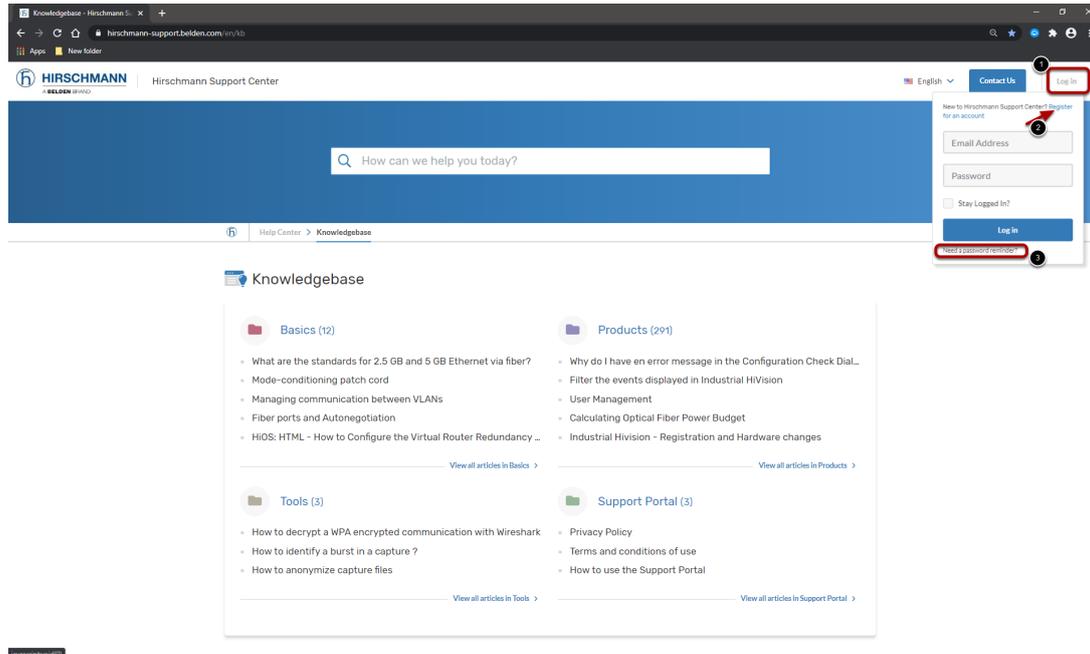


## How to use the Support Portal

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

 **HIRSCHMANN**  
A BELDEN BRAND

Hirschmann Support Center

English 

Contact Us

Login

How can we help you today?

Help Center > Register

## Register

Name \*

Email \*

Password \*

Confirm \*

Timezone \*

Company

Country \*

By creating an account, you agree 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





Contact Us 

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

Forgot Password

How can we help you today?

Help Center > [Reset Password](#)

### 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**

Insert text

Reset Password

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

Portal Home

The screenshot shows the Hirschmann Support Center interface. At the top left is the Hirschmann logo and 'Hirschmann Support Center'. At the top right, there is a language selector set to 'English' and a 'Contact Us' button. A user profile dropdown menu is open, showing options: 'View my profile' (1), 'My tickets' (2), and 'Logout'. A search bar with the placeholder text 'How can we help you today?' is highlighted with a red box and a callout '3'. Below the search bar is a navigation bar with four buttons: 'Knowledgebase' (4), 'News', 'Files', and 'Tickets'. The 'News' section is expanded, showing a carousel of news items with dates: 'HiOS v07.1.01 released' (JUL 31), 'HiOS v08.3.00 released for Octopus' (JUN 26), 'HiOS v05.3.10 (RSB and Octopus Basic) has been released' (MAY 20), and 'HiFusion v04.1.01 was released' (APR 3). Below the news is a 'Knowledgebase' section with four categories: 'Basics (12)', 'Products (312)', 'Tools (3)', and 'Support Portal (3)'. Each category has a list of article titles and a 'View all articles in [category]' link. A 'Contact Us' button is visible at the bottom right of the page.

