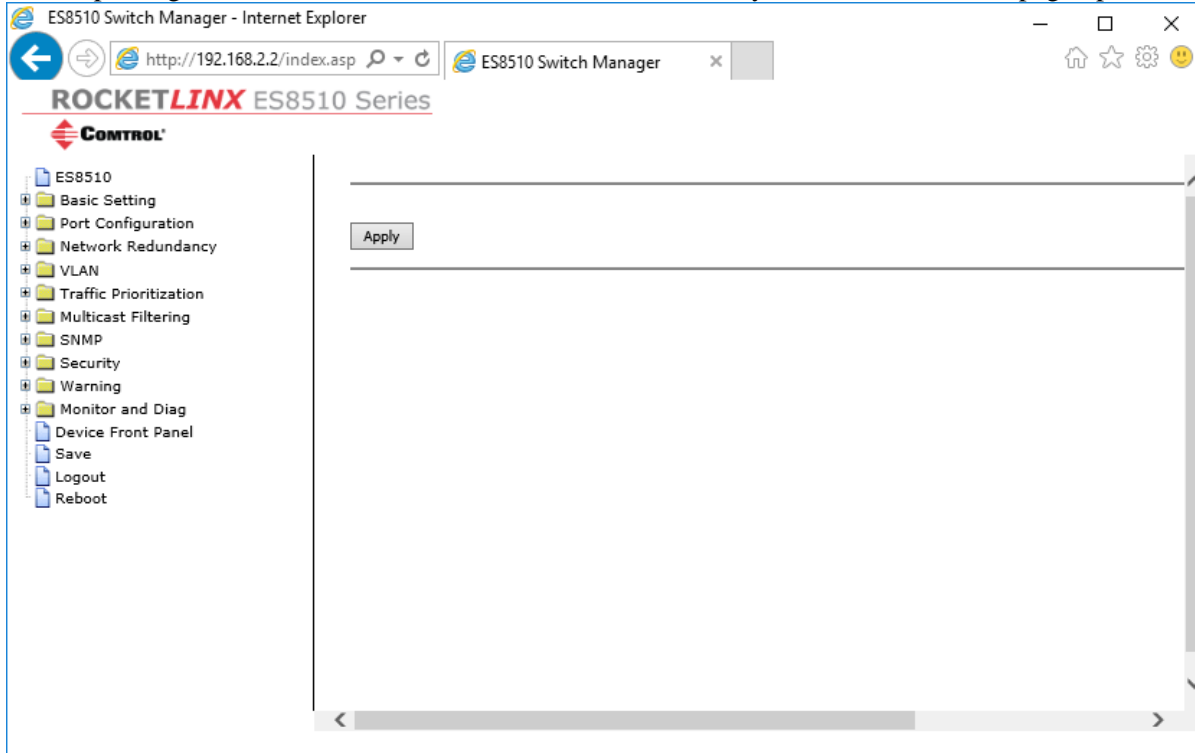# System information not shown on the home page of a RocketLinx Switch

When updating to version 3.0 of the RocketLinx firmware it may be seen that the web page opens to this:



This is an indication that one of the Special Character values was used in the configuration of the system information. There are now Special Characters that cannot be used in any of the fields: " (double quote), ' (apostrophe), [ (left square bracket) and the ] (right square bracket). These Special Characters were allowed in previous version of the Firmware, but will cause the screen as seen above to be empty. In this example the ES8510 is being used, but this can also occur on other models of RocketLinx switches.

The same screen will be displayed when the "Basic Settings" is expanded and the "Switch Setting" option is selected.

To determine which Special Character(s) have been used, save the configuration of the RocketLinx to a file on the PC. This can be done from the web interface or by using PortVision DX.

Once the file has been saved, open it using notepad or your favorite text editor.
Search in the file for the Special Characters and make a note of them.
In this sample these lines were found in my configuration file:
hostname **Mac's 8510 #1**                                          (the apostrophe was used)
snmp-server contact **Mac is the man!**                      (the exclamation mark is allowed)
snmp-server location **Mac's Rack which is powered off at night**       (the apostrophe was used)

The configuration file will list the "hostname" as the System Name as seen in the "snmp-server name" in the Command Line Interface and the "snmp-server name" will be used in place of hostname in this document.

