



Preface

The *Cisco WAN Manager User's Guide* describes how to use the Cisco WAN Manager Release 12 software.

Audience

This guide is designed for system administrators and users who are responsible for the operation of the Cisco WAN Manager application.

Organization

Table 1 describes the organization of the *Cisco WAN Manager User's Guide*.

Table 1 *Cisco WAN Manager User's Guide Organization*

Title	Description
Chapter 1, Cisco WAN Manager Overview	Provides an overview of the CiscoWAN Manager (CWM) product.
Chapter 2, Getting Started with Cisco WAN Manager	Describes how to get started with CWM.
Chapter 3, Managing Devices	Describes the device management facilities within CWM.
Chapter 4, Managing Connections	Describes how to manage the connections.
Chapter 5, Monitoring Network Faults	Describes the various fault management functions of CWM.
Chapter 6, Configuring Service Class Templates	Describes how to use the CWM Service Class Template application.
Chapter 7, Collecting Statistics	Describes how to collect statistics.
Chapter 8, Generating Reports	Describes how to generate reports.
Chapter 9, Cisco WAN Manager Operations	Describes saving and restoring node configurations, downloading software and firmware, and deleting images.
Appendix A, Cisco WAN Manager Peer-to-Peer Communication	Describes the implementation of communications between two or more CWM workstations.

Related Documentation

This “Related Documentation” section describes the technical manuals and release notes listed in the “Guide to Cisco Multiservice Switch Documentation.” That guide, part DOC-7815358=, shipped with your product.

The following Cisco publications contain information related to the operation of this product and associated equipment in a Cisco WAN switching network.



Note

Starting in April 2003, the documents listed in the “Related Documentation” section will be available online only.

There are several ways you can find these documents online:

- In your browser’s URL field, enter **www.cisco.com**. In the top right search field, enter the document part number (for example, OL-3837-01) and click on GO.
- For the Cisco WAN Manager documents, in your browser’s URL field, enter **http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwm/** and look for the CWM release number.
- For all other documents, in your browser’s URL field, enter **http://www.cisco.com/univercd/cc/td/doc/product/wanbu/index.htm**. Look for the switch name, then release number (for example, MGX 8850 (PXM1E), then Release 4).

Cisco WAN Manager Release 12

Table 2 lists the product documentation for the Cisco WAN Manager (CWM) network management system for Release 12.

Table 2 Cisco WAN Manager Release 12 Documentation

Title	Description
<i>Cisco WAN Manager Installation Guide for Solaris 8, Release 12</i> OL-3837-01	Provides procedures for installing Release 12 of the CWM network management system and Release 5.4 of CiscoView on a Solaris 8 platform.
<i>Cisco WAN Manager User’s Guide, Release 12</i> OL-3838-01	Describes how to use the CWM Release 12 software, which consists of user applications and tools for network management, connection management, network configuration, statistics collection, and security management.
<i>Cisco WAN Manager SNMP Service Agent Guide, Release 12</i> OL-3840-01	Provides information about the CWM Simple Network Management Protocol Service Agent, an optional adjunct to CWM that is used for managing Cisco WAN switches using SNMP.
<i>Cisco WAN Manager Database Interface Guide, Release 12</i> OL-3839-01	Provides information about accessing the CWM Informix OnLine database that is used to store information about the network elements.

Cisco MGX 8850 (PXM45) Multiservice Switch Release 4

Table 3 lists the product documentation for the installation and operation of the Cisco MGX 8850 (PXM45) Multiservice Switch Release 4.

