



Preface

This document provides instructions for installing and configuring Resource Manager Essentials 3.5 (Essentials) on Solaris.

Audience

This document is for anyone who installs, configures, verifies, and uses Essentials software. Network administrators and operators should have these skills:

- Basic Solaris system administrator skills
- Basic network management skills

Conventions

This document uses the following conventions:

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

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

Although every effort has been made to validate the accuracy of the information in the printed and electronic documentation, you should also review the Resource Manager Essentials 3.5 documentation on Cisco.com for any updates.

The following product documentation is available:

- Release Notes
- User Guide
- Installation and Setup Guide
- Context-sensitive online help

Release Notes for Resource Manager Essentials on Windows

This document describes known problems (bugs) in Resource Manager Essentials. This document is available in the following formats:

- On Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000/e/e_3_x/3_5/index.htm
- As hardcopies with your product.

User Guide for Resource Manager Essentials

This document describes Resource Manager Essentials, gives an overview of the applications that make up Essentials, provides conceptual information about network management, and describes common tasks you can accomplish with Essentials. This document is available in the following formats:

- PDF on the Resource Manager Essentials CD-ROM and from the Resource Manager Essentials 3.5 online help.
Help > Resource Manager Essentials > Usage Scenarios and Troubleshooting.
- On Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000/e/e_3_x/3_5/u_guide/index.htm
- Printed document available by order.

Installation and Setup Guide for Resource Manager Essentials

This document describes instructions for installing and configuring Resource Manager Essentials 3.5. This document is available in the following formats:

- On Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000/e/e_3_x/3_5/install/index.htm
- Printed document available by order.

Context-Sensitive Online Help

You can access the help in two ways:

- Select an option from the navigation tree, then click **Help**.
- Click the **Help** button in the dialog box.

Related Documentation

**Note**

Although every effort has been made to validate the accuracy of the information in printed and electronic documentation, you should also review Cisco product documentation on Cisco.com for any updates.

The following additional documentation is available:

Quick Start Guide for LAN Management Solution, Release 2.2

This document provides basic requirements for installing, upgrading, and setting up LAN Management Solution (LMS) 2.2 so you can get your server up and running as quickly as possible. In addition, the document also contains an exhaustive list of documentation for LMS 2.2. This document is available in the following formats:

- On Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000_b/lms/index.htm
- As hardcopies with your product.

User Guide for CiscoWorks Server

This document describes CiscoWorks Common Services, gives an overview of the applications that make up Common Services, provides conceptual information about network management, and describes common tasks you can accomplish with CiscoWorks Common Services. This document is available in the following formats:

- PDF on the CiscoWorks Common Services CD-ROM and from the CiscoWorks Common Services online help.
Help > Server Configuration > User Guide for Common Services.
- On Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000mf/u_guide/index.htm
- Printed document available by order.

Installation and Setup Guide for CiscoWorks Common Services

This document describes instructions for installing and configuring CiscoWorks Common Services. This document is available in the following formats:

- On Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/e_3_x/3_5/install/index.htm
- Printed document available by order.

Additional Information Online

You can download device packages for new devices from Cisco.com and find information about all supported devices by logging into Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/cw2000e/dev_sup/index.htm.

You can login to Cisco.com as a registered user for:

- Downloading Incremental Device Update (IDU). IDUs contain latest device support and bug fixes for Essentials.

You can download IDU for Essentials from:

<http://www.cisco.com/cgi-bin/tablebuild.pl/cw2000-rme>

- More information about new device support

To see a list of the device packages installed on your CiscoWorks server, select **Server Configuration > About the Server > Applications and Versions**. Then click on the Inventory Manager link to see specific device information.

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:

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

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 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, 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
Attn: Customer Document Ordering
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.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<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/products_catalog_links_launch.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:

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/le31/learning_recommended_training_list.html

