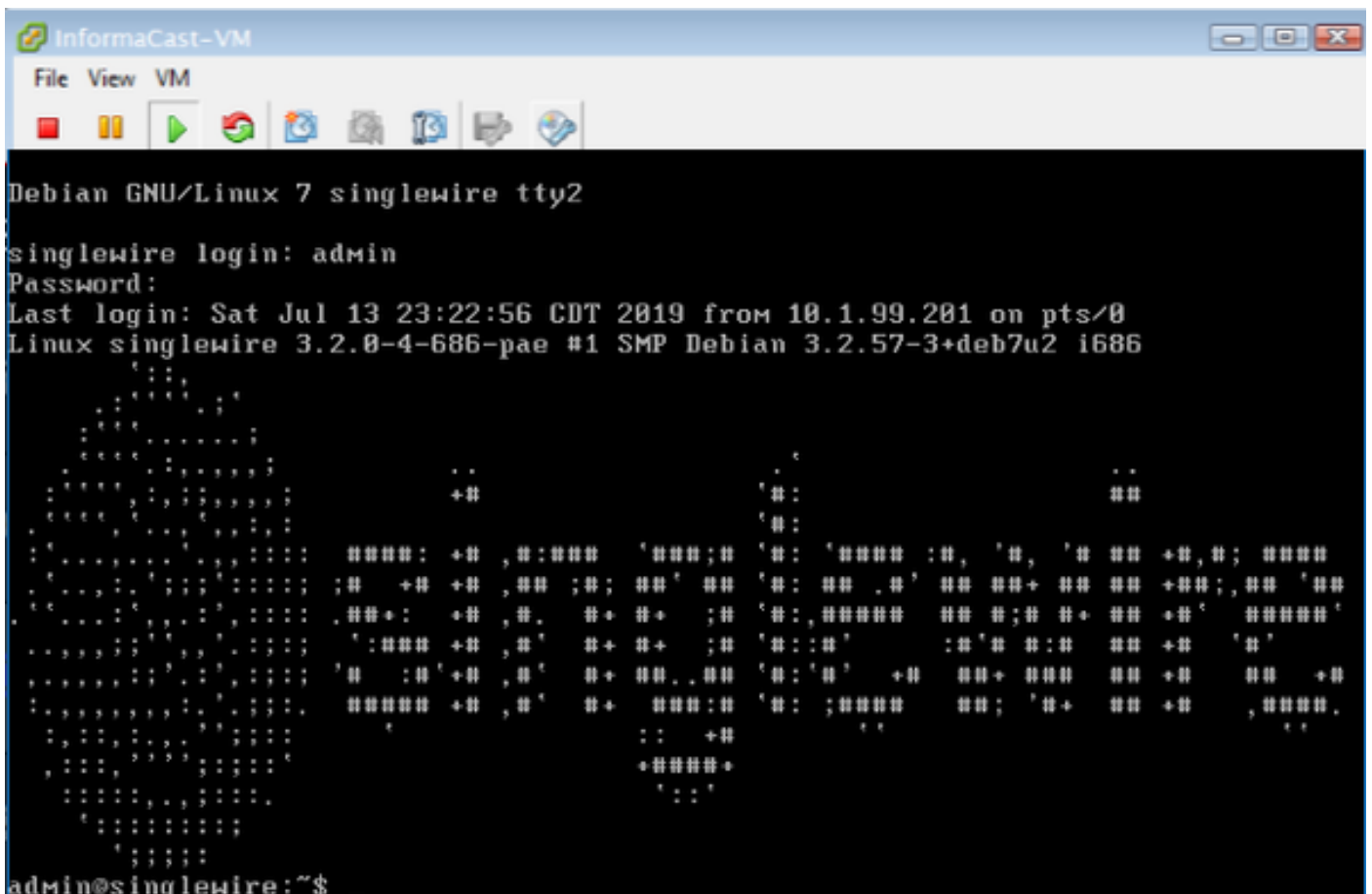
```
=====
Sun Jul 14 21:37:52 CDT 2019
Network Configuration:
Current IP address is 10.1.61.118
Link status: up
Press Alt+F2 for local login
Press Alt+F1 to display this screen

Go to the Singlewire Start page (http://10.1.61.118) to
access your application(s).
=====
```