Table 3 Cisco MGX 8850 (PXM45) Release 4 Documentation

Title	Description
<p><i>Cisco MGX 8850 (PXM1E/PXM45), Cisco MGX 8950, and Cisco MGX 8830 Hardware Installation Guide</i> OL-3842-01</p>	<p>Describes how to install the Cisco MGX 8950, the Cisco MGX 8850 (PXM1E/PXM45), and the Cisco MGX 8830 switches. This documentation explains what each switch does and covers site preparation, grounding, safety, card installation, and cabling. The Cisco MGX 8850 switch uses either a PXM45 or a PXM1E controller card and provides support for both serial bus based and cell bus based service modules. The Cisco MGX 8950 supports only serial bus based service modules. This hardware installation guide replaces all previous hardware guides for these switches.</p>
<p><i>Frame Relay Software Configuration Guide and Command Reference for the Cisco MGX 8850 FRSM12 Card, Release 3*</i> DOC-7810327=</p>	<p>Describes how to use the high-speed Frame Relay (FRSM-12-T3E3) commands that are available in the CLI of the Cisco MGX 8850 (PXM45) switch.</p>
<p><i>Cisco ATM Services (AXSM) Software Configuration Guide and Command Reference for MGX Switches, Release 4</i> OL-3852-01</p>	<p>Explains how to configure the AXSM cards and a command reference that describes the AXSM commands in detail. The AXSM cards covered in this manual are the AXSM-XG, AXSM/A, AXSM/B, AXSM-E, and AXSM-32-T1E1-E.</p>
<p><i>Cisco MGX 8850 (PXM1E/PXM45), Cisco MGX 8950, and Cisco MGX 8830 Software Configuration Guide, Release 4</i> OL-3845-01</p>	<p>Describes how to configure the Cisco MGX 8950, the Cisco MGX 8850 (PXM1E/PXM45), and the Cisco MGX 8830 switches with PXM45 or PXM1E controller cards to operate as ATM core switches or edge switches. This guide also provides some operation and maintenance procedures.</p>
<p><i>Cisco MGX 8850 (PXM1E/PXM45), Cisco MGX 8950, and Cisco MGX 8830 Command Reference, Release 4</i> OL-3846-01</p>	<p>Describes the PXM commands that are available on the CLI of the Cisco MGX 8830, Cisco MGX 8850, and Cisco MGX 8950 switches.</p>
<p><i>Cisco Circuit Emulation Software Configuration Guide and Command Reference, Release 4</i> OL-3853-01</p>	<p>Provides software configuration procedures for provisioning connections and managing the CESM cards supported in this release. Also provides descriptions for all CESM commands.</p>
<p><i>PNNI Network Planning Guide for MGX and SES Products</i> OL-3847-01</p>	<p>Provides guidelines for planning a PNNI network that uses Cisco MGX 8830, MGX 8850 (PXM45 and PXM1E), Cisco MGX 8950, and Cisco BPX 8600 switches. When connected to a PNNI network, each Cisco BPX 8600 series switch requires an SES for PNNI route processing.</p>
<p><i>Cisco MGX Route Processor Module (RPM-XF) Installation and Configuration Guide, Release 4</i> OL-3186-01</p>	<p>Describes how to install and configure the Cisco MGX Route Processor Module (RPM-XF) in the Cisco MGX 8850 (PXM45) and MGX 8950 Release 4 switch. Also provides site preparation procedures, troubleshooting procedures, maintenance procedures, cable and connector specifications, and basic Cisco IOS configuration information.</p>

Table 3 Cisco MGX 8850 (PXM45) Release 4 Documentation (continued)

Title	Description
<i>Cisco VISM Installation and Configuration Guide, Release 3*</i> OL-2521-01	Describes how to install and configure the Voice Interworking Service Module (VISM) in the Cisco MGX 8830, Cisco MGX 8850 (PXM45 and PXM1E), and Cisco MGX 8950 switches. Also provides site preparation procedures, troubleshooting procedures, maintenance procedures, cable and connector specifications, and Cisco CLI configuration information.
<i>Regulatory Compliance and Safety Information for the Cisco MGX 8830, MGX 8850 (PXM45 and PXM1E), and MGX 8950 Switches*</i> DOC-7814790=	Provides regulatory compliance, product warnings, and safety recommendations for the Cisco MGX 8830, Cisco MGX 8850 (PXM45 and PXM1E), and Cisco MGX 8950 switches.

