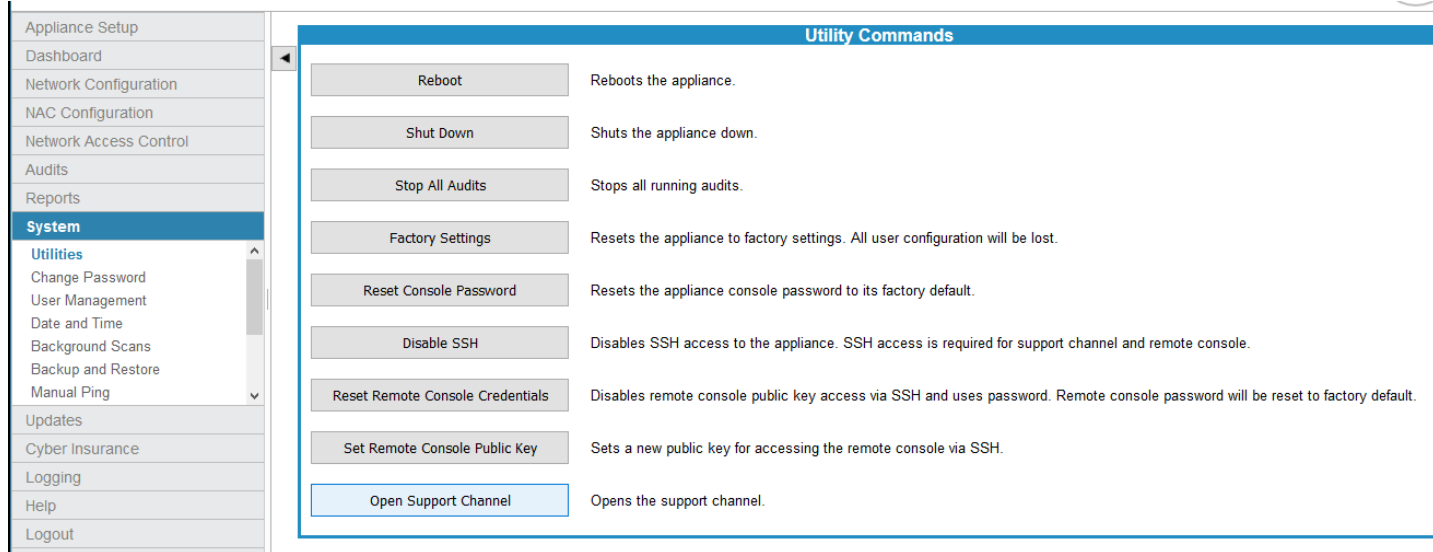


Open the Support Channel

Effective version 10.2 Patch 13 released on Monday June 3, 2019 is an enhancement to simplify the Support Channel.

Ensure outgoing SSH (port 22) is allowed.