步驟4.在Singlewire InformaCast VM控制檯視窗中按Alt + F2。Singlewire InformaCast VM控制檯視窗將刷新。

步驟5.在單線登入提示時輸入admin，然後按Enter鍵。

步驟6.在Password提示符下輸入作業系統密碼，然後按Enter鍵。Singlewire InformaCast VM控制檯視窗將刷新，如下圖所示。



```
InformaCast-VM
File View VM
Debian GNU/Linux 7 singlewire tty2
singlewire login: admin
Password:
Last login: Sat Jul 13 23:22:56 CDT 2019 from 10.1.99.201 on pts/0
Linux singlewire 3.2.0-4-686-pae #1 SMP Debian 3.2.57-3+deb7u2 i686

admin@singlewire:~$
```

步驟7.若要確認目前的組態，請使用命令cat /etc/network/interfaces，如下圖所示。

```
admin@singlewire:~$ cat /etc/network/interfaces
auto lo eth0
iface lo inet loopback

iface eth0 inet static
    address 10.1.61.119
    gateway 10.1.61.1
    netmask 255.255.255.0

admin@singlewire:~$
```

步驟8。若要變更Informacast伺服器的目前IP，請輸入change-ip-address指令，然後按下Enter鍵，如下圖所示。

```
admin@singlewire:~$ change-ip-address
Starting change IP address script
WARNING: If you have applications currently licensed,
changing your IP address may cause you to require new license(s).

Are you sure you want to continue (y/n)? y
```

步驟9.然後輸入Y，然後按Enter鍵。

步驟10.輸入網路上當前未使用的可路由IP地址，然後按Enter鍵。

步驟11.輸入該IP地址的有效網路掩碼，然後按Enter鍵。

步驟12.輸入指定IP地址的預設網關，然後按Enter鍵。

步驟13.輸入您網路上DNS伺服器的IP位址，並按Enter鍵取得輸出，如下圖所示。

```
admin@singlewire:~$ change-ip-address
Starting change IP address script
WARNING: If you have applications currently licensed,
changing your IP address may cause you to require new license(s).

Are you sure you want to continue (y/n)? y

This utility will change the network parameters of your server, as well as recon
figure applications to use the new IP address

Enter new IP address: 10.1.61.118
Enter netmask: 255.255.255.0
Enter default gateway: 10.1.61.10
Enter DNS server 1 (enter if none):
Enter DNS server 2 (enter if none):

Network configuration:
IP address: 10.1.61.118
Netmask: 255.255.255.0
Gateway: 10.1.61.10
DNS server 1:
DNS server 2:

Continue using these values (y/n)? _
```

步驟14.輸入Y，然後按Enter鍵。如圖所示，用於更改網路引數和重新生成安全套接字層(SSL)證書的指令碼將自動啟動。



```
running /usr/local/singlewire/InformaCast/bin/change-ip-address modify
Generating SSL certificates

running /usr/local/singlewire/PushToTalk/bin/change-ip-address modify
Generating SSL certificates
```

步驟15.消息Change IP address process completed successfully表示已應用更改。向新IP地址傳送ping以確認可達性。

步驟16.為了確認更改是否正確執行，請運行命令cat /etc/network/interfaces，如下圖所示。

```
running /usr/local/singlewire/InformaCast/bin/change-ip-address finish
/home/admin
/home/admin
starting InformaCast
InformaCast has been started.

running /usr/local/singlewire/PushToTalk/bin/change-ip-address finish
starting PushToTalk
Change IP address process completed successfully
admin@singlewire:~$ cat /etc/network/interfaces
auto lo eth0
iface lo inet loopback

iface eth0 inet static
address 10.1.61.118
gateway 10.1.61.10
netmask 255.255.255.0

admin@singlewire:~$
```