* This book was last updated for Release 3.

Cisco MGX 8850 (PXM1E) Multiservice Switch Release 4

Table 4 lists the product documentation for the installation and operation of the Cisco MGX 8850 (PXM1E) Multiservice Switch Release 4.

Table 4 Cisco MGX 8850 (PXM1E) Release 4 Documentation

Title	Description
<i>Cisco MGX 8850 (PXM1E/PXM45), Cisco MGX 8950, and Cisco MGX 8830 Hardware Installation Guide</i> OL-3842-01	Describes how to install the Cisco MGX 8950, the Cisco MGX 8850 (PXM1E/PXM45), and the Cisco MGX 8830 switches. This documentation explains what each switch does and covers site preparation, grounding, safety, card installation, and cabling. The Cisco MGX 8850 switch uses either a PXM45 or a PXM1E controller card and provides support for both serial bus based and cell bus based service modules. The Cisco MGX 8950 supports only serial bus based service modules. This hardware installation guide replaces all previous hardware guides for these switches.
<i>Cisco MGX 8850 (PXM1E/PXM45), Cisco MGX 8950, and Cisco MGX 8830 Software Configuration Guide, Release 4</i> OL-3845-01	Describes how to configure the Cisco MGX 8950, the Cisco MGX 8850 (PXM1E/PXM45), and the Cisco MGX 8830 switches with PXM45 or PXM1E controller cards to operate as ATM core switches or edge switches. This guide also provides some operation and maintenance procedures.
<i>Cisco MGX 8850 (PXM1E/PXM45), Cisco MGX 8950, and Cisco MGX 8830 Command Reference, Release 4</i> OL-3846-01	Describes the PXM commands that are available on the CLI of the Cisco MGX 8830, Cisco MGX 8850, and Cisco MGX 8950 switches.
<i>Cisco Circuit Emulation Software Configuration Guide and Command Reference, Release 4</i> OL-3853-01	Provides software configuration procedures for provisioning connections and managing the CESM cards supported in this release. Also provides descriptions for all CESM commands.
<i>Cisco Frame Relay Software Configuration Guide and Command Reference, Release 4</i> OL-3851-01	Provides software configuration procedures for provisioning connections and managing the FRSM cards supported in this release. Also provides descriptions for all FRSM commands.

Table 4 Cisco MGX 8850 (PXM1E) Release 4 Documentation (continued)

Title	Description
Cisco AUSM Software Configuration Guide and Command Reference for Cisco MGX 8850 (PXM1E) and Cisco MGX 8830, Release 3* DOC-7814254=	Provides software configuration procedures for provisioning connections and managing the AUSM cards supported in this release. Also provides descriptions for all AUSM commands.
PNNI Network Planning Guide for MGX and SES Products OL-3847-01	Provides guidelines for planning a PNNI network that uses Cisco MGX 8830, Cisco MGX 8850 (PXM45 and PXM1E), Cisco MGX 8950, and Cisco BPX 8600 switches. When connected to a PNNI network, each Cisco BPX 8600 series switch requires an SES for PNNI route processing.
Cisco VISM Installation and Configuration Guide, Release 3* OL-2521-01	Describes how to install and configure VISM in the Cisco MGX 8850, Cisco MGX 8950, and Cisco MGX 8830 Release 4 switches. Also provides site preparation procedures, troubleshooting procedures, maintenance procedures, cable and connector specifications, and Cisco CLI configuration information.
Regulatory Compliance and Safety Information for the Cisco MGX 8830, MGX 8850 (PXM45 and PXM1E), and MGX 8950 Switches. * DOC-7814790=	Provides regulatory compliance, product warnings, and safety recommendations for the Cisco MGX 8830, Cisco MGX 8850 (PXM45 and PXM1E), and Cisco MGX 8950 switches.

* This book was last updated for Release 3.

