

# The cisco-nas@external.cisco.com Alias for Dial Technologies

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## Introduction

This document explains the procedures you use to subscribe and unsubscribe to the cisco-nas@external.cisco.com e-mail alias. This alias is used by interested individuals to exchange ideas, ask questions, and offer suggestions regarding Cisco Access Server platforms (AS5x00, 3600, 2500, and 2600) and Dial Technologies (Point-to-Point Protocol (PPP), dial-on-demand routing (DDR), modems, Integrated Services Digital Network (ISDN), and T1/E1s). This alias contains Cisco employees and customers.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific software and hardware versions.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Subscribe

Complete these steps in order to subscribe to the cisco-nas e-mail alias:

1. Send an e-mail to **mailer@cisco.com** .
2. Type **subscribe cisco-nas <e-mail\_address>** in the body. Replace *<e-mail\_address>* with the e-mail address you want to subscribe to the cisco-nas alias. Do not include signatures, banners, or other text in the body.
3. Leave the Subject field empty.
4. You then receive an e-mail that acknowledges you are on the alias. This e-mail contains information

- on how to unsubscribe from the alias. Save this message for future reference.
5. Do not send unnecessary e-mails (Testing or Hi) to announce that you joined the alias.

## Unsubscribe

Complete these steps in order to unsubscribe to cisco-nas e-mail alias:

1. Send an e-mail to **mailer@cisco.com** .
2. Type **unsubscribe cisco-nas** <*e-mail\_address*> in the body. Replace <*e-mail\_address*> with the e-mail address you want to unsubscribe from the cisco-nas alias. Do not include signatures, banners, or other text in the body.
3. Leave the Subject field empty.

**Note:** The e-mail address specified in the body must match the address used to subscribe to the alias in order to unsubscribe from the alias. Do not send a message to the alias requesting to be unsubscribed.

## Use the Alias

Send an e-mail to the alias **cisco-nas@external.cisco.com** .

Provide a meaningful subject in the message to ensure a prompt response.

## Guidelines

- Use this alias to exchange design ideas, tips, or valuable information that you have encountered regarding Cisco Access Servers.
- Do not spam the alias with unrelated e-mails. Non-compliance with this guideline can result in removal from the alias.
- This e-mail alias is not moderated. Please be courteous of others in this discussion group.
- Thoroughly describe your problem or question in the e-mail. This avoids unnecessary e-mails requesting more information. Use proper judgment and include appropriate debugs.
- There is no guarantee that your question or problem will be answered or resolved. However, including all necessary information improves the chances of a satisfactory response.
- There is no external archive for this alias. We are looking for sites to host an e-mail archive.

## Other Technology Aliases

- **cisco-nms@external.cisco.com** For Network Management Software (NMS) and products related issues, questions and concerns.
- **cisco-rp@external.cisco.com** For Routing Protocols (RP) related issues, questions and concerns.
- **cisco-sec@external.cisco.com** For Security (Sec) software and products related issues, questions and concerns.
- **cisco-voice@external.cisco.com** For Voice software and products related issues, questions and concerns.
- **cisco-wan@external.cisco.com** For WAN technologies related issues, questions and concerns.

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## Related Information

- **Dial and Access Technology Support**
- **Tools and Resources**
- **Technical Support & Documentation – Cisco Systems**

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