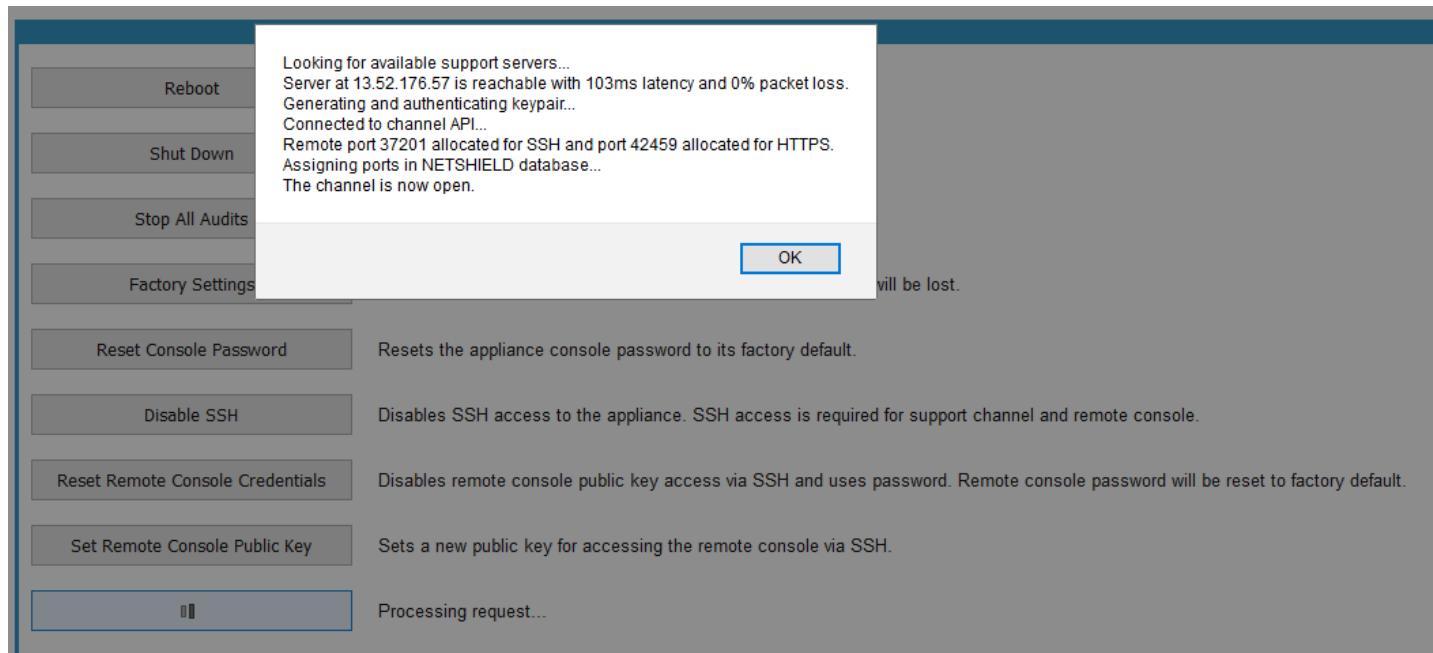
To open the Support Channel go to System - Utilities and click on Open Support Channel.



The screenshot shows the 'Utility Commands' page in the Netshield interface. On the left is a navigation menu with 'System' selected and 'Utilities' expanded. The main content area lists several utility commands with their descriptions:

Command	Description
Reboot	Reboots the appliance.
Shut Down	Shuts the appliance down.
Stop All Audits	Stops all running audits.
Factory Settings	Resets the appliance to factory settings. All user configuration will be lost.
Reset Console Password	Resets the appliance console password to its factory default.
Disable SSH	Disables SSH access to the appliance. SSH access is required for support channel and remote console.
Reset Remote Console Credentials	Disables remote console public key access via SSH and uses password. Remote console password will be reset to factory default.
Set Remote Console Public Key	Sets a new public key for accessing the remote console via SSH.
Open Support Channel	Opens the support channel.

Select OK in the popup window. There is no further action required.



The screenshot shows the 'Open Support Channel' button selected, which has triggered a confirmation popup window. The popup contains the following text:

```
Looking for available support servers...
Server at 13.52.176.57 is reachable with 103ms latency and 0% packet loss.
Generating and authenticating keypair...
Connected to channel API...
Remote port 37201 allocated for SSH and port 42459 allocated for HTTPS.
Assigning ports in NETSHIELD database...
The channel is now open.
```

An 'OK' button is visible at the bottom right of the popup. The background shows the 'Utility Commands' page with the 'Open Support Channel' button highlighted.

Close the Support Channel

When instructed by Support select Close Support Channel to end the connection.

Utility Commands	
Reboot	Reboots the appliance.
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Reset Remote Console Credentials	Disables remote console public key access via SSH and uses password. Remote console password will be reset to factory default.
Set Remote Console Public Key	Sets a new public key for accessing the remote console via SSH.
Close Support Channel	Closes the support channel.