Cisco MGX 8950 Multiservice Service Release 4

Table 5 lists the product documentation for the installation and operation of the Cisco MGX 8950 Multiservice Switch Release 4.

Table 5 Cisco MGX 8950 Release 4 Documentation

Title	Description
Cisco MGX 8850 (PXM1E/PXM45), Cisco MGX 8950, and Cisco MGX 8830 Hardware Installation Guide OL-3842-01	Describes how to install the Cisco MGX 8950, the Cisco MGX 8850 (PXM1E/PXM45), and the Cisco MGX 8830 switches. This documentation explains what each switch does and covers site preparation, grounding, safety, card installation, and cabling. The Cisco MGX 8850 switch uses either a PXM45 or a PXM1E controller card and provides support for both serial bus based and cell bus based service modules. The Cisco MGX 8950 supports only serial us based service modules. This hardware installation guide replaces all previous hardware guides for these switches.
Cisco MGX 8850 (PXM1E/PXM45), Cisco MGX 8950, and Cisco MGX 8830 Software Configuration Guide, Release 4 OL-3845-01	Describes how to configure the Cisco MGX 8950, the Cisco MGX 8850 (PXM1E/PXM45), and the Cisco MGX 8830 switches with PXM45 or PXM1E controller cards to operate as ATM core switches or edge switches. This guide also provides some operation and maintenance procedures.

Table 5 Cisco MGX 8950 Release 4 Documentation (continued)

Title	Description
<i>Cisco MGX 8850 (PXM1E/PXM45), Cisco MGX 8950, and Cisco MGX 8830 Command Reference, Release 4</i> OL-3846-01	Describes the PXM commands that are available on the CLI of the Cisco MGX 8830, Cisco MGX 8850, and Cisco MGX 8950 switches.
<i>Cisco ATM Services (AXSM) Software Configuration Guide and Command Reference for MGX Switches, Release 4</i> OL-3852-01	This guide explains how to configure the AXSM cards and a command reference that describes the AXSM commands in detail. The AXSM cards covered in this manual are the AXSM-XG, AXSM/A, AXSM/B, AXSM-E, and AXSM-32-T1E1-E.
<i>PNNI Network Planning Guide for MGX and SES Products</i> OL-3847-01	Provides guidelines for planning a PNNI network that uses Cisco MGX 8830, Cisco MGX 8850 (PXM45 and PXM1E), Cisco MGX 8950, and Cisco BPX 8600 switches. When connected to a PNNI network, each Cisco BPX 8600 series switch requires an SES for PNNI route processing.
<i>Cisco MGX Route Processor Module (RPM-XF) Installation and Configuration Guide, Release 4</i> OL-3186-01	Describes how to install and configure the Cisco MGX Route Processor Module (RPM-XF) in the Cisco MGX 8850 Release 4 switch. Also provides site preparation procedures, troubleshooting procedures, maintenance procedures, cable and connector specifications, and basic Cisco IOS configuration information.
<i>Regulatory Compliance and Safety Information for the Cisco MGX 8830, MGX 8850 (PXM45 and PXM1E), and MGX 8950 Switches. *</i> DOC-7814790=	Provides regulatory compliance, product warnings, and safety recommendations for the Cisco MGX 8830, Cisco MGX 8850 (PXM45 and PXM1E), and Cisco MGX 8950 switches.

* This book was last updated for Release 3.

SES PNNI Release 4

Table 6 lists the product documentation for the understanding, the installation, and the operation of the Service Expansion Shelf (SES) Private Network-to-Network Interface (PNNI) Controller.

Table 6 SES PNNI Controller Release 4 Documentation

Title	Description
<i>Cisco SES PNNI Controller Software Configuration Guide, Release 3*</i> DOC-7814258=	Describes how to configure, operate, and maintain the SES PNNI Controller.
<i>Cisco SES PNNI Controller Command Reference, Release 3*</i> DOC-7814260=	Provides a description of the commands used to configure and operate the SES PNNI Controller.

