



# Preface

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This guide is intended to help you install your Cisco 11000 Series Content Services Switches (CSS), models CSS 11050, CSS 11150, and CSS 11800. It provides you with instructions for installing, cabling, booting, and configuring the CSS. Information in this guide applies to all CSSs except where noted.

This preface describes the following topics:

- [Audience](#)
- [How to Use This Guide](#)
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# Audience



## Warning

**Only trained and qualified personnel are allowed to install or replace this equipment.**

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

- System installer
- Hardware technician
- System operator

## How to Use This Guide

The following table lists the contents of this guide and describes the contents of each chapter and appendix.

Chapter/Appendix	Description
Chapter 1, <a href="#">Unpacking and Installing the CSS</a>	Provides instructions for unpacking and installing the CSS.
Chapter 2, <a href="#">Cabling the CSS</a>	Provides instructions for cabling the CSS and the CSS 11800 modules, and describes the CSS LEDs and connectors. This chapter also provides instructions for connecting the console, powering the CSS, and troubleshooting the CSS console, modules, and power supply.
Appendix A, <a href="#">Specifications</a>	Provides specifications for the CSS and components.
Appendix B, <a href="#">Cable Pinouts</a>	Provides pinouts for each connector on the CSS.
Appendix C, <a href="#">Regulatory Information</a>	Provides information on regulatory compliance.

# Related Documentation

In addition to this document, the CSS documentation set includes the following:

Document Title	Description
<i>Release Note for the Cisco 11000 Series Content Services Switch</i>	Provides information on operating considerations, caveats, and CLI commands for the Cisco 11000 series CSS.
<i>Cisco Content Services Switch Administration Guide</i>	Describes how to perform administration tasks on the CSS including logging into the CSS, upgrading your CSS software, and configuring the following: <ul style="list-style-type: none"><li>• Management ports, interfaces, and circuits</li><li>• DNS, ARP, RIP, IP, and bridging features</li><li>• OSPF</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>

Document Title	Description
<i>Cisco Content Services Switch Basic Configuration Guide</i>	<p>Describes how to perform basic CSS configuration tasks, including:</p> <ul style="list-style-type: none"> <li>• Services</li> <li>• Owners</li> <li>• Content rules</li> <li>• Sticky parameters</li> <li>• HTTP header load balancing</li> <li>• Source groups, Access Control Lists (ACLs), Extension Qualifier Lists (EQLs), Uniform Resource Locator Qualifier Lists (URQLs), Network Qualifier Lists (NQLs), and Domain Qualifier Lists (DQLs)</li> <li>• Caching</li> </ul>
<i>Cisco Content Services Switch Advanced Configuration Guide</i>	<p>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> </ul>

Document Title	Description
<i>Cisco Content Services Switch Command Reference</i>	Provides an alphabetical list of all CSS Command Line Interface commands including syntax, options, and related commands.
<i>Cisco Content Services Switch Device Management User's Guide</i>	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 emphasize certain 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 in a command line, including the CLI prompt.

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

*Italics text* indicates the first occurrence of a new term, book title, emphasized text and 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

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

### Cisco.com

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

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from 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 may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

[http://www.cisco.com/en/US/partner/ordering/ordering\\_place\\_order\\_ordering\\_tool\\_launch.html](http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html)

All users can order monthly or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

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/en/US/partner/ordering/index.shtml>

- 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. On the Cisco Documentation home page, click **Feedback** at the top of the page.

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

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

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

We appreciate your comments.

# Obtaining Technical Assistance

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

## Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com 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

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://tools.cisco.com/RPF/register/register.do>

## Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The type of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Priority level 1 (P1)—An existing network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

## Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. To access the Cisco TAC website, 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 website. Some services on the Cisco TAC website require 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://tools.cisco.com/RPF/register/register.do>

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

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

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation and attach any necessary files.

## 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 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.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

[http://www.cisco.com/en/US/products/products\\_catalog\\_links\\_launch.html](http://www.cisco.com/en/US/products/products_catalog_links_launch.html)

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access *Packet* magazine at this URL:

<http://www.cisco.com/go/packet>

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

[http://www.cisco.com/en/US/about/ac123/ac147/about\\_cisco\\_the\\_internet\\_protocol\\_journal.html](http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html)

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

[http://www.cisco.com/en/US/learning/le31/learning\\_recommended\\_training\\_list.html](http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html)

