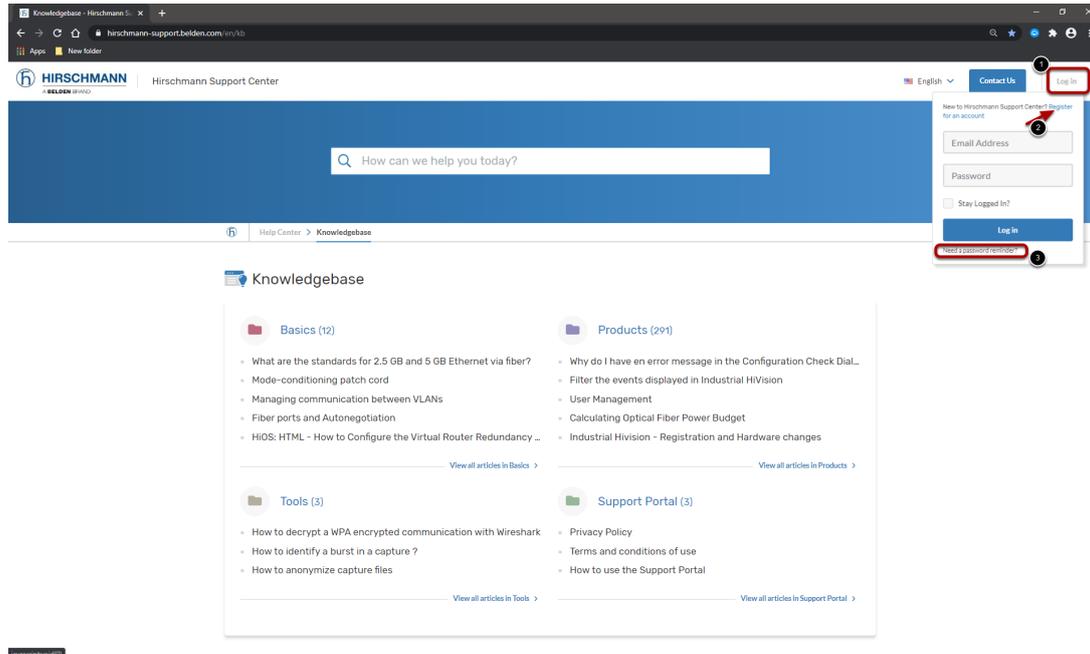# How to use the Support Portal

Johannes Schilling - 2023-10-11 - Support Portal

Customer Support Portal

Go to https://hirschmann-support.belden.com

1. Click on Login

2. Register an account

3. Note: If you had already an account for our previous helpdesk system use the password reminder function to set a password.

Follow the instructions received via eMail and login with your credentials.

User Registration

Register

Name *

Email *

Password *

Confirm *

Timezone *

Berlin

Company

Country *

By creating an account, you aggree to Belden's Terms and Conditions of Use and Privacy Policy.

Terms and conditions of use
Privacy Policy

To prove you are a human, please tell us the text you see in the CAPTCHA image
CAPTCHA

Insert text

Register

To register for an account fill in all mandatory fields and remember the password.

Forgot Password

HIRSCHMANN
A BELDEN BRAND

Hirschmann Support Center

English ⌄

Contact Us

Log in

Q How can we help you today?

Forgot your password?

Complete this form to have a password reset link sent to you.

Email *

To prove you are a human, please tell us the text you see in the CAPTCHA image

CAPTCHA

6hXun   ⟳   Insert text

Reset Password

If you have already an account you can use the password reminder function to reset your password.

