



## About This Guide

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The Cisco Access Registrar User's Guide provides information about how to use Cisco Access Registrar 3.0.

## How This Book Is Organized

The Cisco Access Registrar User's Guide is organized as follows:

[Chapter 1, "Overview,"](#) provides an overview of Cisco Access Registrar.

[Chapter 2, "Using the aregcmd Commands,"](#) provides information about using **aregcmd** commands.

[Chapter 3, "Access Registrar Server Objects,"](#) provides information about Cisco Access Registrar server objects.

[Chapter 4, "Using the radclient Command,"](#) provides information about using **radclient** commands to test Cisco Access Registrar.

[Chapter 5, "Configuring Local Authentication and Authorization,"](#) provides information about how to configure local authentication and authorization and helpful examples.

[Chapter 6, "Using Extension Points,"](#) provides information about how to use Cisco Access Registrar scripting to customize your RADIUS server.

[Chapter 7, "Using Replication,"](#) provides information about how to use the replication feature.

[Chapter 8, "Using On-Demand Address Pools,"](#) provides information about using On-Demand Address Pools.

[Chapter 9, "Using Cisco Access Registrar Server Features,"](#) provides information about using Cisco Access Registrar features.

[Chapter 10, "Using the Policy Engine,"](#) provides information about using the Cisco Access Registrar Policy Engine.

[Chapter 11, "Wireless Support,"](#) provides information about Cisco Access Registrar support for wireless features.

["Using LDAP"](#) provides information about using an LDAP remote server with Cisco Access Registrar.

[Chapter 13, "Using Open Database Connectivity,"](#) provides information about a new type of RemoteServer object and a new service to support ODBC.

[Chapter 14, "Backing Up the Database,"](#) describes the Cisco Access Registrar shadow backup facility, which ensures a consistent snapshot of Cisco Access Registrar's database for backup purposes.

[Chapter 15, "Using the REX Accounting Script,"](#) describes how to use the REX Accounting scripts.

Chapter 16, “Logging Syslog Messages,” provides information about logging messages via syslog and centralized error reporting for Cisco Access Registrar.

Chapter 17, “Troubleshooting Cisco Access Registrar,” provides information about techniques used when troubleshooting Cisco Access Registrar and highlights common problems.

Appendix A, “Cisco Access Registrar Tcl and REX Dictionaries,” describes the Tcl and REX dictionaries that are used when writing Incoming or Outgoing scripts for use with Cisco Access Registrar.

Appendix B, “Environment Dictionary,” describes the environment variables the scripts use to communicate with Cisco Access Registrar or to communicate with other scripts.

Appendix C, “RADIUS Attributes,” lists the RFC 2865 RADIUS attributes with their names and values.

An index is also provided.

## Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

### World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

### Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships 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 as an annual subscription.

### Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:  
[http://www.cisco.com/cgi-bin/order/order\\_root.pl](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 corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

## Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Attn: Document Resource Connection  
Cisco Systems, Inc.  
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 documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

### Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

<http://www.cisco.com>

## Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

## Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

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

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

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

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

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

## Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

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

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.