Hirschmann Support Portal

This lesson briefly explains the Hirschmann Support Portal.
Go to https://hirschmann-support.belden.com
Register an account
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 an account so you can easily manage your communications.

Name *

Email *

Password *

Confirm *

Timezone *

Europe

Berlin

Country *

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

Register

To register for an account fill in all mandatory fields and remember the password.
If you have already an account you can use the password reminder function to reset your password.
1. **Your Account** - edit your profile settings
2. **Your Tickets** - Overview of your open and resolved tickets
3. **Organization Tickets** - Overview of open and resolved tickets of your organization. Can be
4. **Logout** Button
5. **Search** bar - fulltext search for tickets and knowledgebase
6. **Navigation Buttons** to directly switch between Knowledgebase, News, Downloads or the Submit Ticket form
7. Preview of **Knowledgebase, News and Downloads** - shows recent added articles, news or download files

Use the search bar in the portal home to search for knowledgebase articles, news and tickets
This lesson describes how to configure radius authentication for management access on EAGLE20/One.

Configure Radius Server

In the webinterface navigate to Security -- External Authentication -- RADIUS server and specify the IP address, port and secret of the radius server.

CLI command:

```
*Hirschmann Eagle (config)#radius-server 1 modify ip-address <ip address> port 1812 secret <shared secret>
*Hirschmann Eagle (config)#radius-server 1 status enable
```

Configure Authentication list

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.
You can subscribe to download folders and get notified about new content or changes.
Submit Ticket

To create a ticket click on the Submit Ticket button on the portal home.
Submit Ticket Form

Submit Ticket

Please complete this form and one of our agents will reply to you by email as soon as possible. To process your tickets as efficient as possible, we ask you to share all relevant information (such as network diagram, configuration files, log files etc.)

Name*  

Email  

Manage Your Email Addresses »

Issue Type*  

Technical Request

Product Category/Item*  

Network Management

Industrial HiVision

Subject*  

Where can I download the latest version of Industrial HiVision?

Related Articles

- We found the following articles that may solve your problem.

- [Industrial HiVision v07.100 released]

Message*  

Drag a file in here or Choose a file

Submit  

Reset

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 10MByte per file.
If you click on the "Tickets" link in the header of the portal page you 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.
Ticket Reply/Attachments

the user table header. Thus allowing you to easily assign roles to a user name.
- LDAP Server, central user control using the Lightweight Directory Access Protocols. Give the administrator of your
  LDAP server the information on Industrial HiVision users and their "Access Roles". Give your LDAP server
  administrator the following user data to enter into the LDAP server:
    - User Name
    - Password
    - Access Roles
- RADIUS Server, central user control using the Remote Authentication Dial-In User Services. Give your RADIUS
  server administrator the following user data to enter into the RADIUS server:
    - User Name
    - Password
    - Access Roles

At the end of the User Management you can specify, which methods Industrial HiVision should use in order to verify
the authorization of a user. As long as the "Selected Order:" field is blank, Industrial HiVision is freely accessible.
Industrial HiVision uses the first entry in this field for an authorization check. If the test for the 1st method is
unsuccessful, Industrial HiVision verifies the authorization according to the 2nd method. If Industrial HiVision cannot
run any of the authorization checks successfully, Industrial HiVision denies access.

Best regards,
your Support Team

Add a reply or close the ticket

Thanks for your reply,
I have some additional questions....

Drag a file in here or Choose a file

You can attach files up to 10MB in size