In this example, the ' (single quote or apostrophe) was used in two different fields.
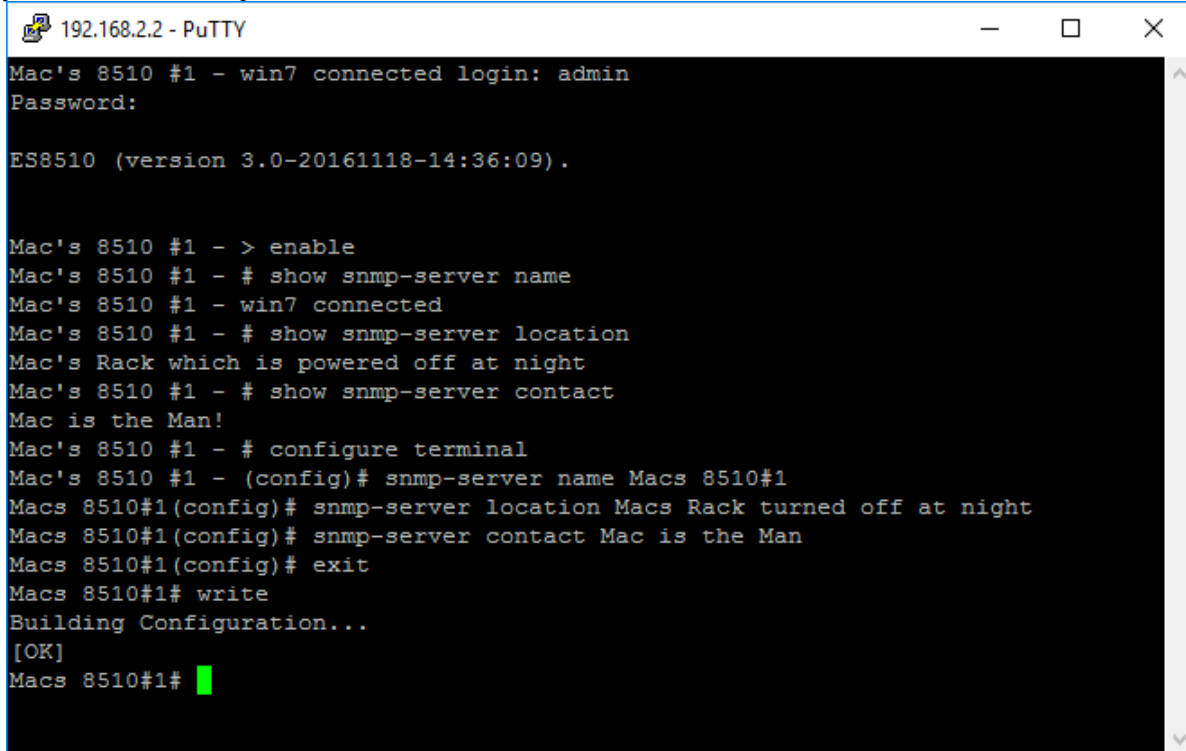I decided I did not want to use the ! (exclamation mark) just for clarity, as that is used in the configuration file as a section separator. It however can be used in the field.

The configuration file will also tell us the command that must be used to set the value, as will be seen later.

To correct this, the Command Line Interface will be required to make the necessary changes.

Open a telnet connection to the RocketLinx.

In PortVision DX, highlight the RocketLinx in question in the lower panel (the list view).
Right Click on the RocketLinx and select "Telnet / SSH Session" from the pop-up menu.
Leave the defaults and click OK. A PuTTY window will open and you will be prompted for
your user name and password.

```
192.168.2.2 - PuTTY                                        —    □    ×
Mac's 8510 #1 - win7 connected login: admin
Password:

ES8510 (version 3.0-20161118-14:36:09).


Mac's 8510 #1 - > enable
Mac's 8510 #1 - # show snmp-server name
Mac's 8510 #1 - win7 connected
Mac's 8510 #1 - # show snmp-server location
Mac's Rack which is powered off at night
Mac's 8510 #1 - # show snmp-server contact
Mac is the Man!
Mac's 8510 #1 - # configure terminal
Mac's 8510 #1 - (config)# snmp-server name Macs 8510#1
Macs 8510#1(config)# snmp-server location Macs Rack turned off at night
Macs 8510#1(config)# snmp-server contact Mac is the Man
Macs 8510#1(config)# exit
Macs 8510#1# write
Building Configuration...
[OK]
Macs 8510#1# █
```

Login using your credentials. The default user name and password are both "admin" (without quotes).

Enter "enable" (without quotes) and press the Enter key.
> This enters the Privileged EXEC Mode and the prompt will change from the > to the #
> In this mode, the switch allows you to view current configuration of the values
Enter "show snmp-server name" (without quotes) and press the Enter key.
> The response of: **Mac's 8510 #1 – win7 connected**
> Here we see the ' used.
Enter "show snmp-server location" (without quotes) and press the Enter key.
> The response of:  **Mac's Rack which is powered off at night**
> Here we see the ' used the second time.
Enter "show snmp-server contact" (without quotes) and press the Enter key.
> The response of: **Mac is the Man!**
> In this case I just want to remove the !.
Now that we have confirmed the information seen in the configuration file, we will make the changes.

Enter "configure terminal" (without quotes) and press the Enter key.
> The configure terminal mode is where we will be able to make the desired changes.
> The prompt will change to include (config) to the left of the #
> Please note that in the "configure terminal" mode you will have no response to a valid change.
> If you receive an error, then check for typo's etc.
Enter "snmp-server name **Macs 8510#1**" (without quotes) and press the Enter key.
> We are using "snmp-server name" instead of hostname as seen in the Config file
> (replace **Mac's 8510#1** with your preference)
Enter "snmp-server location **Macs Rack turned off at night**" (without quotes) and press the Enter key.
> (replace **Mac's Rack turned off at night** with your preference.)
Enter "snmp-server contact Mac is the Man" (without quotes) and press the Enter key.
> (replace **Mac is the Man** with your preference.)

The changes have now been implemented and need to be saved.

If the following is not completed, the changes will only be valid until the RocketLinx is rebooted, at which time it will return to whatever was there before the changes we have just made.
Enter "exit" (without quotes) and press the Enter key.
       This will return us to the Privileged EXEC Mode
Enter "write" (without quotes) and press the Enter key.
       You should get a notice that it is "Building Configuration…" and then
              [OK]
This completes the changes and when we enter "quit" (without quotes) and press the Enter key the telnet window will close.

Now when you open the web page you see this as the home page:



For additional information please see the User Guides downloaded from the Comtrol web, or FTP, site.