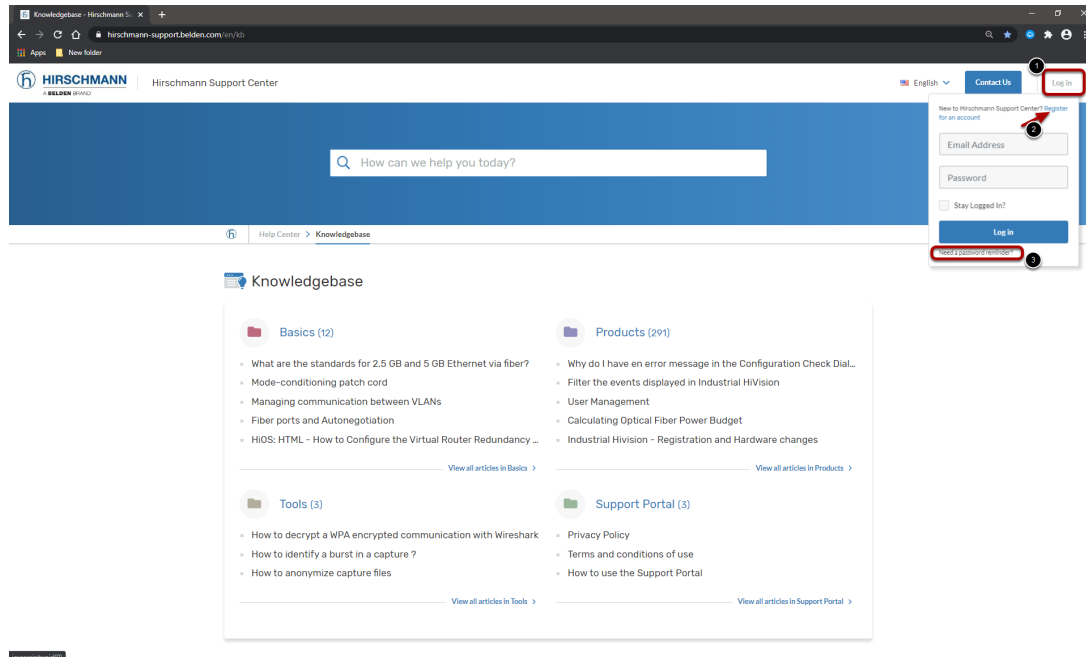


How to use the Support Portal

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 *

Berlin

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




Register

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

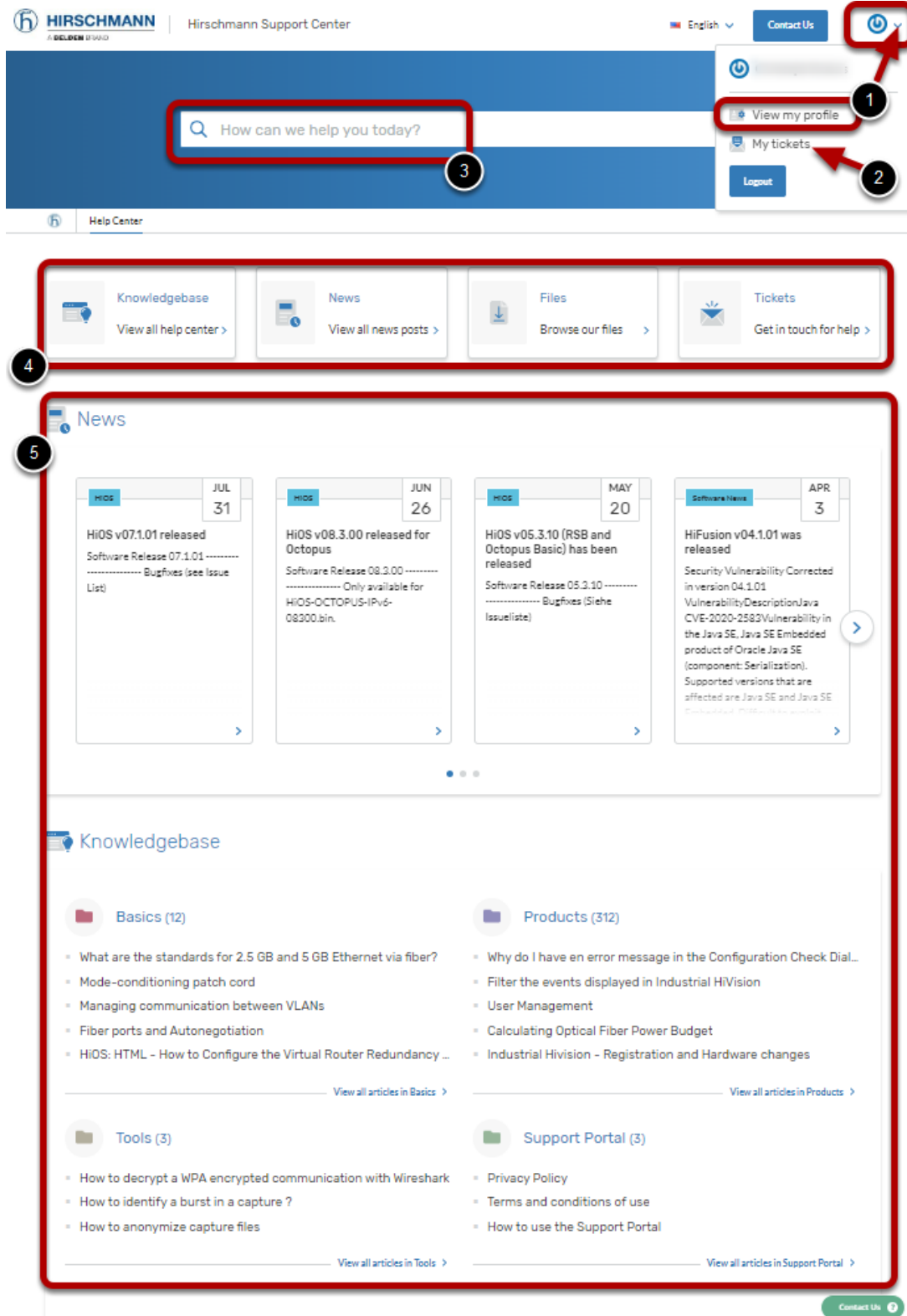


Insert text

Reset Password

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

Portal Home



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

✕
Go

Your tickets
2

Can't get MAB to work on MACH1040🕒 0 s

radius authentication does not work as expexted🕒 0 s

[View all 2 results](#)

Knowledgebase
25

News
5

Files
0

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 ICSA-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

[View all 25 results](#)

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

Knowledgebase Articles

2



 Deutsch

Note: For webinterface configuration make sure that the password consists 8 or more characters.

The screenshot shows the MikroTik WinBox interface. On the left, the configuration tree has 'RADIUS Server' selected. The main window is titled '802.1X RADIUS Server' and contains a table with the following data:

Address	UDP Port	Shared Secret	Primary Server	Selected Server
192.168.10.103	1812	testme123	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

At the bottom of the window, there are four buttons: 'Set', 'Reboot', 'Create', and 'Remove'. Red boxes and numbers highlight the 'Set' button (3), the 'Create' button (1), and the 'RADIUS Server' entry in the table (2).

-
- The screenshot shows a Windows command prompt window titled "Telnet 192.168.10.114". The user has entered several commands to configure the RADIUS server host parameters:
- ```
host Configure RADIUS server host parameters.
msg Configure the RADIUS hex msg.
authauth Disable the message authenticator attribute for this server.
