



## About This Guide

---

This guide describes how to configure and manage the component parts of Cisco Info Center on UNIX platforms. It contains introductory and reference information about Cisco Info Mediators and gateways, including Cisco Info Mediator rules file syntax and gateway commands.

This preface contains the following sections:

- [“Audience”](#)
- [About This Book](#)
- [Related Documentation, page xxvi](#)
- [Typographical Notation, page xxvii.](#)

## Audience

This book is intended for system administrators who need to manage Cisco Info Center. It describes how to perform administrative tasks using the Configuration Manager and Objective View Map Editor, as well as command line tools and Process Control. It also contains descriptions and examples of Cisco Info Server SQL syntax and automations.

It is assumed you understand the Cisco Info Center operator concepts and tasks described in the *Cisco Info Center User Guide, 3.6*.

## About This Book

This book comprises this preface, chapters, appendices, and an index. The chapters are organized as follows:

[Chapter 1, “Configuring the Cisco Info Server and Proxy Server”](#)—describes how to start and stop the Cisco Info Server and proxy server, and how to configure the Cisco Info Server and proxy server using properties and command line options.

[Chapter 2, “Cisco Info Server SQL”](#)—describes how the Cisco Info Server stores and manages alerts, the data structures of the Cisco Info Server, and the syntax of Cisco Info Server SQL.

[Chapter 3, “Using the Configuration Manager”](#)—describes how to configure Cisco Info Center using the Configuration Manager and the Properties Editor.

[Chapter 4, “Automation”](#)—describes the automation system in Cisco Info Center, including configuring actions and triggers.

[Chapter 5, “Info Mediators”](#)—introduces Cisco Info Mediators, their key features, and how they are used. It also describes the types of Cisco Info Mediators, their architecture and components, and how to run them.

[Chapter 6, “Gateways”](#)—introduces gateways, their key features, and how they are used. It also describes the types of gateways, their architecture and components, and how to run them.

[Chapter 7, “Process Control”](#)—describes the components, configuration, and management utilities associated with the Cisco Info Center Process Control system.

[Chapter 8, “Objective View Map Editor”](#)—describes the Objective View Map Editor and provides information about configuring maps.

[Appendix A, “Cisco Info Server Tables”](#)—contains Cisco Info Server database table information.

[Appendix B, “Automation Reference”](#)—provides the background and technical information you need to start building Cisco Info Center automations. It includes sample automations, as well as information about the default automations that are installed.

[Appendix C, “Desktop Reference”](#)—contains information about the available options when starting the Event List from the command line.

[Appendix D, “Regular Expressions”](#)—contains information about how to use regular expressions.

[Appendix E, “Cisco Info Mediator Reference”](#)—contains Cisco Info Mediator reference information, including command line options, properties, rules file syntax, troubleshooting hints, and error message information.

[Appendix F, “Gateway Reference”](#)—contains gateway reference information, including command line options, commands, and error message information.

An Index is also provided.

## Related Documentation

The following documents are companion documents to this *Administrator Reference* and comprise the Cisco Info Center documentation set:

- *Documentation Guide for Cisco Info Center, 3.6*—provides URLs to the online versions of the Cisco Info Center documents
- *Release Notes for Cisco Info Center, 3.6*—provides information about new Cisco Info Center features, a list of the problems fixed, and a list of the currently known problems and caveats
- *Cisco Info Center Installation and Configuration Guide, 3.6*—intended for Cisco Info Center administrators who install and deploy Cisco Info Center. It includes installation, upgrade, and licensing procedures, as well as information about the configuration of component communications. It also includes examples of Cisco Info Center architectures and how to implement them.
- *Cisco Info Center Mediator Reference, 3.6*—intended as a technical resource for network managers and system administrators (the people responsible for managing the network) and for network analysts (those who configure it). It contains introductory and reference information about Cisco Info Mediators.
- *Cisco Info Center User Guide, 3.6*—intended for anyone who needs to use Cisco Info Center Desktop tools on UNIX platforms. It provides an overview of Cisco Info Center components, as well as a description of the operator tasks related to event management using the Desktop tools.

