



Preface

This guide includes information on configuring the Cisco Global Site Selector (GSS). It describes the procedures necessary to properly manage and maintain your GSSM and GSS devices, including login security, GSS software upgrades, GSSM database administration, and log files.

This preface contains the following major sections:

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Audience

To use this guide, you should be familiar with the Cisco Global Site Selector hardware, which is discussed in the *Global Site Selector Hardware Installation Guide*. In addition, you should be familiar with basic TCP/IP and networking concepts, router configuration, Domain Name System (DNS), the Berkeley Internet Name Domain (BIND) software or similar DNS products, and your organization's specific network configuration.

How to Use This Guide

This guide includes the following chapters:

Chapter/Title	Description
Chapter 1, Managing GSS Devices from the GUI	Describes how to configure and manage your GSSM and GSS devices from the primary GSSM graphical user interface, including activating and configuring GSS devices.
Chapter 2, Managing the GSS from the CLI	Describes how to manage the GSS software from the CLI, including configuring a replacement GSS device for use in your GSS network and changing the GSSM role in the network.
Chapter 3, Creating and Managing User Accounts	Describes how to create and manage GSS device CLI login accounts and primary GSSM GUI login accounts. This chapter also describes how to specify user privileges and assign custom user views for accessing the primary GSSM GUI.
Chapter 4, Managing GSS User Accounts Through a TACACS+ Server	Describes how to configure the GSS as a client of a TACACS+ server for authentication, authorization, and accounting.
Chapter 5, Configuring Access Lists and Filtering GSS Traffic	Describes how to create access lists and access groups to filter GSS traffic.

Chapter/Title	Description
Chapter 6, Configuring SNMP	Describes how to configure Simple Network Management Protocol (SNMP) on your GSS.
Chapter 7, Backing Up, Restoring, and Downgrading	Describes the procedures to back up and restore the primary GSSM database. This chapter also includes a set of general guidelines for when and how to back up your primary GSSM.
Chapter 8, Viewing Log Files	Includes information on auditing logged information about your GSS devices.
Chapter 9, Monitoring GSS Operation	Describes the tools that you can use to monitor the status of your GSS devices and of global load balancing on your GSS network.
Appendix A, Upgrading the GSS Software	Describes how to manually upgrade your GSS software.

Related Documentation

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

Document Title	Description
<i>Global Site Selector Hardware Installation Guide</i>	Information on installing your GSS device and getting it ready for operation. It describes how to prepare your site for installation, how to install the GSS device in an equipment rack, and how to maintain and troubleshoot the GSS hardware.
<i>Regulatory Compliance and Safety Information for the Cisco Global Site Selector</i>	Regulatory compliance and safety information for the GSS.
<i>Release Note for the Cisco Global Site Selector</i>	Information on operating considerations, caveats, and new CLI commands for the GSS software.

Document Title	Description
<i>Cisco Global Site Selector Getting Started Guide</i>	Information on getting your GSS setup, configured, and ready to perform global server load balancing.
<i>Cisco Global Site Selector GUI-Based Global Server Load-Balancing Configuration Guide</i>	Procedures on how to configure your primary GSSM from the GUI to perform global server load-balancing, such as configuring source address lists, domain lists, answers, answer groups, DNS sticky, network proximity, and DNS rules. This document also provides an overview of the GSS device and global server load balancing as performed by the GSS.
<i>Cisco Global Site Selector CLI-Based Global Server Load-Balancing Configuration Guide</i>	Procedures on how to configure your primary GSSM from the CLI to perform global server load-balancing, such as configuring source address lists, domain lists, answers, answer groups, DNS sticky, network proximity, and DNS rules. This document also provides an overview of the GSS device and global server load balancing as performed by the GSS.
<i>Cisco Global Site Selector Command Reference</i>	An alphabetical list of all GSS command-line interface (CLI) commands including syntax, options, and related commands. This document also describes how to use the CLI interface.

Symbols and Conventions

This guide uses the following symbols and conventions to emphasize certain information.

Command descriptions use the following conventions:

boldface font	Commands and keywords are in boldface .
<i>italic font</i>	Variables for which you supply values are in <i>italics</i> .
[]	Elements in square brackets are optional.
{x y z}	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string, or the string will include the quotation marks.

Screen examples use the following conventions:

screen font	Terminal sessions and information the system displays are in screen font.
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Variables for which you supply values are in <i>italic screen font</i> .
→	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control. For example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords, are in angle brackets.

[]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.

Graphical user interface elements use the following conventions:

boldface text	Instructs the user to enter a keystroke or act on a GUI element.
<code>Courier</code> 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.
<i>italic</i> text	Directories and filenames are in <i>italic</i> font.



Caution

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



Note

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

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 documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain 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 at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

Cisco documentation and additional literature are available in the Product Documentation DVD package, which may have shipped with your product. The Product Documentation DVD is updated regularly and may be more current than printed documentation.

The Product Documentation DVD is a comprehensive library of technical product documentation on portable media. The DVD enables you to access multiple versions of hardware and software installation, configuration, and command guides for Cisco products and to view technical documentation in HTML. With the DVD, you have access to the same documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .pdf versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD=) from Cisco Marketplace at this URL:

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

Ordering Documentation

Beginning June 30, 2005, registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

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

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can send comments about Cisco documentation to 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.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

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

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

**Tip**

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your 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.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

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

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

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

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *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/ipj>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

