



# Release Notes for Cisco 12000/10720 v3.2 Router Manager

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Cisco 12000/10720 Router Manager is an Element Manager (EMS) that works in conjunction with the Cisco Element Management Framework (Cisco EMF). It enables service providers to plan, provision, configure, and monitor network services on Cisco 12000/10720 Routers.

Cisco 12000/10720 Router Manager is designed to meet the operator business requirements for controlling and operating the Cisco 12000/10720 Routers.

Cisco 12000/10720 Router Manager eases and accelerates device deployment and enables efficient operation of Cisco 12000/10720 Router network environments. For example, Cisco 12000/10720 Router Manager supports MPLS troubleshooting to maintain the Cisco 12000 and 10720 Router based services.

These release notes provide:

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## New Features in Cisco 12000/10720 v3.2 Router Manager

The new features included in Release 3.2 of Cisco 12000/10720 Router Manager are:

- Support for Multi Mode Arava ATM Line Card
- Support for Single Mode Arava ATM Line Card
- Support for Channelized Frostbite Line Card
- Support for Channelized 16 Port ISE OC3

# Product Documentation


**Note**

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

[Table 1](#) describes the product documentation that is available.

**Table 1**    **Product Documentation**

Document Title	Available Formats
<i>Release Notes for Cisco 12000/10720 v3.2 Router Manager</i>	<ul style="list-style-type: none"> <li>On Cisco.com at this URL: <a href="http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/c12km/">http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/c12km/</a></li> </ul>
<i>Quick Start Guide for Cisco 12000/10720 v3.2 Router Manager</i>	<ul style="list-style-type: none"> <li>PDF on the product CD-ROM.</li> <li>On Cisco.com at this URL: <a href="http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/c12km/">http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/c12km/</a></li> </ul>
<i>Installation [and Configuration Guide] for Cisco 12000/10720 v3.2 Router Manager</i>	<ul style="list-style-type: none"> <li>PDF on the product CD-ROM.</li> <li>On Cisco.com at this URL: <a href="http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/c12km/">http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/c12km/</a></li> </ul>
<i>User Guide for Cisco 12000/10720 v3.2 Router Manager</i>	<ul style="list-style-type: none"> <li>PDF on the product CD-ROM.</li> <li>On Cisco.com at this URL: <a href="http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/c12km/">http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/c12km/</a></li> </ul>

See the “[Obtaining Documentation](#)” section on page 16

# Related Documentation



**Note**

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

Table 2 describes the additional documentation that is available.

**Table 2** *Related Documentation*

Document Title	Description and Available Formats
Cisco Element Management Framework User Guide Release 3.2 Service Pack 7 (OL-4506-01)	<ul style="list-style-type: none"> <li>• PDF on the product CD-ROM.</li> <li>• On Cisco.com at this URL:  <a href="http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cemf/3_2sp7/user/">http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cemf/3_2sp7/user/</a></li> </ul>

## Determining the Software Version

To determine the installed Cisco EMF packages, and version numbers, use the Cisco EMF command:

```
CEMF_ROOT/bin/cemf install -show
```

*CEMF\_ROOT* is the convention adopted in Cisco EMF documentation to indicate the installation directory for Cisco EMF and the Cisco 12000/10720 Router Manager software. This default location is `/opt/cemf`.

## Version Supported

You must install the following components for this Cisco 12000/10720 v3.2 Router Manager release:

- Cisco EMF v3.2 Service Pack 7
- Cisco EMF v3.2 Service Pack 7.1
- CiscoWorks Common Services 2.2 and Resource Manager Essentials 3.5

## Supported ATM Line Cards

Cisco 12000/10720 v3.2 Router Manager supports the following new ATM Line Cards. For a complete list of ATM line cards supported by Cisco 12000 Series Router Manager, see the [Cisco 12000/10720 v3.2 Router Manager User Guide](#).