primary Configure the primary RADIUS server.
timeout Configure the timeout value for the RADIUS server.
timeout Configure the RADIUS server timeout value.
```
- After each command, the user presses Enter, and the output shows the current configuration values:
- ```
(CiscoSwitch PowerMICE) ConfigRADIUS server host ?  
auth      Configure RADIUS according the server.  
authauth  Configure RADIUS authentication server.  
(CiscoSwitch PowerMICE) ConfigRadius server host ?  
ipaddress Enter a valid IP address.  
(CiscoSwitch PowerMICE) ConfigRadius server host auth 192.168.10.4 ?  
Msg        Press Enter to execute the command.  
?          Enter a lower decimal number in the range of 0 - 65535  
           (the default is 1012).  
(CiscoSwitch PowerMICE) ConfigRadius server host auth 192.168.10.4
```

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


 **HIRSCHMANN**
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Hirschmann Support Center


English  [Contact Us](#) 


 How can we help you today?

 Help Center

 Knowledgebase
[View all help center >](#)

 News
[View all news posts >](#)


 Files
[Browse our files >](#)

 Tickets
[Get in touch for help >](#)

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

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	Idap	Hirschmann		ago
RZVKIE	Can't get MAB to work...	Hirschmann		ago
GNWFF	xyxy	Hirschmann		

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

ago

Customer needs Eagle 30 issue list

Agent reply



7 years ago

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,



You

7 years ago

Thanks for your prompt response



Rate your support



You

have not rated your support yet.

Submit feedback

Create a new ticket

Ticket Status

Resolved

Reference

MIDR: 2018116738

CCs 0

No participants

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

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.