



Preface

This preface describes who should read the *Cisco ACNS Software Deployment and Configuration Guide, Release 5.1*, how it is organized, and its document conventions.

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Document Objectives

This user guide describes how you use the Cisco ACNS software to create and work with Application and Content Networks (ACNs) to provide high-performance Internet content delivery services.

Audience

This guide is intended for network administrators and content managers. The person responsible for managing the Content Distribution Manager, Content Routers, and Content Engines should be experienced with:

- IP network configuration
- Domain Name Server (DNS) configuration

The content manager should be familiar with the responsibilities of a webmaster and should have a thorough knowledge of Extensible Markup Language (XML).

Organization

This document is organized in the following manner:

Chapter	Title	Description
Chapter 1	Understanding the ACNS 5.1 Network	Describes the basic concepts of the Cisco ACNS 5.1 network, the function and position of the different devices, topology considerations, and how content is retrieved, stored, and distributed to the end user.
Chapter 2	Using the Content Distribution Manager GUI	Describes how to navigate within the Content Distribution Manager GUI. It also describes the AAA-based management system and how to create roles and set privileges.
Chapter 3	Configuring and Registering ACNS Network Devices	Describes how to set up the initial configuration and register your devices on the ACNS network.
Chapter 4	Setting Up Content Request Routing in the ACNS Network	Describes the three request routing methods supported in ACNS 5.1 software: WCCP edge intercept, proxy routing, and simplified hybrid routing (SHR).
Chapter 5	Configuring the ACNS Network for Content Distribution	Provides information about configuring ACNS network elements for channel distribution and multicasting.
Chapter 6	Configuring the ACNS Network for Content Acquisition	Outlines the tasks necessary for acquiring pre-positioned content in the ACNS network and contains information on acquisition and distribution bandwidth control and acquisition authentication support.
Chapter 7	Creating Manifest Files	Describes how to create and import manifest files.
Chapter 8	Working with ACNS Network Devices	Describes how to configure locations, content providers, websites, and channels. Explains how to modify ACNS device properties and network elements.
Chapter 9	Configuring User Authentication and Assigning Privileges	Explains how to configure local user authentication settings and external authentication servers for the Content Engine.
Chapter 10	Configuring Content Filtering Services	Describes how to configure content services for your device, such as bandwidth settings, rules, URL filters, and transaction logs.
Chapter 11	Creating and Managing Playlists for Video Playback	Describes how to create and manage playlists for TV-out playback.
Chapter 12	Configuring Caching Services	Describes how to configure caching services on Content Engines.
Chapter 13	Configuring Streaming Media Services	Describes how to configure streaming media services on Content Engines.
Chapter 14	Creating and Managing IP Access Control Lists	Describes the procedure for applying IP ACLs to devices using the Content Distribution Manager GUI.
Chapter 15	Upgrading and Downgrading the Software	Explains how to upgrade and downgrade your software.

Chapter	Title	Description
Chapter 16	Configuring Platform and System Settings	Explains how to configure platform and system settings.
Chapter 17	Monitoring the ACNS Network	Provides information on monitoring the ACNS network by viewing device statistics, viewing system message logs, and transaction logs. Includes monitoring with SNMP.
Chapter 18	Troubleshooting	Provides information on troubleshooting the ACNS network by accessing troubleshooting tools.
Appendix A	Configuring Disk Space	Provides disk space configuration guidelines and explains how to attach to a NAS device for extra storage.
Appendix B	IP Multicasting	Discusses IP multicasting and assigning IP multicast addresses.
Appendix C	Advanced Routing Configurations	Explains how to pre-position and serve content acquired from multiple origin servers using either a WCCP-enabled router or a Content Router.

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic font</i>	Arguments 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	An unquoted set of characters. Do not use quotation marks around the string, or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <i>screen font</i> .
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
^	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.

Notes use the following conventions:

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Related Documentation

The following documentation provides additional information about Cisco ACNS software:

- *Documentation Guide for Cisco ACNS Software, Release 5.1*
- *Release Notes for Cisco ACNS Software, Release 5.1*
- *Cisco ACNS Software Command Reference, Release 5.1*
- *Cisco ACNS Software Caching and Streaming Configuration Guide, Release 5.1*

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 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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

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 Ordering tool:
<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, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical 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.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

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

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

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

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

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

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case 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 listing of Cisco TAC contacts, go to this URL:

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

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—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.

Priority 2 (P2)—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.

Priority 3 (P3)—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.

Priority 4 (P4)—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, and logo merchandise. Go to this URL to visit the company store:
<http://www.cisco.com/go/marketplace/>
- 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://cisco.com/univercd/cc/td/doc/pcat/>
- *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 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/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/ipj>
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