**Table 3** ATM Line Cards Supported by Cisco 12000/10720 v3.2 Router Manager

Card Type	Product Part Number	Cisco 12000/10720 Router Manager Menu Option	Card Description
4xoc3c/stm1c atm/ip-mm	4OC3X/ATM-MM-SC	ATM > 4OC-3 4 > MM	4 Port STM-1/OC3 ATM Multi Mode (MM) Arava Line Card
4xoc3c/stm1c atm/ip-sm	4OC3X/ATM-IR-SC	ATM > 4OC-3 4 > SM	4 Port STM-1/OC3 ATM Single Mode (SM) Arava Line Card

# Supported Channelized Line Cards

Cisco 12000/10720 v3.2 Router Manager supports the following new Channelized Line Cards. For a complete list of Channelized Line Cards supported by Cisco 12000 Series Router Manager, see the [Cisco 12000/10720 v3.2 Router Manager User Guide](#).

**Table 4 Channelized Line Cards Supported by Cisco 12000/10720 v3.2 Router Manager**

<b>Product Code</b>	<b>Product Code Name</b>	<b>Engine</b>	<b>Cisco 12000/10720 Router Manager Menu Option</b>	<b>Card Description</b>
1CHOC12/DS1-IR-SC	1XCHOC12/Chs TM4>NXDSO	3	Cannot be manually deployed	1 Port CHOC12/STM-4c Channelized DS1/E1 Frostbite Line Card
16CHOC3/DS3-IR-LC-B	OC3/STM1>DS3	3	Cannot be manually deployed	16Port ISE OC3 Channelized DS3/E3 Single Mode/IR LC Connector

# Supported Traps

Cisco 12000/10720 v3.2 Router Manager supports the following new traps. For a complete list of traps supported by Cisco 12000 Series Router Manager, see the [Cisco 12000/10720 v3.2 Router Manager User Guide](#).

**Table 5** *CISCO-ENVMON-MIB Traps Supported by Cisco 12000/10720 v3.2 Router Manager*

Trap	Description	Severity
ciscoEnvMonVoltStatusChangeNotif	A ciscoEnvMonVoltStatusChangeNotif is sent, if there is a change in the state of a device being monitored by ciscoEnvMonVoltageState.	Info
ciscoEnvMonTempStatusChangeNotif	A ciscoEnvMonTempStatusChangeNotif is sent, if there is a change in the state of a device being monitored by ciscoEnvMonTemperatureState.	Info
ciscoEnvMonFanStatusChangeNotif	A ciscoEnvMonFanStatusChangeNotif is sent, if there is a change in the state of a device being monitored by ciscoEnvMonFanState.	Info
ciscoEnvMonSupplyStatusChangeNotif	A ciscoEnvMonSupplyStatChangeNotif is sent, if there is a change in the state of a device being monitored by ciscoEnvMonSupplyState.	Info

**Table 6** *ENTITY-FRU-CONTROL-MIB Traps Supported by Cisco 12000/10720 v3.2 Router Manager*

Trap	Description	Severity
cefcFRUInserted	The cefcFRUInserted notification indicates that a FRU was inserted. The varbind for this notification indicates the entPhysicalIndex of the inserted FRU, and the entPhysicalIndex of the FRU's container.	Info
cefcFRURemoved	The cefcFRURemoved notification indicates that a FRU was removed. The varbind for this notification indicates the entPhysicalIndex of the removed FRU, and the entPhysicalIndex of the FRU's container.	Info

**Table 7** *CISCO-FLASH-MIB Traps Supported by Cisco 12000/10720 v3.2 Router Manager*

Trap	Description	Severity
Flash Card Inserted	A ciscoFlashDeviceInsertedNotif notification is sent whenever a removable Flash device is inserted.	Info
Flash Card removed	A ciscoFlashDeviceRemovedNotif notification is sent whenever a removable Flash device is removed.	Info

**Table 8** *CISCO-RF-MIB Traps Supported by Cisco 12000/10720 v3.2 Router Manager*

Trap	Description	Severity
ciscoRFSwactNotif	A SWACT notification is sent by the newly active redundant unit whenever a switch of activity occurs. If a SWACT event is indistinguishable from a reset event, a network management station should use this notification to differentiate the activity (sysUpTime is the same sysUpTime defined in the RFC-1213 MIB).	Major
ciscoRFProgressionNotif	A progression notification is sent by the active redundant unit whenever its RF state changes or the RF state of the peer unit changes. To avoid a flurry of notifications for all state transitions, notifications will only be sent for transitions to the following RF states: <ul style="list-style-type: none"> <li>• standbyCold</li> <li>• standbyHot</li> <li>• active</li> <li>• activeExtraload</li> </ul>	Major

# Known and Resolved Problems

The following tables describe problems known to exist in this release:


**Note**

To obtain more information about known problems, access the Cisco Software Bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. (You will be prompted to log into Cisco.com.)

