



About Cisco IOS Software Documentation

This chapter discusses the objectives, audience, organization, and conventions of Cisco IOS software documentation. It also provides sources for obtaining documentation and technical assistance from Cisco Systems.

Documentation Objectives

Cisco IOS software documentation describes the tasks and commands necessary to configure and maintain Cisco networking devices.

Audience

The Cisco IOS software documentation set is intended primarily for users who configure and maintain Cisco networking devices (such as routers and switches) but who may not be familiar with the tasks, the relationship between tasks, or the Cisco IOS software commands necessary to perform particular tasks. The Cisco IOS software documentation set is also intended for those users experienced with Cisco IOS software who need to know about new features, new configuration options, and new software characteristics in the current Cisco IOS software release.

Documentation Organization

The Cisco IOS software documentation set consists of documentation modules and master indexes. In addition to the main documentation set, there are supporting documents and resources.

Documentation Modules

The Cisco IOS documentation modules consist of configuration guides and corresponding command reference publications. Chapters in a configuration guide describe protocols, configuration tasks, and Cisco IOS software functionality and contain comprehensive configuration examples. Chapters in a command reference publication provide complete Cisco IOS command syntax information. Use each configuration guide in conjunction with its corresponding command reference publication.

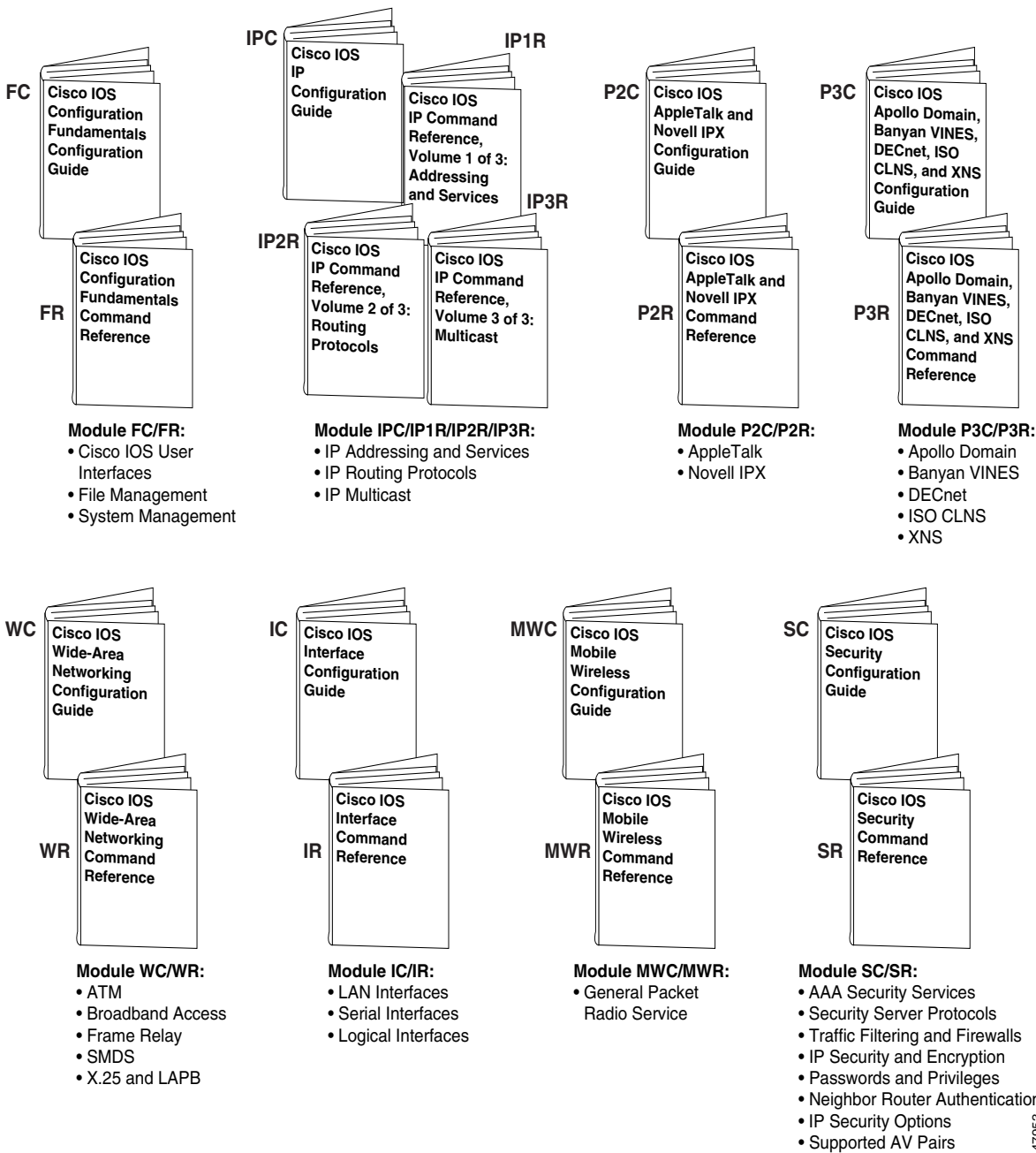
Figure 1 shows the Cisco IOS software documentation modules.



