



Preface

This manual describes getting started with CiscoWorks QoS Policy Manager, and provides scenarios for using it.

Audience

This manual is for network architects and designers, network administrators, network management consultants, and integration partners.

To use QoS Policy Manager, you should have a basic understanding of network management, TCP/IP, and the configuration of your network. You should also know how to use the Windows 2000 operating system on your QPM server.

Conventions

This document uses the following conventions:

Item	Convention
Commands and keywords	boldface font
Variables for which you supply values	<i>italic font</i>
Displayed session and system information	screen font
Information you enter	boldface screen font
Variables you enter	<i>italic screen font</i>

Item	Convention
Menu items and button names	boldface font
Selecting a menu item in paragraphs	Option > Network Preferences

**Note**

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

**Caution**

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

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.

You can find product information, including documentation, at this URL on Cisco.com:

<http://www.cisco.com/en/US/products/sw/cscowork/ps2064/index.html>

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

Table 1 *Product Documentation*

Document Title	Available Formats
<i>Release Notes for CiscoWorks QoS Policy Manager 3.2</i>	<ul style="list-style-type: none"> • Printed document that was included with the product. • On Cisco.com: <ol style="list-style-type: none"> a. Log into Cisco.com. b. Select Products & Services > Network Management CiscoWorks > CiscoWorks QoS Policy Manager > Technical Documentation > Release and Installation Notes.
<i>Quick Start Guide for CiscoWorks QoS Policy Manager 3.2</i>	<ul style="list-style-type: none"> • Printed document that was included with the product. • On Cisco.com: <ol style="list-style-type: none"> a. Log into Cisco.com. b. Select Products & Services > Network Management CiscoWorks > CiscoWorks QoS Policy Manager > Technical Documentation > Quick Start.
<i>Installation Guide for CiscoWorks QoS Policy Manager 3.2</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM. • On Cisco.com: <ol style="list-style-type: none"> a. Log into Cisco.com. b. Select Products & Services > Network Management CiscoWorks > CiscoWorks QoS Policy Manager > Technical Documentation > Installation Guide Books. • Printed document available by order (part number DOC-7815849=).¹

Table 1 Product Documentation (continued)

Document Title	Available Formats
<i>Getting Started Guide for CiscoWorks QoS Policy Manager 3.2</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM and from the CiscoWorks QoS Policy Manager online help. • On Cisco.com: <ol style="list-style-type: none"> a. Log into Cisco.com. b. Select Products & Services > Network Management CiscoWorks > CiscoWorks QoS Policy Manager > Technical Documentation > Getting Started Guide Books. • Printed document available by order (part number DOC-7815853=).¹
<i>User Guide for CiscoWorks QoS Policy Manager 3.2</i>	<ul style="list-style-type: none"> • PDF on the product CD-ROM and from the CiscoWorks QoS Policy Manager online help. • On Cisco.com: <ol style="list-style-type: none"> a. Log into Cisco.com. b. Select Products & Services > Network Management CiscoWorks > CiscoWorks QoS Policy Manager > Technical Documentation > User Guide Books. • Printed document available by order (part number DOC-7815852=).¹
<i>Supported Devices for CiscoWorks QoS Policy Manager 3.2</i>	<ol style="list-style-type: none"> 1. Log into Cisco.com. 2. Select Products & Services > Network Management CiscoWorks > CiscoWorks QoS Policy Manager > Technical Documentation > Device Support Tables.
Context-sensitive online help	<ul style="list-style-type: none"> • Select an option from the navigation tree, then click Help. • Click the Help button in the dialog box.

1. See the “[Obtaining Documentation](#)” section on page xi.

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.

QPM runs on the CiscoWorks Common Services Server. Documentation for CiscoWorks Common Services is available on Cisco.com at:

<http://www.cisco.com/en/US/products/sw/cscowork/ps3996/index.html>

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 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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

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 submit e-mail comments about technical documentation 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
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 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. The Cisco TAC website is located at this URL:

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

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 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. The online TAC Case Open Tool is located at this URL:

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

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.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:

<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 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>

- *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>

- 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>