**Table 9** *Known Problems in Cisco 12000/10720 3.2 Router Manager - EMF*

Bug ID	Summary	Explanation
CSCin36736	IPv6 Address attribute is not displayed properly.	In MPLS Tunnel Information dialog, IPv6 Address attribute is not displayed properly in the Head Tunnel Hops Tab and LSP Hops Tab.  Workaround: None

**Table 10** Known Problems in Cisco 12000/10720 3.2 Router Manager - Router Manager

Bug ID	Summary	Explanation
CSCea52670	Incorrect error message in the OAM Ping Tab for ATM VCL Configuration dialog box.	<p>An incorrect error message appears in the OAM Ping Tab for ATM VCL Configuration dialog box, when the selected card is in the Admin Down state and when the ping operation fails.</p> <p>Workaround: None</p>
CSCin38332	The Redundancy Mode field displays truncated information for some temporary states of RP.	<p>The Redundancy Mode field in the RPR Config and RPR Status dialog boxes displays truncated information for the following temporary states of RP:</p> <ul style="list-style-type: none"> <li>• RPR Plus (standby)</li> <li>• RPR Plus (standby initialization).</li> </ul> <p>This problem occurs just after a switchover.</p> <p>Workaround: None</p>
CSCin38351	In OAM Ping Tab for ATM VCL Configuration dialog, default values are not displayed.	<p>In OAM Ping Tab for ATM VCL Configuration dialog, default values do not appear for:</p> <ul style="list-style-type: none"> <li>• Repeat Count</li> <li>• Timeout In Seconds</li> <li>• Loopback Type</li> </ul> <p>This occurs when you select a new PVC in the OAM Ping Tab.</p> <p>Workaround: None</p>

**Table 11** Known Problems in Cisco 12000/10720 3.2 Router Manager - Routing

Bug ID	Summary	Explanation
CSCea33825	Attributes in the BGP Information frame of the BGP-Details tab and the General Group/Interface tab are populated when no OSPF is configured.	<p>In the BGP Configuration window, the attributes in the BGP Information frame of the BGP-Details tab, are populated with values even if BGP is not configured for that chassis.</p> <p>Similarly, in the OSPF Status dialog box , the General Group/Interface tab gets populated when no OSPF is configured on the device.</p> <p>Workaround: None</p>
CSCin39598	Selected chassis disappears from the chassis selector list and the dialog box is inactivated.	<p>If you remove the Address-Family from the EM using Configure Address Family dialogbox , the selected chassis disappears from the chassis selector list and the dialog box is inactivated.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Close the Configure Address Family dialog box.</li> <li>2. Reopen this dialog box for another selected Address Family from the AF-General tab in the BGP Address Family Configuration dialog box.</li> </ol>

**Table 11** Known Problems in Cisco 12000/10720 3.2 Router Manager - Routing (Continued)

Bug ID	Summary	Explanation
CSCin41998	The running configuration is not copied to the startup configuration.	<p>When you remove an Address Family through the EM, sometimes the running configuration is not copied to the startup configuration.</p> <p>Workaround:</p> <p>Perform the writeMem operation. To do this:</p> <ol style="list-style-type: none"> <li>1. Launch the Chassis Configuration dialog box</li> <li>2. Select the writeMem Action button in the Device Management tab.</li> </ol>
CSCin52334	The BGP AF-Configuration and the AF-Redistribute Tab display incorrect values.	<p>If you configure the ISIS Redistribute Protocol for Ipv4 Unicast AF without Tag, the following dialog boxes display incorrect values against AS/Tag field for ISIS Redistribute Protocol:</p> <ul style="list-style-type: none"> <li>• BGP AF-Configuration</li> <li>• AF-Redistribute Tab</li> </ul> <p>Workaround:</p> <p>Configure Redistribute ISIS Protocol with Tag id followed by the Routing Level.</p>