如果用以前使用的IP配置新IP地址，更改將失敗，並出現錯誤「No changes were made to your system (未對系統進行更改)」。嘗試再次運行此命令，或聯絡Singlewire支援以獲得幫助，如下圖所示。

```
Checking /usr/local/singlewire/InformaCast/web/WEB-INF/wsdl/RecipientGroupService-1.wsdl
ERROR: 10.1.61.118 substitution failed, will roll back
Checking /usr/local/singlewire/InformaCast/web/WEB-INF/wsdl/ReplayService-1.0.wsdl
ERROR: 10.1.61.118 substitution failed, will roll back
Checking /usr/local/singlewire/InformaCast/web/WEB-INF/db/bcast.script
ERROR: 10.1.61.118 substitution failed, will roll back
Checking /usr/local/singlewire/InformaCast/web/WEB-INF/db/tmpBasic/bcast.script
ERROR: 10.1.61.118 substitution failed, will roll back
Checking /usr/local/singlewire/InformaCast/web/WEB-INF/db/tmpAdvanced/bcast.script
ERROR: 10.1.61.118 substitution failed, will roll back
/usr/local/singlewire/InformaCast/bin/change-ip-address prepare 10.1.61.118 failed; contact Singlewire support

running /usr/local/singlewire/PushToTalk/bin/change-ip-address prepare
Modifying /usr/local/singlewire/PushToTalk/web/WEB-INF/data/database.script
Checking /usr/local/singlewire/PushToTalk/web/WEB-INF/data/database.script
ERROR: 10.1.61.118 substitution failed, will roll back
/usr/local/singlewire/PushToTalk/bin/change-ip-address prepare 10.1.61.118 failed; contact Singlewire support
The change IP address process failed. No changes were made to your system.
Try running this command again or contact Singlewire support for assistance.
admin@singlewire:~$
```

在這種情況下，請將伺服器IP更改為新的IP（從未使用），並用所需的IP和網關重複此過程。

**警告：**如果通過SSH而不是控制檯更改InformaCast IP地址，則會顯示下一條消息「If you are running this command over ssh, changing your IP address will result your connection are dropped. Singlewire recommendatients running this command from the console」。

## 驗證

目前沒有適用於此組態的驗證程序。

## 疑難排解

若要確認伺服器是否使用靜態或動態IP，請執行命令`cat /etc/network/interfaces`，如下圖所示。

```
admin@singlewire:~$ cat /etc/network/interfaces
auto lo eth0
iface lo inet loopback

iface eth0 inet static
    address 10.1.61.118
    gateway 10.1.61.1
    netmask 255.255.255.0

admin@singlewire:~$ █
```