Table 6 *SES PNNI Controller Release 4 Documentation (continued)*

Title	Description
<i>PNNI Network Planning Guide for MGX and SES Products</i> OL-3847-01	Provides guidelines for planning a PNNI network that uses Cisco MGX 8830, Cisco MGX 8850 (PXM45 and PXM1E), Cisco MGX 8950, and Cisco BPX 8600 switches. When connected to a PNNI network, each Cisco BPX 8600 series switch requires an SES for PNNI route processing.

* This book was last updated for Release 3.

Cisco MGX 8830 Multiservice Switch Release 4

Table 7 lists the product documentation for the installation and operation of the Cisco MGX 8830 Multiservice Switch Release 4.

Table 7 *Cisco MGX 8830 Release 4 Documentation*

Title	Description
<i>Cisco MGX 8850 (PXM1E/PXM45), Cisco MGX 8950, and Cisco MGX 8830 Hardware Installation Guide</i> OL-3842-01	Describes how to install the Cisco MGX 8950, the Cisco MGX 8850 (PXM1E/PXM45), and the Cisco MGX 8830 switches. This documentation explains what each switch does and covers site preparation, grounding, safety, card installation, and cabling. The Cisco MGX 8850 switch uses either a PXM45 or a PXM1E controller card and provides support for both serial bus based and cell bus based service modules. The Cisco MGX 8950 supports only serial bus based service modules. This hardware installation guide replaces all previous hardware guides for these switches.
<i>Cisco MGX 8850 (PXM1E/PXM45), Cisco MGX 8950, and Cisco MGX 8830 Software Configuration Guide, Release 4</i> OL-3845-01	Describes how to configure the Cisco MGX 8950, the Cisco MGX 8850 (PXM1E/PXM45), and the Cisco MGX 8830 switches with PXM45 or PXM1E controller cards to operate as ATM core switches or edge switches. This guide also provides some operation and maintenance procedures.
<i>Cisco MGX 8850 (PXM1E/PXM45), Cisco MGX 8950, and Cisco MGX 8830 Command Reference, Release 4</i> OL-3846-01	Describes the PXM commands that are available on the CLI of the Cisco MGX 8830, Cisco MGX 8850, and Cisco MGX 8950 switches.
<i>Cisco Circuit Emulation Software Configuration Guide and Command Reference, Release 4</i> OL-3853-01	Provides software configuration procedures for provisioning connections and managing the CESM cards supported in this release. Also provides descriptions for all CESM commands.
<i>Cisco Frame Relay Software Configuration Guide and Command Reference, Release 4</i> OL-3851-01	Provides software configuration procedures for provisioning connections and managing the FRSM cards supported in this release. Also provides descriptions for all FRSM commands.
<i>Cisco AUSM Software Configuration Guide and Command Reference for MGX 8850 (PXM1E) and MGX 8830, Release 3*</i> DOC-7814254=	Provides software configuration procedures for provisioning connections and managing the AUSM cards supported in this release. Also provides descriptions for all AUSM commands.

Table 7 Cisco MGX 8830 Release 4 Documentation (continued)

Title	Description
<i>PNNI Network Planning Guide for MGX and SES Products</i> OL-3847-01	Provides guidelines for planning a PNNI network that uses Cisco MGX 8830, Cisco MGX 8850 (PXM45 and PXM1E), Cisco MGX 8950, and Cisco BPX 8600 switches. When connected to a PNNI network, each Cisco BPX 8600 series switch requires an SES for PNNI route processing.
<i>Cisco VISM Installation and Configuration Guide, Release 3*</i> OL-2521-01	Describes how to install and configure VISM in the Cisco MGX 8850, Cisco MGX 8950, and Cisco MGX 8830 Release 4 switches. Also provides site preparation procedures, troubleshooting procedures, maintenance procedures, cable and connector specifications, and Cisco CLI configuration information.
<i>Regulatory Compliance and Safety Information for the Cisco MGX 8830, MGX 8850 (PXM45 and PXM1E), and MGX 8950 Switches.*</i> DOC-7814790=	Provides regulatory compliance, product warnings, and safety recommendations for the Cisco MGX 8830, Cisco MGX 8850 (PXM45 and PXM1E), and Cisco MGX 8950 switches.