**Table 12** Known Problems in Cisco 12000/10720 3.2 Router Manager - MPLS/VRF

Bug ID	Summary	Explanation
CSCec13751	Cannot upload LSP tunnel information.	Cannot upload LSP tunnel information in the Tunnel Information Dialog when the router is configured with 500 or 1000 tunnels.  Workaround:  You cannot do this through the EMS GUI. You must telnet into the router and run the appropriate CLI command to display the LSP tunnels.
CSCin37046	Special characters cannot be used for naming VRF objects.	You cannot enter special characters to name the VRF objects during deployment.  Workaround:  Enter only alphabets and numbers to name VRF objects.
CSCin36791	Incorrect Auto Refresh behavior in the MPLS Traps Configuration dialog box.	In the MPLS Traps Configuration dialog box, Auto Refresh behavior is incorrect, if you enter a new value for the chassis and then re-enter the earlier value.  Workaround:  Manually refresh the MPLS Trap Configuration dialog box.
CSCin38505	Auto Refresh does not occur for the VRF Object Status dialog box.	Auto Refresh does not occur for the VRF Object Status dialog box when you remove VRF from the device using CLI.  Sometimes, Auto Refresh may also fail for the Interface VRF Status dialog box .  Workaround:  Manually refresh the dialog boxes.

**Table 12** Known Problems in Cisco 12000/10720 3.2 Router Manager - MPLS/VRF (Continued)

Bug ID	Summary	Explanation
CSCin38656	The VRF Status dialog box does not refresh after configuration changes on a VRF in the device.	<p>If you make any configuration changes on a VRF in the device, the VRF Status dialog box does not refresh. This happens even after you reselect the same VRF or move from one VRF to another.</p> <p>If you refresh the dialog box, the first VRF gets selected instead of the reselected VRF.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Manually refresh the VRF Status dialog box.</li> <li>2. Select the required VRF Object from the VRF list.</li> </ol>
CSCin46635	Performance data is not collected for interface MPLS layer attributes.	<p>Performance data is not collected for interface MPLS layer attributes when the performance polling is enabled globally or against the individual interface objects.</p> <p>Workaround:</p> <ol style="list-style-type: none"> <li>1. Launch either the MPLS Interface Status or MPLS Interface Performance dialog boxes against the respective interface objects.</li> <li>2. Select the interfaces from the interface object selector list.</li> <li>3. Enable performance polling on the interface objects.</li> </ol> <p>If the performance polling is enabled already , stop and start the performance polling on the interface object.</p> <p>This enables the Router Manager to collect the MPLS performance attributes for the interface objects.</p>

**Table 13** Known Problems in Cisco 12000/10720 3.2 Router Manager - IOS

Bug ID	Summary	Explanation
CSCin35210	The mplsVrflfUp and mplsVrflfDown traps should be supported.	The mplsVrflfUp and mplsVrflfDown traps should be supported at the interface level.  Workaround: None
CSCin37225	If you run IOS 12.0(24)S or 12.0(25)S, the Cisco 12000/10720 Router Manager, it discovers only the module object for the inserted line card.	After you insert a new line card against a managed chassis, running IOS 12.0(24)S or 12.0(25)S, the Cisco 12000/10720 Router Manager discovers only the module object for the inserted line card.  The interfaces are not discovered, since the IF Table is not updated properly.  Workaround: Recommission the module after the line card is moved to the IOS RUN state in the device. This causes the interface objects to be deployed and commissioned successfully.
CSCin49840	The Link Down alarm for the Frost card's controller is not sent.	The Link Down alarm for the Frost card's controller is not sent by the device running IOS Version "12.(0)23S3" when you run the <b>Shut down</b> command.  Workaround: None

# 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](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](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 send comments about technical 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.

## 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>

## 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 automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be 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>

This document is to be used in conjunction with the documents listed in the “[Product Documentation](#)” section.

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