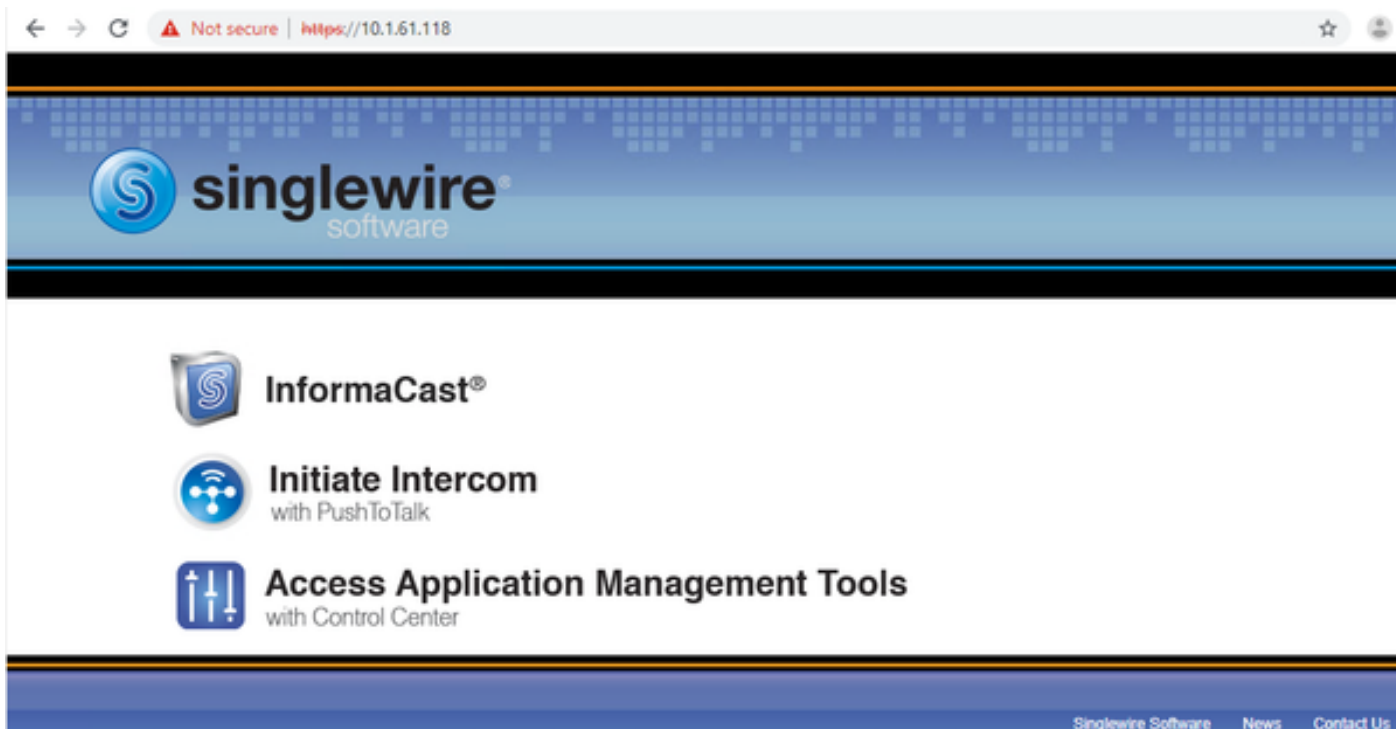
您可以使用的其他有用命令是`/sbin/ifconfig eth0`，如下圖所示。

```
admin@singlewire:~$ /sbin/ifconfig eth0
eth0      Link encap:Ethernet  HWaddr 00:50:56:96:d3:e3
          inet addr:10.1.61.118  Bcast:10.1.61.255  Mask:255.255.255.0
          inet6 addr: fe80::250:56ff:fe96:d3e3/64 Scope:Link
          UP BROADCAST RUNNING MULTICAST  MTU:1500  Metric:1
          RX packets:24224 errors:0 dropped:0 overruns:0 frame:0
          TX packets:12825 errors:0 dropped:0 overruns:0 carrier:0
          collisions:0 txqueuelen:1000
          RX bytes:1816926 (1.7 MiB)  TX bytes:14745702 (14.0 MiB)
          Interrupt:19 Base address:0x2000

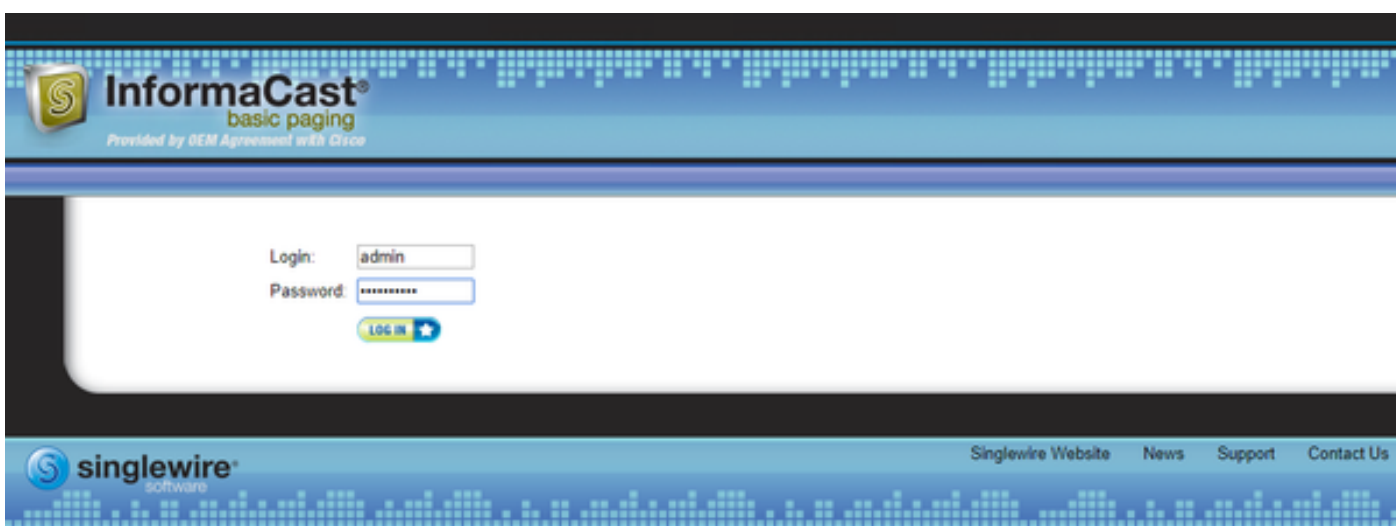
admin@singlewire:~$ █
```

