Preface

This preface describes who should read the *Cisco ACNS Software Configuration Guide for Centrally Managed Deployments, Release 5.2*, how it is organized, and its document conventions.

This preface contains the following sections:

Document Objectives

This configuration guide describes how to use Cisco Application and Content Networking System (ACNS) software for setting up and managing content delivery and content caching services in a centrally managed environment.

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 5.2 Network	Describes the basic concepts of the Cisco ACNS 5.x 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.
Chapter 3	Getting Started	Describes how to initially configure your ACNS devices and activate 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 5.2 software: WCCP transparent request interception, direct proxy routing, and Content Router routing.
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 and Managing Programs	Describes how to create and manage live, WMT rebroadcast, TV-out, and export programs (for export to set top boxes).
Chapter 8	Configuring Caching Services	Describes how to configure caching services on Content Engines.
Chapter 9	Configuring Streaming Media Services	Describes how to configure streaming media services on Content Engines.
Chapter 10	Working with Device Configurations	Explains how to modify ACNS device properties.
Chapter 11	Configuring Network Interfaces	Describes how to configure additional interfaces using options for redundancy, load balancing, performance optimization, and so forth.
Chapter 12	Configuring Request Processing Services	Describes how to configure content filtering services for your device.
Chapter 13	Configuring Request Authentication and Authorization	Explains how to configure request authentication and authorization for centrally-managed ACNS networks.
Chapter 14	Configuring Login Authentication, Configuration Authorization and Accounting	Explains how to configure login authentication settings and external authentication servers for the Content Engine.

Chapter	Title	Description
Chapter 15	Creating and Managing IP Access Control Lists	Describes the procedure for applying IP ACLs to devices and management services using the Content Distribution Manager GUI.
Chapter 16	Configuring Platform and System Settings	Explains how to configure platform and system settings.
Chapter 17	Upgrading and Downgrading the Software	Explains how to upgrade and downgrade your software.
Chapter 18	Monitoring and Troubleshooting the ACNS Network	Provides information on monitoring and troubleshooting devices and content replication. Includes using the sytem message logs, transaction logs, and SNMP.
Chapter 19	Backup and Recovery Procedures	Provides Content Distribution Manager database backup and ACNS software recovery procedures.
Appendix A	Creating Manifest Files	Describes how to create and import manifest files.
Appendix B	Configuring Disk Space	Provides disk space configuration guidelines and explains how to attach to a NAS device for extra storage.
Appendix C	IP Multicast Addressing	Discusses IP multicasting and assigning IP multicast addresses.
Appendix D	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.
Appendix E	Mapping ACNS Software CLI Commands to the Content Distribution Manager GUI	Maps ACNS software CLI commands to the corresponding Content Distribution Manager GUI window.

Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in **boldface**.
italic font	Arguments for which you supply values are in *italics*.
[ ]	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 `screen` font.
`boldface screen` font	Information you must enter is in **`boldface screen`** font.

Convention	Description
italic screen font	Arguments for which you supply values are in *italic screen* font.
^	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 5.2*
- *Release Notes for Cisco ACNS Software, Release 5.2*
- *Cisco ACNS Software Command Reference, Release 5.2*
- *Cisco ACNS Software Configuration Guide for Locally Managed Deployments, Release 5.2*

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/univercd/home/home.htm

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

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 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 1 800 553-NETS (6387).

Documentation Feedback

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

Cisco Technical Support Website

The Cisco Technical Support 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, 365 days a year, at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support 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 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 TAC 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 TAC 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, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

  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 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

- *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

- 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