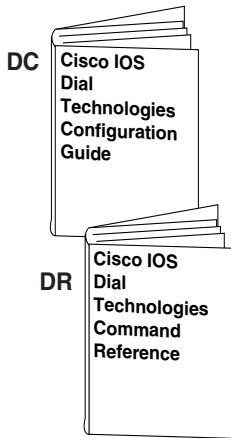
Note

The abbreviations (for example, FC and FR) next to the book icons are page designators, which are defined in a key in the index of each document to help you with navigation. The bullets under each module list the major technology areas discussed in the corresponding books.

Figure 1 Cisco IOS Software Documentation Modules

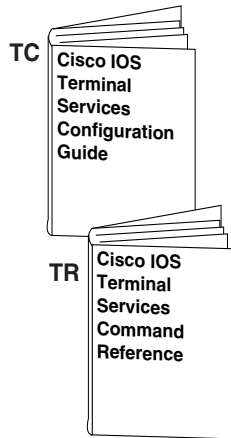


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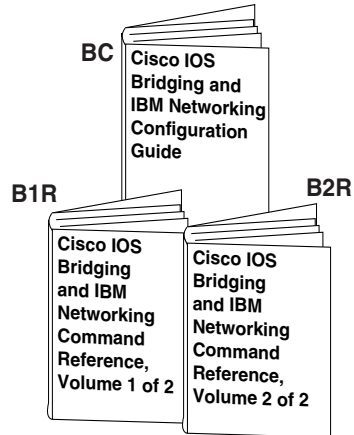
Module DC/DR:

- Preparing for Dial Access
- Modem and Dial Shelf Configuration and Management
- ISDN Configuration
- Signalling Configuration
- Dial-on-Demand Routing Configuration
- Dial-Backup Configuration
- Dial-Related Addressing Services
- Virtual Templates, Profiles, and Networks
- PPP Configuration
- Callback and Bandwidth Allocation Configuration
- Dial Access Specialized Features
- Dial Access Scenarios



Module TC/TR:

- ARA
- LAT
- NASI
- Telnet
- TN3270
- XRemote
- X.28 PAD
- Protocol Translation

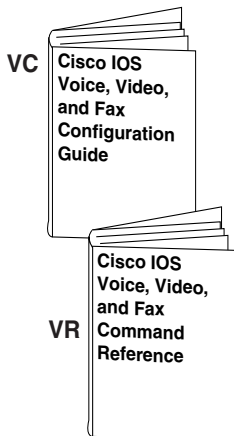


Module BC/B1R:

- Transparent Bridging
- SRB
- Token Ring Inter-Switch Link
- Token Ring Route Switch Module
- RSRB
- DLSw+
- Serial Tunnel and Block Serial Tunnel
- LLC2 and SDLC
- IBM Network Media Translation
- SNA Frame Relay Access
- NCIA Client/Server
- Airline Product Set

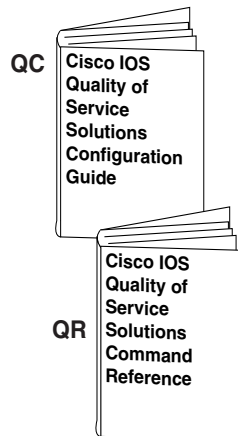
Module BC/B2R:

- DSPU and SNA Service Point
- SNA Switching Services
- Cisco Transaction Connection
- Cisco Mainframe Channel Connection
- CLAW and TCP/IP Offload
- CSNA, CMPC, and CMPC+
- TN3270 Server



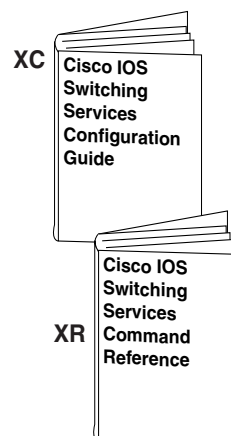
Module VC/VR:

- Voice over IP
- Call Control Signalling
- Voice over Frame Relay
- Voice over ATM
- Telephony Applications
- Trunk Management
- Fax, Video, and Modem Support



Module QC/QR:

- Packet Classification
- Congestion Management
- Congestion Avoidance
- Policing and Shaping
- Signalling
- Link Efficiency Mechanisms



Module XC/XR:

- Cisco IOS Switching Paths
- NetFlow Switching
- Multiprotocol Label Switching
- Multilayer Switching
- Multicast Distributed Switching
- Virtual LANs
- LAN Emulation

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Master Indexes

Two master indexes provide indexing information for the Cisco IOS software documentation set: an index for the configuration guides and an index for the command references. Individual books also contain a book-specific index.