為了排除組播、網路設定和其他故障，請按照以下步驟從Informacast伺服器收集日誌。

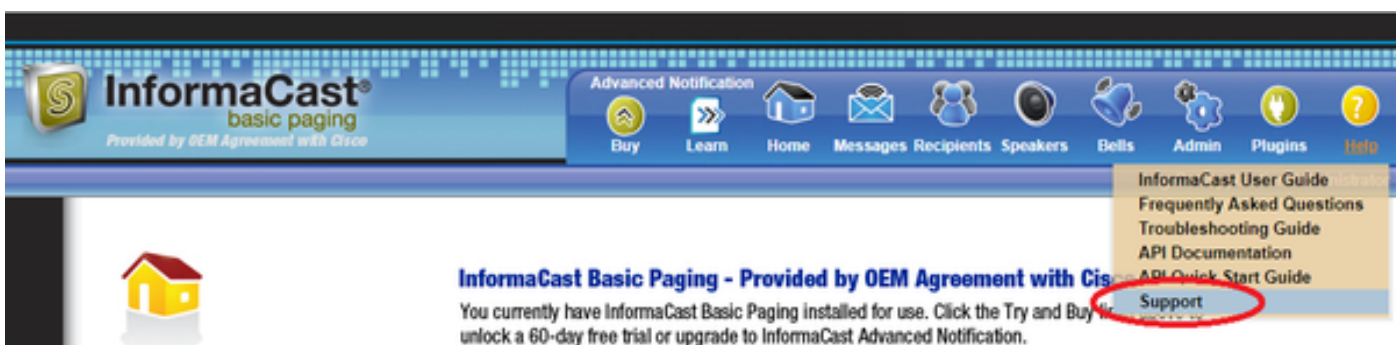
步驟1.在Web瀏覽器中開啟informacast IP，網址為[https://<informacast\\_IP>](https://<informacast_IP>)並選擇Informacast。



步驟2. 使用您的憑據登入，如下圖所示。



步驟3. 導覽至Help > Support。



步驟4. 顯示Documentation和Tools選單。它可能因每個Informacast版本而異，如下圖所示。

#### Documentation

[InformaCast User Guide](#)

[Frequently Asked Questions](#)

[Troubleshooting Guide](#)

[API Documentation](#)

[API Quick Start Guide](#)

[End User License Agreement](#)

#### Tools

These links help carry out steps mentioned in the documentation, or suggested by technical support.

[API Log](#) Shows requests made to the InformaCast REST API.

[Calling Terminal Diagnostics](#) Shows the CTI ports and route points registered with InformaCast.

[InformaCast Logs Directory](#) Shows the directory containing the InformaCast logs.

[Log Tool](#) Collects and analyzes Singlewire log files for errors.

[Performance Log](#) Contains information logged by InformaCast.

[SIP Stack Log](#) Contains information logged by the SIP stack.

[Summary Log](#) Contains a summary of broadcasts sent by InformaCast.

若要排查多點傳播問題，請按一下Informacast Logs Directory並收集Performance Logs和Summary Logs。

步驟5.為了對網路設定進行故障排除，需要獲取消息日誌。使用admin憑據通過SSH連線到伺服器並運行下一個命令。

```
tar -zcf messages.tgz /var/log/*  
/usr/local/singlewire/SwiftStart/server/jetty/webapps/SwiftStart/WEB-INF/data/*  
/etc/network/interfaces
```

步驟6.命令列顯示許多許可權被拒絕的消息，但是跟蹤被收集並儲存在壓縮.tgz檔案中，如下圖所示。

```
admin@singlewire:~$ tar -zcf messages.tgz /var/log/* /usr/local/singlewire/SwiftStart/server/jett  
EB-INF/data/* /etc/network/interfaces  
tar: Removing leading '/' from member names  
tar: /var/log/apt/term.log: Cannot open: Permission denied  
tar: /var/log/boot: Cannot open: Permission denied  
tar: /var/log/fsck/checkroot: Cannot open: Permission denied  
tar: /var/log/iptraf: Cannot open: Permission denied  
tar: /var/log/lighttpd: Cannot open: Permission denied  
tar: /var/log/watchdog: Cannot open: Permission denied  
tar: Exiting with failure status due to previous errors  
admin@singlewire:~$
```

