



# Preface

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This guide provides instructions for the basic configuration of the Cisco 11000 Series Content Services Switch (CSS). Information in this guide applies to all CSS models except where noted. For information on CSS administration, refer to the *Cisco Content Services Switch Administration Guide*. For configuration information on advanced features, refer to the *Cisco Content Services Switch Advanced Configuration Guide*.

The CSS software is available in a Standard or optional Enhanced feature set. The Enhanced feature set contains all of the Standard feature set and also includes Network Address Translation (NAT) Peering, Domain Name Service (DNS), Demand-Based Content Replication (Dynamic Hot Content Overflow), Content Staging and Replication, and Network Proximity DNS. Proximity Database and Secure Management, which includes Secure Shell Host and SSL strong encryption for the Device Management software, are optional features.



## Note

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You must enter a Standard software license key when you boot the CSS for the first time. For details about activating a CSS software option, refer to the *Cisco Content Services Switch Administration Guide*.

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This preface describes the following topics:

- [Audience](#)
- [How to Use This Guide](#)
- [Related Documentation](#)
- [Symbols and Conventions](#)

- [Obtaining Documentation](#)
- [Obtaining Technical Assistance](#)

## Audience

This guide is intended for the following trained and qualified service personnel who are responsible for configuring the CSS:

- Web master
- System administrator
- System operator

## How to Use This Guide

This guide is organized as follows:

Chapter	Describes How to
<a href="#">Chapter 1, Configuring Services</a>	Create and configure services. This chapter also contains an overview on the association between services, owners, and content rules.
<a href="#">Chapter 2, Configuring Owners</a>	Create and configure owners. This chapter also describes how to configure owner attributes such as a DNS balance type, address, billing information, case sensitivity, and DNS type.
<a href="#">Chapter 3, Configuring Content Rules</a>	Create and configure content rules. This chapter also describes how to assign a content rule to an owner, configure a virtual IP address, add a service to a content rule, and activate, suspend, and remove a content rule.
<a href="#">Chapter 4, Configuring Sticky Parameters for Content Rules</a>	Configure sticky parameters for content rules such as subnet mask, inactive timeout, string range, string operation, string prefix and string skip length.

Chapter	Describes How to
<a href="#">Chapter 5, Configuring Source Groups, ACLs, EQLs, URQLs, NQLs, and DQLs</a>	Configure source groups, access control lists, Extension Qualifier Lists, Uniform Resource Locator Qualifier Lists, Network Qualifier Lists, and Domain Qualifier Lists.
<a href="#">Chapter 6, Configuring HTTP Header Load Balancing</a>	Configure HTTP header load balancing including creating a header field group, configuring a header field entry, associating a header field group to a content rule, and showing header field groups.
<a href="#">Chapter 7, Configuring Caching</a>	Configure content caching for proxy, reverse proxy, and transparent caching configurations.

## Related Documentation

In addition to this document, the Content Services Switch documentation set includes the following:

Document Title	Description
<i>Release Note for the Cisco 11000 Series Content Services Switch</i>	This release note provides information on operating considerations, caveats, and CLI commands for the Cisco 11000 series CSS.
<i>Cisco 11000 Series Content Services Switch Hardware Installation Guide</i>	This guide provides information for installing and cabling the 11000 series CSS. In addition, this guide provides information about CSS specifications, cable pinouts, and troubleshooting.

Document Title	Description
<i>Cisco Content Services Switch Administration Guide</i>	<p>This guide describes how to perform administration tasks on the CSS, including booting and logging in to the CSS, upgrading your CSS software, and configuring the following:</p> <ul style="list-style-type: none"> <li>• Management ports, interfaces, and circuits</li> <li>• DNS, ARP, RIP, IP, and bridging features</li> <li>• OSPF protocol</li> <li>• Logging, including displaying log messages and interpreting sys.log messages</li> <li>• User profile and CSS parameters</li> <li>• SNMP</li> <li>• RMON</li> <li>• Offline Diagnostic Monitor (Offline DM) menu</li> </ul>
<i>Cisco Content Services Switch Advanced Configuration Guide</i>	<p>This guide describes how to perform advanced CSS configuration tasks, including:</p> <ul style="list-style-type: none"> <li>• Domain Name Service (DNS)</li> <li>• DNS Sticky</li> <li>• Content Routing Agent</li> <li>• Client Side Accelerator</li> <li>• Network proximity</li> <li>• VIP and virtual IP interface redundancy</li> <li>• Box-to-box redundancy</li> <li>• Demand-based content replication and content staging and replication</li> <li>• Secure Socket Layer (SSL) termination with the SSL Acceleration Module</li> <li>• Firewall load balancing</li> <li>• CSS scripting language</li> <li>• XML documents to configure the CSS</li> </ul>

Document Title	Description
<i>Cisco Content Services Switch Command Reference</i>	This guide provides an alphabetical list of all CSS CLI commands including syntax, options, and related commands.
<i>Cisco Content Services Switch Device Management User's Guide</i>	This guide provides an overview on using the Device Management user interface, an HTML-based Web application that you use to configure and manage a CSS.

## Symbols and Conventions

This guide uses the following symbols and conventions to identify different types of information.



### Caution

A caution means that a specific action you take could cause a loss of data or adversely impact use of the equipment.



### Warning

**A warning describes an action that could cause you physical harm or damage the equipment.**



### Note

A note provides important related information, reminders, and recommendations.

**Bold text** indicates a command in a paragraph.

**courier text** indicates text that appears on a command line, including the CLI prompt.

**courier bold text** indicates commands and text you enter in a command line.

*Italic text* indicates the first occurrence of a new term, a book title, emphasized text, or variables for which you supply values.

1. A numbered list indicates that the order of the list items is important.
  - a. An alphabetical list indicates that the order of the secondary list items is important.

- A bulleted list indicates that the order of the list topics is unimportant.
  - An indented list indicates that the order of the list subtopics is unimportant.

## Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

### World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com>

Translated documentation is available at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

### Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

### Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:  
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems  
Attn: Document Resource Connection  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

## Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

<http://www.cisco.com>

## Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.

- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

## Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://www.cisco.com/register/>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.