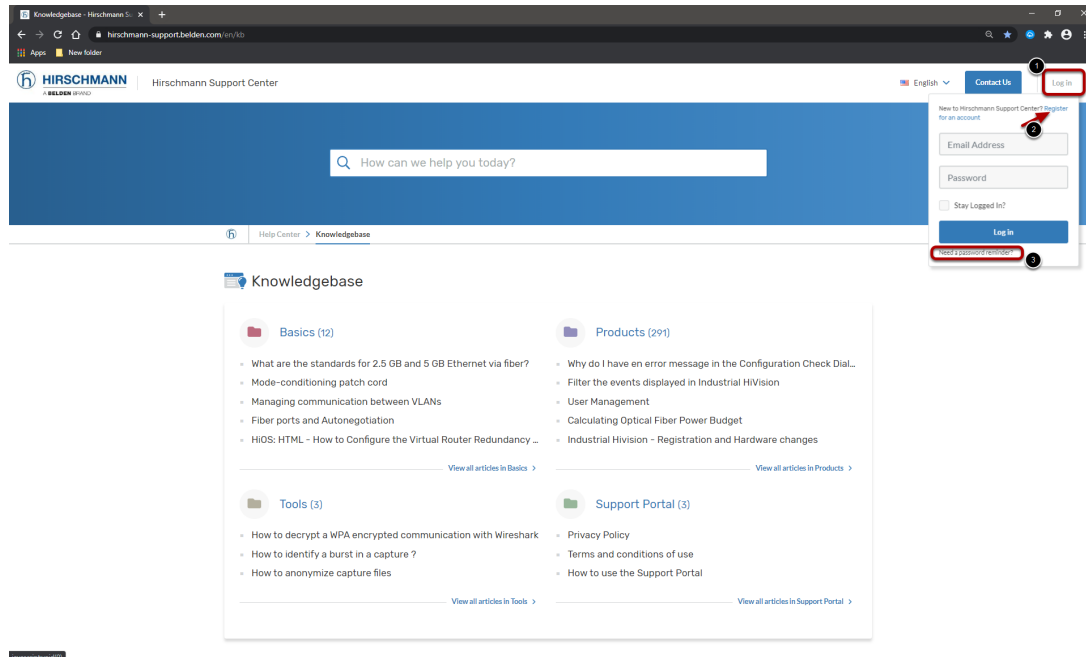


## How to use the Support Portal

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

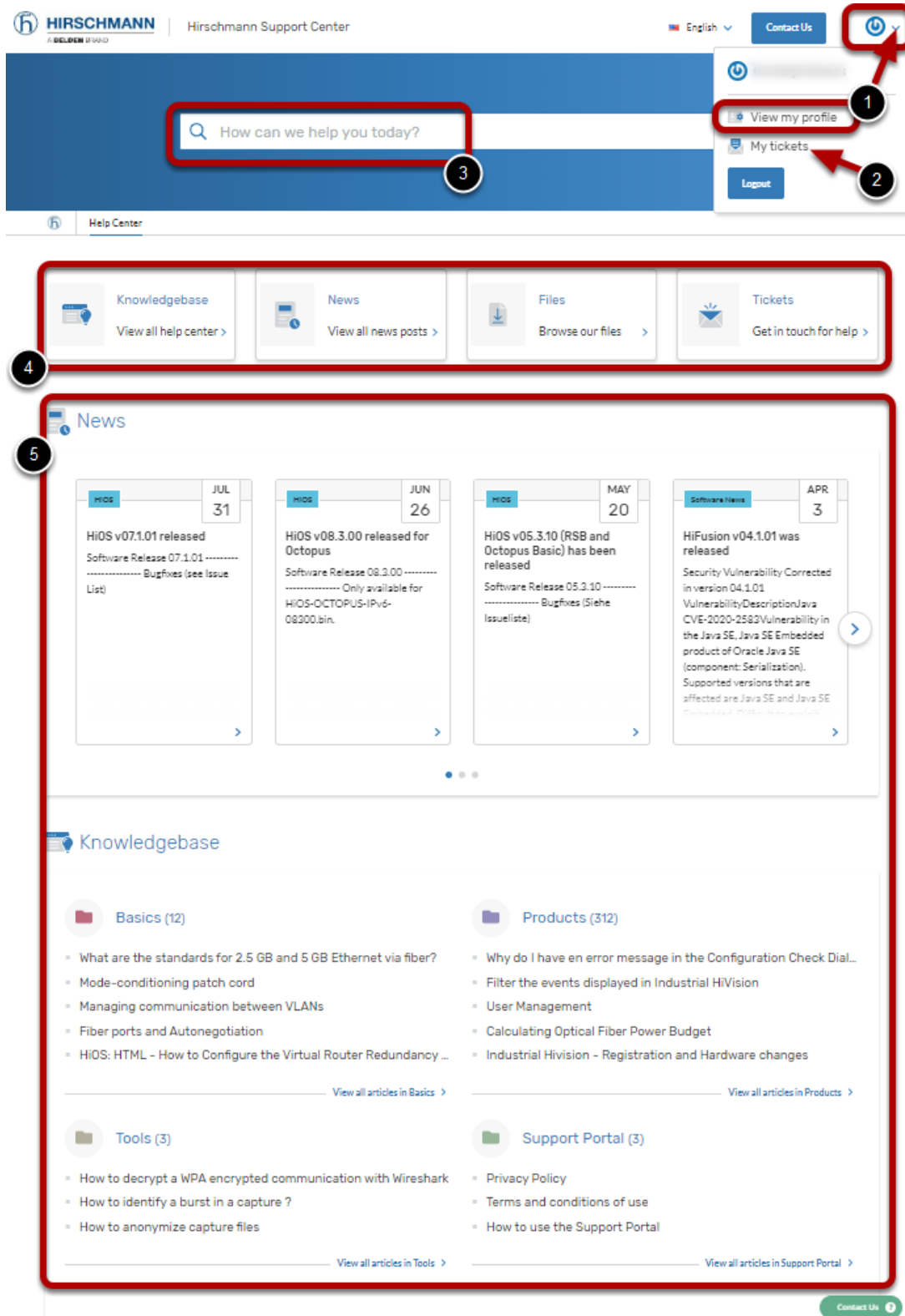


Insert text

[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 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

[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 for configuring a RADIUS server. The left sidebar has a tree view with the following items: Basic Settings, Security, Passwords/SNMP access, SNMP V1/V2 Access, Trusted/Untrusted Access, Restricted Management, Port Security, 802.1X Port Authentication, Class, Port Configuration, Port Lists, Port Statistics, and RADIUS Server. The 'RADIUS Server' item is selected and highlighted in blue. The main window displays the '802.1X RADIUS Server' configuration page. At the top right is the Hirschmann logo. Below it is a table with the following columns: Address, UDP Port, Shared Secret, Primary Server, and Selected Server. The table contains one entry: Address '192.168.10.103', UDP Port '1812', Shared Secret 'testine123', Primary Server 'x', and Selected Server 'x'. 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 'Shared Secret' field (2).

- 
- ```

Telnet 192.168.10.114

host
  Configure RADIUS server host parameters.
msgauth
  Configure the RADIUS server.
  Enable the message authenticator attribute
  for this server.
primary
  Configure the primary RADIUS server.
timeout
  Configure the timeout value for the RADIUS server.
  Configure the RADIUS server timeout value.

(CiscoSwitch PowerMICE) (Config/Radius server host ?)
  host
    Configure RADIUS server host parameters.
    Configure RADIUS authentication server.
  (CiscoSwitch PowerMICE) (Config/Radius server host ?)
    (ipaddress)
      Enter a valid IP address.
    (CiscoSwitch PowerMICE) (Config/Radius server host 192.168.10.4 ?)
      (cr)
        Press Enter to execute the command.
      (ipport)
        Enter a valid port number in the range of 0 - 65535
        (the default is 1812).
    (CiscoSwitch PowerMICE) (Config/Radius server host 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**  
A BELDEN BRAND


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 \***

Christoph Strauss

**Email**

castrauss@gmx.de

[Manage my email addresses](#)

**Issue Type \***

Technical Request


**Product Category/Item (Hirschmann)**


Network Management


Industrial HiVision

**1** **Subject \***

ldap authen|


 We found the following articles that may solve your problem.

 User Management LDAP


 How to setup LDAP authentication on HiOS devices

**Message \***

**2**

 Choose files

 or 

 Drag and drop

**Submit**

Reset

[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.