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

The screenshot shows a search interface with the query 'authentication'. The search bar includes a magnifying glass icon, the text 'authentication', a clear button (X), and a 'Go' button. Below the search bar, there are three tabs: 'Your tickets 2', 'Knowledgebase 25', and 'News 5'. The 'Your tickets' tab is active, showing two results: 'Can't get MAB to work on MACH1040' and 'radius authentication does not work as expected', both with a '0 s' timestamp. Below these, there is a 'View all 2 results' link. The 'Knowledgebase' tab is also visible, showing a list of 25 articles. The first few articles are: 'Radius Authentication for Management Access' (2 Y), 'HiLCOS Client with Radius CA, username and password' (9 M), 'Collect tool cannot download system info and event log' (2 Y), 'Are Hirschmann products affected by the vulnerabilities described in BSECV-2016-3?' (2 Y), 'Are Hirschmann products affected by the vulnerabilities described in ICESA-10-214-01?' (2 Y), '""Save support info"" cannot download SystemInfo and EventLog files of platform IV devices.' (2 Y), 'How to use radius authentication for switch management access' (2 Y), 'How to configure a Radius Profile on the WLC and include it in Logical settings' (2 Y), 'Which algorithms for authentication and privacy at HTTPS are supported by classic switches?' (2 Y), and 'How to setup LDAP authentication on HiOS devices' (2 Y). A 'View all 25 results' link is at the bottom of the list.

Category	Count
Your tickets	2
Knowledgebase	25
News	5
Files	0

Article Title	Timestamp
Can't get MAB to work on MACH1040	0 s
radius authentication does not work as expected	0 s
Radius Authentication for Management Access	2 Y
HiLCOS Client with Radius CA, username and password	9 M
Collect tool cannot download system info and event log	2 Y
Are Hirschmann products affected by the vulnerabilities described in BSECV-2016-3?	2 Y
Are Hirschmann products affected by the vulnerabilities described in ICESA-10-214-01?	2 Y
""Save support info"" cannot download SystemInfo and EventLog files of platform IV devices.	2 Y
How to use radius authentication for switch management access	2 Y
How to configure a Radius Profile on the WLC and include it in Logical settings	2 Y
Which algorithms for authentication and privacy at HTTPS are supported by classic switches?	2 Y
How to setup LDAP authentication on HiOS devices	2 Y

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

Knowledgebase Articles

1

## How to use radius authentication for switch management access

Last updated: Feb 23, 2018

2



Subscribe

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.