* This book was last updated for Release 3.

Cisco WAN Switching Software Release 9.4

Table 8 lists the product documentation for the installation and operation of the Cisco WAN Switching Software Release 9.4.

Table 8 Cisco WAN Switching Release 9.4 Documentation

Title	Description
<i>9.4.00 Version Software Release Notes Cisco WAN Switching System Software</i> OL-3189-01	Provides new feature, upgrade, and compatibility information, as well as known and resolved anomalies.
<i>Cisco BPX 8600 Series Installation and Configuration, Release 9.3.30</i> DOC-7812907=	Provides a general description and technical details of the Cisco BPX broadband switch.
<i>Cisco WAN Switching Command Reference, Release 9.3.30</i> DOC-7812906=	Provides detailed information on the general command line interface commands.
<i>Cisco IGX 8400 Series Installation Guide</i> OL-1165-05	Provides hardware installation and basic configuration information for Cisco IGX 8400 Series switches that are running Switch Software Release 9.3.30 or later.
<i>Cisco IGX 8400 Series Provisioning Guide</i> OL-1166-03	Provides information for configuration and provisioning of selected services for the Cisco IGX 8400 Series switches that are running Switch Software Release 9.3.30 or later.
<i>Cisco IGX 8400 Series Regulatory Compliance and Safety Information</i> DOC-7813227=	Provides regulatory compliance, product warnings, and safety recommendations for the Cisco IGX 8400 Series switch.

MGX 8850 (PXM1) Edge Concentrator Release 1.2.20



Note The Release 1.x books have not been updated recently. Please check the Release Notes for the latest information.

[Table 9](#) lists the product documentation for the installation and operation of the Cisco MGX 8850 Edge Concentrator.

Table 9 *MGX 8850 Edge Concentrator Release 1.2.20 Documentation*

Title	Description
<i>Release Notes for Cisco WAN MGX 8850 (PXM1), MGX 8250, and MGX 8230 Software Version 1.2.20</i> OL-3244-01	Provides new feature, upgrade, and compatibility information, as well as known and resolved anomalies.
<i>Cisco MGX 8850 Edge Concentrator Installation and Configuration, Release 1.1.3</i> DOC-7811223=	Provides installation instructions for the Cisco MGX 8850 edge concentrator.
<i>Cisco MGX 8800 Series Switch Command Reference, Release 1.1.3</i> DOC-7811210=	Provides detailed information on the general command line for the Cisco MGX 8850 edge concentrator.
<i>Cisco MGX 8800 Series Switch System Error Messages, Release 1.1.3</i> DOC-7811240=	Provides error message descriptions and recovery procedures.
<i>Cisco MGX 8850 Multiservice Switch Overview, Release 1.1.3</i> OL-1154-01	Provides a technical description of the system components and functionality of the Cisco MGX 8850 edge concentrator from a technical perspective.
<i>Cisco MGX Route Processor Module Installation and Configuration Guide, Release 1.1</i> DOC-7812278=	Describes how to install and configure the Cisco MGX Route Processor Module (RPM/B and RPM-PR) in the Cisco MGX 8850, the Cisco MGX 8250, and the Cisco MGX 8230 edge concentrators. Also provides site preparation procedures, troubleshooting procedures, maintenance procedures, cable and connector specifications, and basic Cisco IOS configuration information.
<i>Cisco VISM Installation and Configuration Guide, Release 3</i> OL-2521-01	Describes how to install and configure VISM in the Cisco MGX 8850, Cisco MGX 8250, and Cisco MGX 8230 switches. Also provides site preparation procedures, troubleshooting procedures, maintenance procedures, cable and connector specifications, and Cisco CLI configuration information.