The master indexes provide a quick way for you to find a command when you know the command name but not the module that contains the command. When you use the online master indexes, you can click the page number for an index entry and go to that page in the online document.

Supporting Documents and Resources

The following documents and resources support the Cisco IOS software documentation set:

- *Cisco IOS Command Summary* (three volumes)—This publication explains the function and syntax of the Cisco IOS software commands. For more information about defaults and usage guidelines, refer to the Cisco IOS command reference publications.
- *Cisco IOS System Error Messages* (two volumes)—This publication lists and describes Cisco IOS system error messages. Not all system error messages indicate problems with your system. Some are purely informational, and others may help diagnose problems with communications lines, internal hardware, or the system software.
- *Cisco IOS Debug Command Reference*—This publication contains an alphabetical listing of the **debug** commands and their descriptions. Documentation for each command includes a brief description of its use, command syntax, usage guidelines, and sample output.
- *Dictionary of Internetworking Terms and Acronyms*—This Cisco publication compiles and defines the terms and acronyms used in the internetworking industry.
- New feature documentation—The Cisco IOS software documentation set documents the mainline release of Cisco IOS software (for example, Cisco IOS Release 12.2). New software features are introduced in early deployment releases (for example, the Cisco IOS “T” release train for 12.2, 12.2(x)T). Documentation for these new features can be found in standalone documents called “feature modules.” Feature module documentation describes new Cisco IOS software and hardware networking functionality and is available on Cisco.com and the Documentation CD-ROM. In addition to the feature modules, the *Cisco IOS Voice, Video, and Fax Command Reference* is updated and published at each T-train release with the latest command information.
- Release notes—This documentation describes system requirements, provides information about new and changed features, and includes other useful information about specific software releases. For more information, refer to the section “Using Software Release Notes” in the chapter “Using Cisco IOS Software.”
- Caveats documentation—This documentation provides information about Cisco IOS software defects in specific software releases.
- RFCs—RFCs are standards documents maintained by the Internet Engineering Task Force (IETF). Cisco IOS software documentation references supported RFCs when applicable. The full text of referenced RFCs may be obtained on the World Wide Web at <http://www.rfc-editor.org/>.
- MIBs—MIBs are used for network monitoring. To locate and download MIBs for selected platforms, Cisco IOS releases, and feature sets, use Cisco MIB Locator at <http://tools.cisco.com/ITDIT/MIBS/servlet/index/>. If Cisco MIB Locator does not support the MIB information that you need, you can also obtain a list of supported MIBs and download MIBs from the Cisco MIBs page at <http://www.cisco.com/public/sw-center/netmgmt/cmtk/mibs.shtml>.

Document Conventions

Within Cisco IOS software documentation, the term *router* is generally used to refer to a variety of Cisco products (for example, routers, access servers, and switches). Routers, access servers, and other networking devices that support Cisco IOS software are shown interchangeably within examples. These products are used only for illustrative purposes; that is, an example that shows one product does not necessarily indicate that other products are not supported.

The Cisco IOS documentation set uses the following conventions:

Convention	Description
^ or Ctrl	The ^ and Ctrl symbols represent the Control key. For example, the key combination ^D or Ctrl-D means hold down the Control key while you press the D key. Keys are indicated in capital letters but are not case sensitive.
<i>string</i>	A string is a nonquoted set of characters shown in italics. For example, when setting an SNMP community string to public, do not use quotation marks around the string or the string will include the quotation marks.

Command syntax descriptions use the following conventions:

Convention	Description
boldface	Boldface text indicates commands and keywords that you enter literally as shown.
<i>italics</i>	Italic text indicates arguments for which you supply values.
[x]	Square brackets enclose an optional element (keyword or argument).
	A vertical line indicates a choice within an optional or required set of keywords or arguments.
[x y]	Square brackets enclosing keywords or arguments separated by a vertical line indicate an optional choice.
{x y}	Braces enclosing keywords or arguments separated by a vertical line indicate a required choice.

Nested sets of square brackets or braces indicate optional or required choices within optional or required elements. For example:

Convention	Description
[x {y z}]	Braces and a vertical line within square brackets indicate a required choice within an optional element.

Examples use the following conventions:

Convention	Description
screen	Examples of information displayed on the screen are set in Courier font.
boldface screen	Examples of text that you must enter are set in Courier bold font.
< >	Angle brackets enclose text that is not printed to the screen, such as passwords.

Convention	Description
!	An exclamation point at the beginning of a line indicates a comment line. (Exclamation points are also displayed by the Cisco IOS software for certain processes.)
[]	Square brackets enclose default responses to system prompts.

The following conventions are used to attract the attention of the reader:

**Caution**

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

**Note**

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

**Timesaver**

Means the *described action saves time*. You can save time by performing the action described in the paragraph.

Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com>

Translated documentation is available at 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 is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

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/cgi-bin/order/order_root.pl

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

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

- 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. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that 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

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, 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 Web Site. The Cisco TAC Web Site requires 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://www.cisco.com/register/>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

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

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

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 level of 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.

