



Preface

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Document Objectives

This guide provides specific instructions for downloading and installing the SmartFilter™ Administration Server and SmartFilter Administration Console, and configuring SmartFilter software for the Cisco Content Engine.

Audience

You should read this guide if you are responsible for evaluating, installing, operating, or managing SmartFilter software. This guide assumes that you are familiar with your organization's internal network and the operating system on which the SmartFilter software will reside. You should also have some knowledge of the Internet, HTTP, and FTP (File Transfer Protocol).

Document Organization

This guide is organized in the following manner:

Chapter	Title	Description
Chapter 1	SmartFilter Software Overview	Summarizes SmartFilter software features and benefits, and describes SmartFilter software components.
Chapter 2	Understanding the SmartFilter Control List	Provides additional background information regarding the Control List and describes the content of each of the 30 SmartFilter Control List categories.
Chapter 3	Installing the SmartFilter Administration Software	Provides instructions for downloading and installing the SmartFilter administration software.
Chapter 4	Launching the Administration Console for the First Time	Describes how to launch the SmartFilter Administration Console for the first time and provides instructions for initial configuration of the SmartFilter product.
Chapter 5	Configuring Enterprise Settings	Describes the windows for configuring enterprise settings—those settings that apply to one or more proxy plug-ins.
Chapter 6	Configuring the SmartFilter Control List	Provides instructions for configuring the SmartFilter Control List and related items.
Chapter 7	Creating SmartFilter Software Policies	Provides information about creating SmartFilter software policies.
Chapter 8	Applying SmartFilter Software Policies	Provides information for applying software policies to groups and users.

Document Conventions

This guide uses basic conventions to represent text and table information.

Convention	Description
boldface font	Commands, keywords, and button names are in boldface .
<i>italic font</i>	Variables for which you supply values are in <i>italics</i> . Directory names and filenames are also in italics.
screen font	Terminal sessions and information the system displays are printed in screen font.
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Variables you enter are printed in <i>italic screen font</i> .
plain font	Enter one of a range of options as listed in the syntax description.
^D or Ctrl-D	Hold the Ctrl key while you press the D key.
string	Defined as a nonquoted set of characters. For example, when setting a community string for SNMP to “public,” do not use quotation marks around the string, or the string will include the quotation marks.
Vertical bars ()	Vertical bars separate alternative, mutually exclusive, elements.
{ }	Elements in braces are required elements.
[]	Elements in square brackets are optional.
{x y z}	Required keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional keywords are grouped in brackets and separated by vertical bars.
[{ }]	Braces within square brackets indicate a required choice within an optional element.



Note

Means *reader take note*. Notes contain helpful suggestions or references to materials not contained in the manual.



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Additional Documentation

For additional information on Cisco Content Delivery Networking products, refer to the following documentation:

- *Documentation Guide for Cisco ACNS Software, Release 5.0*
- *Release Notes for Cisco Application and Content Networking Software, Release 5.0*
- *Regulatory Compliance and Safety Information for the Cisco Content Networking Product Series*
- *Cisco Content Engine 500 Series Hardware Installation Guide*
- *Cisco Content Distribution Manager 4630 Hardware Installation Guide*
- *Cisco Content Router 4430 Hardware Installation Guide*
- *Cisco Content Networking Hardware Installation Guide for the Seven-Rack Unit Chassis*
- *Cisco ACNS Software Command Reference, Release 5.0*
- *Cisco ACNS Software Caching Configuration Guide, Release 5.0*
- *Cisco ACNS Software Deployment and Configuration Guide, Release 5.0*
- *Cisco Storage Array SA-7 and SA-14 Installation and Configuration Guide*
- *Release Notes for the Cisco Storage Array*

The following sections provide sources for obtaining documentation from Cisco Systems.

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

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

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_inpck/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.

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

- 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

- 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