MGX 8250 Edge Concentrator Release 1.2.20

Table 10 lists the product documentation for the installation and operation of the Cisco MGX 8250 Edge Concentrator.

Table 10 *MGX 8250 Multiservice Gateway Documentation*

Title	Description
<i>Release Notes for Cisco WAN MGX 8850 (PXM1), MGX 8250, and MGX 8230 Software Version 1.2.20</i> OL-3244-01	Provides new feature, upgrade, and compatibility information, as well as known and resolved anomalies.
<i>Cisco MGX 8250 Edge Concentrator Installation and Configuration, Release 1.1.3</i> DOC-7811217=	Provides installation instructions for the Cisco MGX 8250 Edge Concentrator.
<i>Cisco MGX 8250 Multiservice Gateway Command Reference, Release 1.1.3</i> DOC-7811212=	Provides detailed information on the general command line interface commands.
<i>Cisco MGX 8250 Multiservice Gateway Error Messages, Release 1.1.3</i> DOC-7811216=	Provides error message descriptions and recovery procedures.
<i>Cisco MGX 8250 Edge Concentrator Overview, Release 1.1.3</i> DOC-7811576=	Describes the system components and functionality of the Cisco MGX 8250 Edge Concentrator from a technical perspective.
<i>Cisco MGX Route Processor Module Installation and Configuration Guide, Release 1.1</i> DOC-7812278=	Describes how to install and configure the Cisco MGX Route Processor Module (RPM/B and RPM-PR) in the Cisco MGX 8850, the Cisco MGX 8250, and the Cisco MGX 8230 edge concentrators. Also provides site preparation procedures, troubleshooting procedures, maintenance procedures, cable and connector specifications, and basic Cisco IOS configuration information.
<i>Cisco VISM Installation and Configuration Guide, Release 3</i> OL-2521-01	Describes how to install and configure VISM in the Cisco MGX 8850, Cisco MGX 8250, and Cisco MGX 8230 switches. Also provides site preparation procedures, troubleshooting procedures, maintenance procedures, cable and connector specifications, and Cisco CLI configuration information.

MGX 8230 Edge Concentrator Release 1.2.20

Table 11 lists the product documentation for the installation and operation of the Cisco MGX 8230 Edge Concentrator.

Table 11 MGX 8230 Edge Concentrator Documentation

Title	Description
<i>Release Notes for Cisco WAN MGX 8850 (PXM1), MGX 8250, and MGX 8230 Software Version 1.2.20</i> OL-3244-01	Provides new feature, upgrade, and compatibility information, as well as known and resolved anomalies.
<i>Cisco MGX 8230 Edge Concentrator Installation and Configuration, Release 1.1.3</i> DOC-7811215=	Provides installation instructions for the Cisco MGX 8230 Edge Concentrator.
<i>Cisco MGX 8230 Multiservice Gateway Command Reference, Release 1.1.3</i> DOC-7811211=	Provides detailed information on the general command line interface commands.
<i>Cisco MGX 8230 Multiservice Gateway Error Messages, Release 1.1.3</i> DOC-78112113=	Provides error message descriptions and recovery procedures.
<i>Cisco MGX 8230 Edge Concentrator Overview, Release 1.1.3</i> DOC-7812899=	Provides a technical description of the system components and functionality of the Cisco MGX 8250 Edge Concentrator from a technical perspective.
<i>Cisco MGX Route Processor Module Installation and Configuration Guide, Release 1.1</i> DOC-7812278=	Describes how to install and configure the Cisco MGX Route Processor Module (RPM/B and RPM-PR) in the Cisco MGX 8850, the Cisco MGX 8250, and the Cisco MGX 8230 edge concentrators. Also provides site preparation procedures, troubleshooting procedures, maintenance procedures, cable and connector specifications, and basic Cisco IOS configuration information.
<i>Cisco VISM Installation and Configuration Guide, Release 3</i> OL-2521-01	Describes how to install and configure VISM in the Cisco MGX 8850, Cisco MGX 8250, and Cisco MGX 8230 switches. Also provides site preparation procedures, troubleshooting procedures, maintenance procedures, cable and connector specifications, and Cisco CLI configuration information.