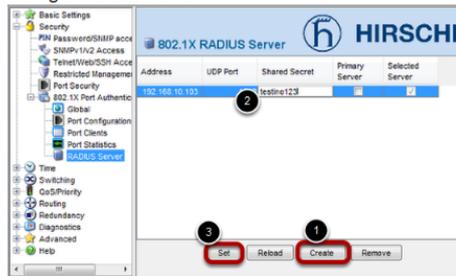
Date Created

Feb 9, 2018

Translations

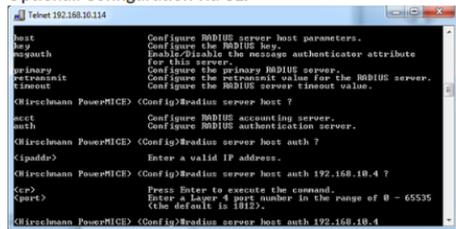
Deutsch

### 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



## Files

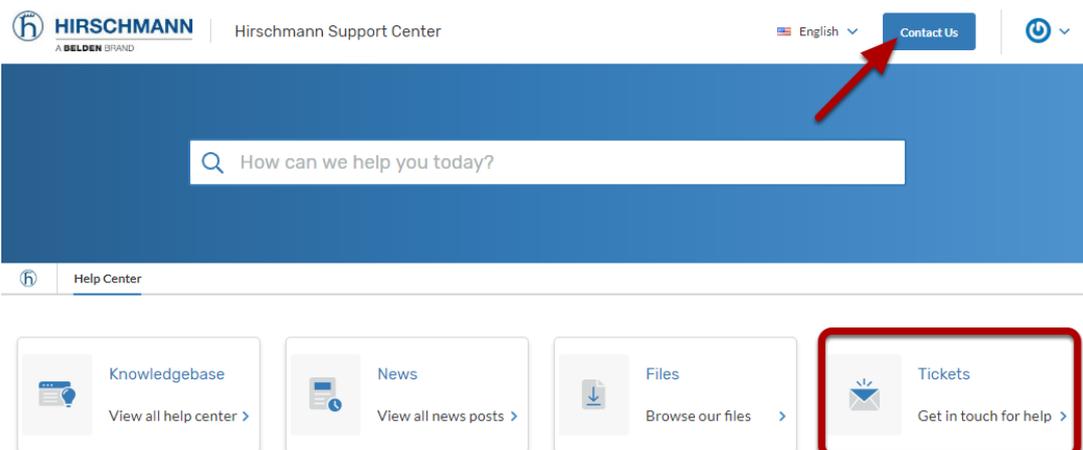
### CAD Files

- MSP
- BRS
- MIPP
- Unmanaged
- RSB
- Gecko
- RS20/30/40
- MS20/30
- MACH100
- MACH1000
- MACH4000
- RSR
- RED25
- RSPE
- RSP
- Octopus
- Greyhound
- Eagle
- BAT
- Accessories

 EAGLE40-03_3D-STEP_2D-DXF.zip	🕒 Mar 30, 2020
   13	
 RED25-04002Z6TT-TDD.stp	🕒 Jan 30, 2020
   6	
 RED25-04002T1TT-TDD.stp	🕒 Jan 30, 2020
   4	
 942-249-00x_BAT_C2_Device.stp	🕒 Jan 3, 2020
   6	

Browse the download library for firmware versions and tools.

Submit Ticket



The screenshot shows the Hirschmann Support Center portal. At the top, there is a navigation bar with the Hirschmann logo, the text 'HIRSCHMANN A BELDEN BRAND', and 'Hirschmann Support Center'. On the right side of the navigation bar, there is a language selector set to 'English' and a 'Contact Us' button. Below the navigation bar is a large blue search bar with the placeholder text 'How can we help you today?'. At the bottom of the page, there is a navigation menu with four items: 'Knowledgebase' (View all help center >), 'News' (View all news posts >), 'Files' (Browse our files >), and 'Tickets' (Get in touch for help >). The 'Tickets' item is highlighted with a red box. A red arrow points to the 'Contact Us' button in the top right corner.

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

[Help Center](#) > [Contact Us](#)

### My Tickets

Please complete this form and one of our agents will reply to you by email as soon as possible.

Name \*  Email  [Manage my email addresses](#)

Issue Type \*  
 

Product Category/Item (Hirschmann)  
 



1 **Subject \***  
  
 We found the following articles that may solve your problem.  
 User Management LDAP  
 How to setup LDAP authentication on HiOS devices

2 **Message \***  
  
 Choose files or  Drag and drop

[Contact Us](#) 

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 attachments is 85 MByte per file.

Ticket Overview

## My tickets

Submit a ticket

- My tickets
- Hirschmann Automation and Control GmbH tickets
- My chats

86 Resolved

Search Tickets

Reference	Subject	Department	Date Created	Last Action
TZSX-6	test ticket -reopen	Hirschmann		ago
WKIH-4	test ticket	Hirschmann		ago
FMCL-7	testticket	Hirschmann		ago
IJLS-10	test ticket c	Hirschmann		ago
XDAAC	test ticket	Hirschmann		ago
ZAXJ-0	test ticket	Hirschmann		ago
GLRX-1	Test Ticket e2t	Hirschmann		ago
VBRX-4	Fw: RE: Test Ticket eM...	Hirschmann		ago
CUFV-5	Test Ticket eMail 2 Tic...	Hirschmann		ago
LOCML	ldap	Hirschmann		ago
RZVKIE	Can't get MAB to work...	Hirschmann		ago
GNWFF	xyyy	Hirschmann		ago

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

## Eagle 30 issue list



Ticket resolved

You Customer needs Eagle 30 issue list

Ticket Status  
Resolved

Agent reply  
As discussed over phone, kindly find attached the issue list for Eagle 30.  
In case you are satisfied with the resolution provided, you can accept the solution in order to close the case or you may deny it in case you need more information.  
Regards,

Reference  
MIDR: 2018116738  
CCs 0  
No participants

You Thanks for your prompt response

Ticket Properties  
Solution  
As discussed over phone, kindly find attached the issue list for Eagle 30. In case you are satisfied with the resolution provided, you can accept the solution in order to close the case or you may deny it in case you need more information. Regards, Abhishek  
Issue Type  
Technical Request  
Product Category/Item (Hirschmann)  
EAGLE 20-0400 / 30-0402  
Department  
Hirschmann / Hirschmann

Rate your support  
You have not rated your support yet. Submit feedback

Create a new ticket

Contact Us

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.