步驟7.若要確認messages.tgz是否已產生，請使用命令ls -la，如下圖所示。



```

admin@singlewire:~$ ls -la
total 46528
drwxr-xr-x 8 admin admin    4096 Jul 14 13:06 .
drwxr-xr-x 5 root  root    4096 Apr 27  2011 ..
-rw----- 1 root  root    2739 Jan 14  2011 .bash_history
-rw-r--r-- 1 admin admin    220 Jan 11  2011 .bash_logout
-rw-r--r-- 1 admin admin   3116 Jan 11  2011 .bashrc
drwx----- 4 admin admin    4096 Jul 23  2018 .cache
drwx----- 3 admin admin    4096 Feb 20  2012 .config
drwxr-xr-x 2 admin admin    4096 Jul 23  2018 .fontconfig
-rw-r--r-- 1 root  root   1380 Mar 13  08:49 Informacast1.cap
-rw-r--r-- 1 root  root   1744 Jul 31  2018 InformaCast_LogTool_Capture_201807311120.pcap
-rw-r--r-- 1 root  root   4138 Sep 23  2018 InformaCast_LogTool_Capture_201809231353.pcap
-rw-r--r-- 1 root  root   9587 Mar 13  08:59 InformaCast_LogTool_Capture_201903130800.pcap
-rw-r--r-- 1 admin admin 1453069 Jul 31  2018 InformaCast_LogTool_Logs_201807311120.tgz
-rw-r--r-- 1 admin admin 2350097 Sep 23  2018 InformaCast_LogTool_Logs_201809231550.tgz
-rw-r--r-- 1 admin admin 2354348 Sep 23  2018 InformaCast_LogTool_Logs_201809231605.tgz
-rw-r--r-- 1 admin admin 33240845 Mar 13  09:06 InformaCast_LogTool_Logs_201903130801.tgz
-rw-r--r-- 1 admin admin 1544692 Jul 31  2018 InformaCast_LogTool_OScmds_201807311120.log
-rw-r--r-- 1 admin admin 1560839 Sep 23  2018 InformaCast_LogTool_OScmds_201809231549.log
-rw-r--r-- 1 admin admin 1564683 Sep 23  2018 InformaCast_LogTool_OScmds_201809231604.log
-rw-r--r-- 1 admin admin 2079795 Mar 13  09:01 InformaCast_LogTool_OScmds_201903130800.log
drwxr-xr-x 3 admin admin    4096 Jul 23  2018 .local
-rw-r--r-- 1 admin admin 1303117 Jul 14 13:06 messages.tgz
drwx----- 3 admin admin    4096 May 15  2013 .pki
-rw-r--r-- 1 admin admin    865 Feb  9  2012 .profile
-rw-r--r-- 1 root  root    2020 Jul 26  2018 pruebal
-rw----- 1 root  root    1024 Jan 11  2011 .rnd

```

步驟8.若要將messages.tgz檔案匯出到外部SFTP伺服器，請使用命令sftp <user>@<sftp\_ip\_address>。輸入您的SFTP憑證，並在連線後鍵入put messages.tgz以匯出檔案，如下圖所示。

```

admin@singlewire:~$ sftp victogut@10.1.99.201
Authenticated with partial success.
victogut@10.1.99.201's password:
Hello, I'm freeFTPd 1.0Connected to 10.1.99.201.
sftp>
sftp> put messages.tgz
Uploading messages.tgz to /messages.tgz
messages.tgz                               100% 1273KB   1.2MB/s   00:01
sftp>

```

步驟9.如果您開啟了TAC案例，請使用連結<https://cway.cisco.com/csc/>將messages.tgz附加到您的服務請求。



## Case File Uploader

Attaching files to a Cisco Support Case is easy

### 1 Enter your Cisco TAC Case Number

Case Number <CaseNumberHere>

### 2 Add files

### 3 Add file descriptions

### 4 File Visibility

Upload

步驟10. **daemon.log**檔案可幫助您找出問題的根本原因。

## 相關資訊

InformaCast虛擬裝置基本尋呼

: [https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cucm/cisco\\_paging\\_server/11\\_0\\_5/CiscoPagingServerInstallandUserGuide\\_1105.pdf](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cucm/cisco_paging_server/11_0_5/CiscoPagingServerInstallandUserGuide_1105.pdf)