

## How to collect CLI output using Hyperterminal

Hyperterminal is the telnet application that is included for free with most versions of Microsoft Windows. The instructions below show how to access the UC500 CLI and capture CLI output using Hyperterminal running on a Windows XP PC.

1. Select Start > Run
2. Enter cmd and click OK
3. Enter ipconfig in the command prompt. If you are using the UC500 default settings, the default gateway is the UC500 IP address

```
C:\Documents and Settings\ccauser\Desktop>ipconfig
```

Windows IP Configuration

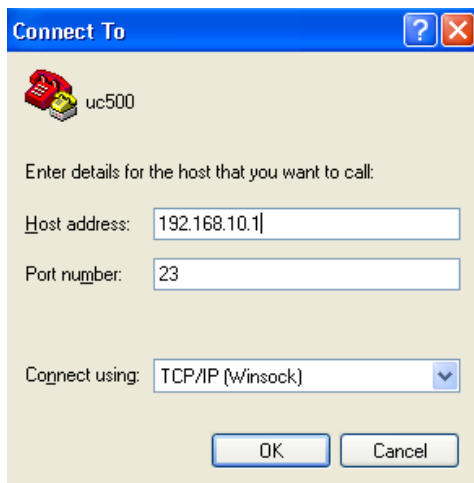
Ethernet adapter Local Area Connection:

```
Connection-specific DNS Suffix . : cisco.com
IP Address. . . . . : 192.168.10.12
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 192.168.10.1
```

4. Go to Start > Programs > Accessories > Communications > Hyperterminal  
This will launch Hyperterminal
5. In Hyperterminal, Select File > New Connection
6. Enter any name & select any icon for the New Connection



8. Select TCP/IP (Winsock) & enter your UC500 IP address. Click OK.

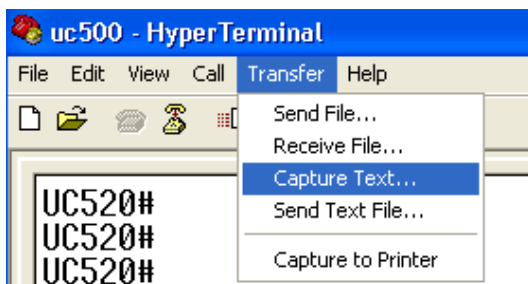


9. When “User Access Verification” prompt appears, enter your UC500 administrator username & password. If you are using the UC500 default settings, both are “cisco”  
If you are logged in successfully, you will see “UC520#” prompt.

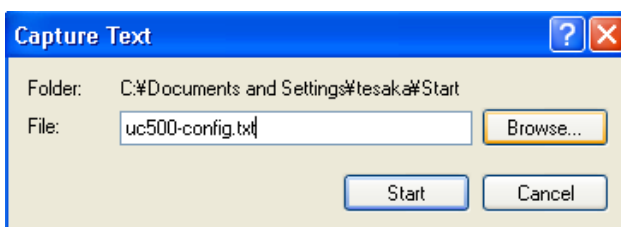
10. Enter the following command

```
UC520# terminal length 0
```

11. Go to Transfer > Capture Text

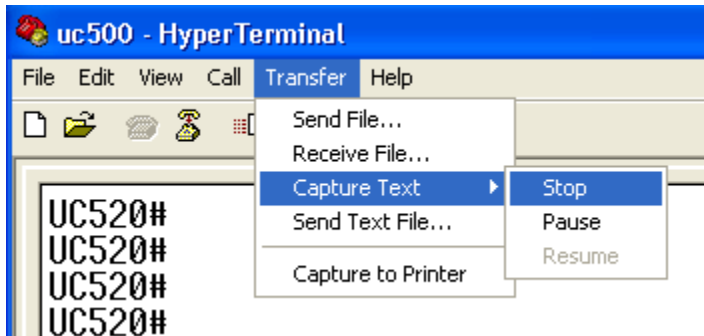


12. Enter your log file name. Click Start. Now any output on the screen will be captured to the file you just specified.



12 . Enter the required show or debug commands to troubleshoot your issue.

13 . After all the entire show or debug output has appeared on the screen, select Transfer > Capture Text > Stop. This will stop the CLI capture.



14. Select File > Exit . Click yes at the warning to close hyperterminal.

15. Go to the folder and file specified in step 11. Double-click on the file to verify the CLI has been captured. If you see the capture was successful, send this file to your Cisco support contact.