



# Documentation Guide for Cisco Secure ACS for Windows, 4.0

---

This document contains:

- [Product Documentation, page 2](#)
- [Related Product Documentation, page 3](#)
- [Supplemental License Agreement for Cisco Systems Network Management: Cisco Secure Access Control Server Software, page 3](#)
- [Obtaining Documentation, page 3](#)
- [Documentation Feedback, page 4](#)
- [Cisco Product Security Overview, page 5](#)
- [Obtaining Technical Assistance, page 6](#)
- [Obtaining Additional Publications and Information, page 7](#)

[Table 1](#) provides a brief summary of Cisco Secure Access Control Server 4.0, hereafter referred to as ACS, documentation. For more details, see [Table 2 on page 2](#).

**Table 1**     *Product Documentation*

Document	Shipped with Product	On Cisco.com	On Recovery CD
Documentation Guide	X	X	
Release notes		X	
Installation guide <sup>1</sup>		X	X
User guide <sup>2</sup>		X	X
Supported and Interoperable Devices and Software Tables		X	
User-changeable passwords		X	

1. Orderable as a spare document or printable from the PDF on the recovery CD.

2. Orderable and also accessible from the ACS online help by clicking **Online Documentation**.



---

**Corporate Headquarters:**  
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

© 2005 Cisco Systems, Inc. All rights reserved.

# Product Documentation

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the online documentation for any updates. Online documentation is available at the URLs in [Table 2](#). Or, from the Cisco.com home page:

- Select Technical Support & Documentation. Then choose **Documentation & Tools > Product Support > Security and VPN > Identity Management > Cisco Secure Access Control Server for Windows**.
- Choose **Products and Services > Security and VPN > Identity Management > Cisco Secure Access Control Server for Windows**.

[Table 2](#) describes the product documentation.

**Table 2** Product Documentation Details

Document Title and Description	Available Formats
<i>Release Notes for Cisco Secure ACS for Windows</i> New features, documentation updates, known problems, and resolved problems.	On Cisco.com: <a href="http://www.cisco.com/en/US/products/sw/secursw/ps2086/prod_release_notes_list.html">http://www.cisco.com/en/US/products/sw/secursw/ps2086/prod_release_notes_list.html</a>
<i>Installation Guide for Cisco Secure ACS for Windows (DOC-7816991)</i> Details on installation and upgrade of ACS software and post-installation tasks.	<ul style="list-style-type: none"><li>• PDF on the ACS Recovery CD-ROM.</li><li>• Orderable; see <a href="#">Ordering Documentation, page 4</a>.</li><li>• On Cisco.com: <a href="http://www.cisco.com/en/US/products/sw/secursw/ps2086/prod_installation_guides_list.html">http://www.cisco.com/en/US/products/sw/secursw/ps2086/prod_installation_guides_list.html</a></li></ul>
Product online help. Help topics for all pages in the ACS HTML interface.	Select an option from the ACS menu; the help appears in the right pane.
<i>User Guide for the Cisco Secure ACS for Windows (DOC-7816992)</i> ACS functionality and procedures for using the ACS features.	<ul style="list-style-type: none"><li>• You can also access the user guide by clicking <b>Online Documentation</b> in the ACS navigation menu. The user guide PDF is available on this page by clicking <b>View PDF</b>.</li><li>• PDF on the ACS Recovery CD-ROM.</li><li>• Orderable; see <a href="#">Ordering Documentation, page 4</a>.</li><li>• On Cisco.com: <a href="http://www.cisco.com/en/US/products/sw/secursw/ps2086/products_user_guide_list.html">http://www.cisco.com/en/US/products/sw/secursw/ps2086/products_user_guide_list.html</a></li></ul>
<i>Supported Devices and Interoperable Software Tables for Cisco Secure ACS for Windows</i> Supported devices and firmware versions for all ACS features.	On Cisco.com: <a href="http://www.cisco.com/en/US/products/sw/secursw/ps2086/products_device_support_tables_list.html">http://www.cisco.com/en/US/products/sw/secursw/ps2086/products_device_support_tables_list.html</a>
<i>Installation and User Guide for Cisco Secure ACS for User-Changeable Passwords</i> Installation and user guide for the user-changeable password add-on.	On Cisco.com: <a href="http://www.cisco.com/en/US/products/sw/secursw/ps2086/prod_installation_guides_list.html">http://www.cisco.com/en/US/products/sw/secursw/ps2086/prod_installation_guides_list.html</a>

You can access each document URL at <http://www.cisco.com> on the World Wide Web.

## Related Product Documentation

The following list includes documentation that is related to your product. These documents were not shipped with your product, but you can access them by using the following URLs:

- Product page (includes links to documentation manuals, white papers, product literature, and other related information) at: <http://www.cisco.com/en/US/products/sw/secursw/ps2086/>
- NAC-related documentation (such as the NAC Deployment Guide) located at <http://www.cisco.com/go/NAC>

## Supplemental License Agreement for Cisco Systems Network Management: Cisco Secure Access Control Server Software

**IMPORTANT—READ CAREFULLY:** This Supplemental License Agreement (SLA) contains additional limitations on the license to the Software provided to Customer under the Software License Agreement between Customer and Cisco. Capitalized terms used in this SLA and not otherwise defined herein shall have the meanings assigned to them in the Software License Agreement. To the extent that there is a conflict among any of these terms and conditions applicable to the Software, the terms and conditions in this SLA shall take precedence.

By installing, downloading, accessing, or otherwise using the Software, Customer agrees to be bound by the terms of this SLA. If Customer does not agree to the terms of this SLA, Customer may not install, download, or otherwise use the Software.

### 1. ADDITIONAL LICENSE RESTRICTIONS.

- **Installation and Use.** The Software components are provided to Customer solely to install, update, supplement, or replace existing functionality of the applicable Network Management Software product. Customer may install and use the following Software component: Access Control Server (ACS): May be installed on one (1) server in Customer's network management environment.
- **Reproduction and Distribution.** Customer may not reproduce nor distribute Software.

### 2. DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS.

Please refer to the Cisco Systems, Inc., Software License Agreement.

## 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 Cisco Marketplace at this URL:

<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/>

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at [tech-doc-store-mkpl@external.cisco.com](mailto:tech-doc-store-mkpl@external.cisco.com) or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

## 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**

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.

# 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

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.

## 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>
- *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>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *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>

---

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

CCVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, *Packet*, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0705R)

Copyright © 2005 Cisco Systems, Inc.  
All rights reserved.

♻️ Printed in the USA on recycled paper containing 10% postconsumer waste.