



# Preface

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This preface describes the purpose of the *Cisco Wide Area Application Engine 512 and 612 Hardware Installation Guide*, who should read it, how it is organized, and its document conventions.

This preface contains the following sections:

- [Purpose, page vii](#)
- [Audience, page viii](#)
- [Organization, page viiii](#)
- [Conventions, page ix](#)
- [Related Documentation, page xi](#)
- [Obtaining Documentation, page xiii](#)
- [Documentation Feedback, page xiv](#)
- [Cisco Product Security Overview, page xv](#)
- [Obtaining Technical Assistance, page xvi](#)
- [Obtaining Additional Publications and Information, page xix](#)

## Purpose

This installation guide explains how to prepare your site for installation, how to install a WAE-512 and WAE-612 (WAE) in an equipment rack, and how to maintain and troubleshoot the system hardware. After completing the hardware

installation procedures covered in this guide, you will then use the appropriate companion publications to configure your system. (See the [“Related Documentation”](#) section on page xi.)

## Audience

To use this installation guide, you should be familiar with internetworking equipment and cabling, and have a basic knowledge of electronic circuitry and wiring practices.

To complete the installation, including the software configuration for your WAE appliance and for the router with which it works in conjunction, you should be familiar with basic networking principles and router configuration, especially web page protocols.



### Warning

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**Only trained and qualified personnel should be allowed to install, replace, or service this equipment.** Statement 1030

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## Organization

This guide includes the following chapters:

Chapter	Title	Description
Chapter 1	<a href="#">Introducing the Cisco Wide Area Application Engine</a>	Describes the physical properties of the WAE appliance and provides a functional overview of the different software-based device modes.
Chapter 2	<a href="#">Preparing to Install the Cisco Wide Area Application Engine</a>	Describes safety considerations and gives an overview of the installation and procedures you should perform <i>before</i> the actual installation.
Chapter 3	<a href="#">Installing the Cisco Wide Area Application Engine</a>	Describes installing the hardware and connecting the external network interface cables.

Chapter	Title	Description
Chapter 4	<a href="#">Installing Hardware Options</a>	Describes how to remove and replace the hard disk drives, memory options, and adapters.
Appendix A	<a href="#">Technical Specifications</a>	Describes the functional specifications for the hardware models.
Appendix B	<a href="#">Troubleshooting the System Hardware</a>	Describes troubleshooting procedures for the hardware installation.
Appendix C	<a href="#">Maintaining the Cisco Wide Area Application Engine</a>	Contains the procedures for keeping your system in good condition.

## Conventions

Command descriptions use the following conventions:

Convention	Description
<b>boldface</b> font	Commands and keywords are in <b>boldface</b> .
<i>italic</i> font	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:

Convention	Description
<i>screen font</i>	Terminal sessions and information the system displays are in <i>screen font</i> .
<b>boldface screen font</b>	Information you must enter is in <b>boldface screen font</b> .
<i>italic screen font</i>	Variables 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.
[ ]	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.

Notes, cautionary statements, and safety warnings use these conventions:



**Note**

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



**Caution**

Means *reader be careful*. You are capable of doing something that might result in equipment damage or loss of data.

**Warning****IMPORTANT SAFETY INSTRUCTIONS**

**This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device.** Statement 1071

**SAVE THESE INSTRUCTIONS**

## Related Documentation

The WAE appliance supports three different software installations: Cisco Wide Area Application Services software (WAAS), Cisco Wide Area File System (WAFS) software and Cisco Application and Content Networking System (ACNS) software.

When WAAS software is installed, the WAE appliance can function as either a Central Manager or as an Application Acceleration Engine. When ACNS software is installed, the WAE appliance functions as a Content Engine or one of the other ACNS device modes (Content Router or Content Distribution Manager). When WAFS software is installed, the WAE appliance functions as a File Engine.

The Cisco WAAS software document set includes the following documents:

- *Cisco WAAS Release Notes*
- *Cisco WAAS Quick Installation Guide*
- *Cisco WAAS User Guide*
- *Cisco WAAS Command Reference*
- *Cisco WAAS System Messages Guide*
- *Cisco WAAS Logging Messages Guide*
- *Cisco WAAS MIB Support Guide*

The WAFS software document set includes the following documents:

- *Release Notes for Cisco WAFS*
- *Cisco WAFS 3.0 Quick Installation Guide*
- *Cisco WAFS 3.0 Configuration Guide*
- *Cisco WAFS 3.0 Command Reference*
- *Cisco WAFS 3.0 User Guide*
- *Cisco WAFS 3.0 Online Help*
- *Cisco WAFS MIB Quick Reference*
- *Cisco WAFS System Messages Reference*
- *NIST Net Installation and Configuration Note*
- *Cisco WAFS Benchmark Tool for Microsoft Office Applications Installation and Configuration Note*

The ACNS software document set includes the following documents:

- *Release Notes for Cisco ACNS Software*
- *Cisco ACNS Software Upgrade and Maintenance Guide, Release 5.x*
- *Cisco ACNS Software Configuration Guide for Locally Managed Deployments*
- *Cisco ACNS Software Configuration Guide for Centrally Managed Deployments*
- *Cisco ACNS Software Command Reference*
- *Cisco ACNS Software API Guide*

The documentation for this product also includes the following hardware-related documents:

- *Regulatory Compliance and Safety Information for the Cisco Content Networking Product Series*
- *Installing the Cisco WAE Inline Network Adapter*

# 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](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 the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

Cisco Marketplace:

<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/>

Cisco will continue to support documentation orders using the Ordering tool:

- Registered Cisco.com users (Cisco direct customers) can order documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

- Instructions for ordering documentation using the Ordering tool are 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)

- 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 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](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.

## 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](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](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](mailto: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](mailto:psirt@cisco.com)

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

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



### Tip

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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](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.

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## 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

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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.

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## 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>

- *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>