Portal Home

1. Your Account - edit your profile settings

2. Your Tickets - Overview of your open and resolved tickets

3. Search bar - fulltext search for tickets and knowledgebase

4. Navigation Buttons to directly switch between Knowledgebase, News, Downloads or My Tickets

5. Preview of Knowledgebase and News - shows recent added articles and news posts

Search

Use the search bar in the portal home to search for tickets, knowledgebase articles, news and files

Knowledgebase Articles

How to use radius authentication for switch management access

Last updated: Feb 23, 2018

Date Created
Feb 9, 2018

Translations
🔲 Deutsch

This lesson describes how to configure radius for switch management access via telnet and webinterface.
The functionality is available as of release 7 for devices with L2P software and higher.
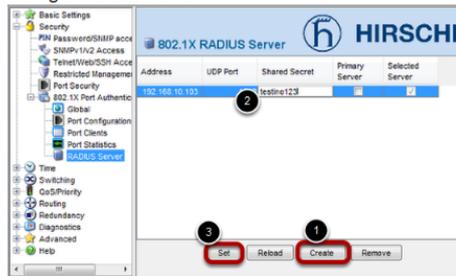Note: For webinterface configuration make sure that the password consists 8 or more characters.

Configure Radius-Server

1.) Click on "Create" and enter IP-address of Radius-Server.
2.) Configure "Shared Secret". Please note that this field will be empty after the next step because of security reasons.
3.) Click on "Set" in order to send new configuration to switch agent.

Optional: Configuration via CLI
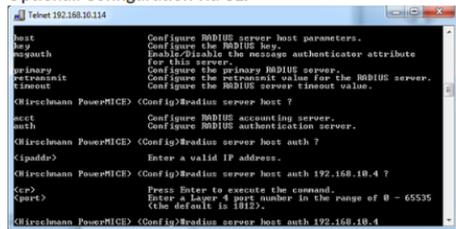
Search or browse the knowledgebase for frequently asked questions, howtos etc.

1. Navigation is possible by clicking the breadcrumbs.

2. You can subscribe to category folders and articles to get notified about new content or article updates, share the article via eMail or download as PDF.

Download Library

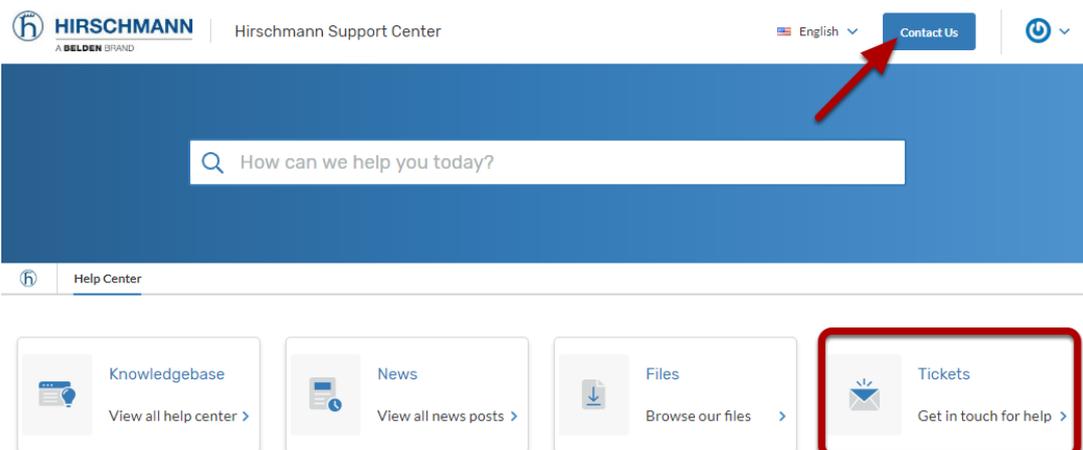Browse the download library for firmware versions and tools.

Submit Ticket

To create a ticket click on the 'Contact Us' button on the portal home or go to 'My Tickets' and click 'Submit Ticket'

Submit Ticket Form

Fill in the ticket form as detailed as possible.

Related knowledgebase articles are shown based on matching keywords given in the subject field.

Attach supporting documents like switch dumps, network drawings, logfiles, etc.

The size limit for attachements is 85 MByte per file.

Ticket Overview

If you click on the "Tickets" button in the portal home page to get an overview page of all your open and resolved tickets.

Click on the subject of a ticket in the list to open the ticket details.

Ticket Detail View

The ticket detail view gives you all ticket comments in a chronologic order.

At any time you can leave a comment, upload additional supporting files or close the ticket.