**Note**

All Cisco Info Center documents can be found online on the Cisco Documentation CD, as well as, at the Cisco Connection Online (CCO) URL:

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/info\\_ctr/3\\_6/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/info_ctr/3_6/index.htm)

See the “[Obtaining Documentation](#)” for detailed information about the Cisco Documentation CD and the Cisco Connection Online website.

## Typographical Notation

Table 1 shows the typographical notation used to describe commands, SQL syntax, and graphical user interface (GUI) features. This notation is used throughout this book and other Cisco Info Center publications.

**Table 1** *Typographical Notations*

| Style            | Description  |
|------------------|--|
| <b>bold font</b> | Commands and command line options, file, path, and directory names, object names, program names, and SQL syntax elements appear in bold font. If the item does not fit on a single line, continuation lines are indented.<br><br>Also refers to a button, frame, or text field; for example the <b>Apply</b> button. |
| <i>italics</i>   | Words printed in italics represent information that the user must enter.<br><br>In addition, new terms are printed in italics when they are introduced.<br><br>Italics may also be used for emphasis.  |
| { a   b }        | In SQL syntax notation, curly brackets enclose two or more required alternative choices, separated by vertical bars.   |
| [ ]              | In SQL syntax notation, square brackets indicate an optional element or clause. Multiple elements or clauses are separated by vertical bars.   |
|                  | In SQL syntax notation, vertical bars separate two or more alternative syntax elements.  |
| ...              | In SQL syntax notation, ellipses indicate that the preceding element can be repeated. The repetition is unlimited unless otherwise indicated.  |
| ,...             | In SQL syntax notation, ellipses preceded by a comma indicate that the preceding element can be repeated, with each repeated element separated from the last by a comma. The repetition is unlimited unless otherwise indicated.   |

**Table 1** *Typographical Notations (continued)*

| Style       | Description  |
|-------------|--|
| < >         | In SQL syntax notation, a word contained within angle brackets should be replaced by an appropriate value or expression. For example, <table_name> should be replaced with the actual name of the table. |
| a           | In SQL syntax notation, an underlined element indicates a default option.  |
| ()          | In SQL syntax notation, parentheses appearing within the statement syntax are part of the syntax and should be typed as shown unless otherwise indicated.  |
| Menu > Item | Refers to an item selected from a menu; for example <b>File &gt; Save</b> .  |
| Window name | Refers to an application window; for example the Login window.   |

Many Cisco Info Center commands have one or more command line options, which can be specified following a hyphen (-). Command line options can be string, integer, or BOOLEAN types.

- A string can contain alphanumeric characters. If the string has spaces in it, enclose it in quotation marks.
- An integer must contain a positive whole number or zero (0).
- A boolean must be set to TRUE or FALSE; usually you only need to specify the option that is not the default, with no value following the option.

SQL keywords are not case-sensitive, and may appear in uppercase, lowercase, or mixed case.

## Obtaining Documentation

Cisco provides several ways to obtain documentation, 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 on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](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 may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

[http://www.cisco.com/en/US/partner/ordering/ordering\\_place\\_order\\_ordering\\_tool\\_launch.html](http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html)

All users can order annual or quarterly subscriptions through the online Subscription Store:

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

Click Subscriptions & Promotional Materials in the left navigation bar.

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpck/pdi.htm](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 Networking Products Marketplace:

<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 submit e-mail 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, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

## Cisco TAC Website

The Cisco TAC website (<http://www.cisco.com/tac>) provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year.

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

## Opening a TAC Case

Using the online TAC Case Open Tool (<http://www.cisco.com/tac/caseopen>) is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer.

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case 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 listing of Cisco TAC contacts, go to this URL:

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

## TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—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.

Priority 2 (P2)—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.

Priority 3 (P3)—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.

Priority 4 (P4)—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.

- 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://www.cisco.com/en/US/products/products\\_catalog\\_links\\_launch.html](http://www.cisco.com/en/US/products/products_catalog_links_launch.html)
- Cisco Press publishes a wide range of general networking, training and certification titles. Both new and experienced user will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:  
<http://www.ciscopress.com>
- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:  
<http://www.cisco.com/packet>
- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. 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/en/US/about/ac123/ac147/about\\_cisco\\_the\\_internet\\_protocol\\_journal.html](http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html)
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:  
<http://www.cisco.com/en/US/learning/index.html>