Document Conventions

This document uses the following conventions and terminology:

- pointer—indicates where the mouse action is to occur
- select—push and hold the left mouse button
- release—let up on a mouse button to initiate an action
- click—select and release a mouse button without moving the pointer
- double-click—click a mouse button twice quickly without moving the pointer
- drag—move the pointer by sliding the mouse with one or more buttons selected

CWM software supports a three-button mouse. The buttons have the following configurations:

- left button—selects objects and activates controls
- middle button—adjusts a selected group of objects, adds, or deselects a part of the group
- right button—displays and selects options from menus

Users can customize these buttons in an alternative manner.

In situations that allow the user to select more than one item from a list simultaneously, the following actions are supported:

- To select a single item in a list, click on the entry. To deselect a single item, click a second time on the previously selected entry.
- To select a contiguous block of items, click on the first entry; without releasing the mouse button, drag to the last desired entry and release. A subsequent click anywhere on the screen deselects all previous selections.
- To add an item to a selected group, press **Shift** and click on the entry at the end of the group to be added.
- To add a non-contiguous entry to the selection group, press **Ctrl** and click on the entry.

The following elements are in **boldface**:

- menu names
- buttons
- drop-down lists
- keyboard names

Words and characters that are displayed in terminal sessions and on-screen are printed in *screen font*.

When set off from the main text, words and characters that the user enters are printed in **boldface screen font**.

Word or character strings enclosed in angle brackets < > indicate that users substitute their own character string for the example presented in the text. When referenced in body text, the word is in **boldface** (not *screen font*). See the following examples:

- login: **root**—Enter the string **root** at the login prompt.
- password: <*rootpassword*>—Enter the password in place of the character string <*rootpassword*>.

Command descriptions use these conventions:

- Commands and keywords are in **boldface**.
- Arguments for which you supply values are in *italics*.
- Required command arguments are inside angle brackets (< >).
- Optional command arguments are in square brackets ([]).
- Alternative keywords are separated by vertical bars (|).

Examples use these conventions:

- Terminal sessions and information the system displays are in *screen font*.
- Information you enter is in **boldface screen font**.
- Nonprinting characters, such as passwords, are in angle brackets (< >).
- Default responses to system prompts are in square brackets ([]).

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the manual.

**Caution**

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

**Tips**

Means *the following information will help you solve a problem*. The tips information might not be troubleshooting or even an action, but could be useful information, similar to a Timesaver.

**Warning**

This warning symbol means *danger*. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. (To see translated versions of this warning, refer to the *Regulatory Compliance and Safety Information* document that accompanied the product.)

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

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

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

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Ordering Documentation

**Note**

Starting in April 2003, the documents listed in the “Related Documentation” section will be available online only.

There are several ways you can find these documents online:

- In your browser’s URL field, enter **www.cisco.com**. In the top right search field, enter the document part number (for example, OL-3837-01) and click on GO.
- For the Cisco WAN Manager documents, in your browser’s URL field, enter **<http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwm/>** and look for the CWM release number.
- For all other documents, in your browser’s URL field, enter **<http://www.cisco.com/univercd/cc/td/doc/product/wanbu/index.htm>**. Look for the switch name, then release number (for example, MGX 8850 (PXM1E), then Release 4).

You can find instructions for ordering other Cisco documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

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<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, 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. On the Cisco Documentation home page, click **Feedback** at the top of the page.

You can e-mail your comments to 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
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170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

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

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

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The type of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Priority level 1 (P1)—An existing 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.

Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. To access the Cisco TAC website, 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 website. Some services on the Cisco TAC website require 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://tools.cisco.com/RPF/register/register.do>

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

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

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation and attach any necessary files.

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 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.

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/index.html>

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. 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/go/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:
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/le31/learning_recommended_training_list.html

