



## Preface

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

It also contains troubleshooting information and realistic scenarios that demonstrate how you can use Resource Manager Essentials to manage and troubleshoot your network.

## Audience

This document provides descriptions and scenarios for system administrators, network managers, and other users who might or might not be familiar with Essentials. Many of the tools described are accessible to system administrators only.

## Conventions

This document uses the following conventions:

Item	Convention
Commands and keywords	<b>boldface font</b>
Variables for which you supply values	<i>italic font</i>

Item	Convention
Displayed session and system information	screen font
Information you enter	<b>boldface screen font</b>
Variables you enter	<i>italic screen font</i>
Menu items and button names	<b>boldface font</b>
Selecting a menu item in paragraphs	<b>Option&gt;Network Preferences</b>
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 documentation on Cisco.com for any updates.

The following product documentation is available:

- [Installation Guide for Resource Manager Essentials](#)
- [Release Notes for Resource Manager Essentials](#)
- [User Guide for Resource Manager Essentials](#)
- [Context-Sensitive Online Help for Resource Manager Essentials](#)

### **Installation Guide for Resource Manager Essentials**

- Installation and Setup Guide for Resource Manager Essentials on Solaris, Software Release 3.5.
- Installation and Setup Guide for Resource Manager Essentials on Windows, Software Release 3.5.

This document is available in the following formats:

- On Cisco.com.
- Printed document available by order.

### **Release Notes for Resource Manager Essentials**

- Release Notes for Resource Manager Essentials on Solaris, Software Release 3.5.
- Release Notes for Resource Manager Essentials on Windows, Software Release 3.5

These documents are available in the following formats:

- As hard copies with your product.
- On Cisco.com.

### **User Guide for Resource Manager Essentials**

This document is available in the following formats:

- PDF on the Resource Manager Essentials CD-ROM.
- From the Resource Manager Essentials online help.  
Invoke online help from Essentials by clicking on the Help button. In the left navigation pane of the online help, click **Features, Scenarios and Troubleshooting**.
- On Cisco.com.
- Printed document available by order.

### **Context-Sensitive Online Help for Resource Manager Essentials**

You can access the online 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**

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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.

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Resource Manager Essentials runs on Common Services 2.2 (Includes CiscoView 5.5).

The following related documentation is available in the HTML and PDF formats on Cisco.com.

- User Guide for Common Services 2.2.
- Installation Guides for Common Services 2.2.
  - Installation and Setup Guide for Common Services 2.2 (Includes CiscoView 5.5) on Solaris.
  - Installation and Setup Guide for Common Services 2.2 (Includes CiscoView 5.5) on Windows2000.
- Release Notes for Common Services 2.2.
  - Release Notes for Common Services 2.2 (Includes CiscoView 5.5) on Solaris.
  - Release Notes for Common Services 2.2 (Includes CiscoView 5.5) on Windows 2000.

## Additional Information Online

You can download device packages for new devices from [Cisco.com](http://Cisco.com) and find information about all supported devices by logging into [Cisco.com](http://Cisco.com).

Device packages are released cumulatively; that is, new device packages contain the contents of any previous packages.

To determine which packages are installed on your CiscoWorks Server, select **Server Configuration > About the Server > Applications and Versions**.

You can also obtain any published patches from the download site

# 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 web sites 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 monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Registered Cisco.com users can order the Documentation CD-ROM (product number DOC-CONDOCCD=) 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\\_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>
- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) through the online Subscription Store:  
<http://www.cisco.com/go/subscription>
- 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 email your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit your comments by mail by using the response card 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://www.cisco.com>

## Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The avenue 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.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

## Cisco TAC Website

You can use the Cisco TAC website to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. 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/en/US/support/index.html>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words 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 level of 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 monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:  
[http://www.cisco.com/en/US/about/ac123/ac114/about\\_cisco\\_packet\\_magazine.html](http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html)
- *iQ Magazine* is the Cisco monthly periodical that provides business leaders and decision makers with the latest information about the networking industry. You can access *iQ Magazine* at this URL:  
[http://business.cisco.com/prod/tree.taf%3fasset\\_id=44699&public\\_view=true&kbns=1.html](http://business.cisco.com/prod/tree.taf%3fasset_id=44699&public_view=true&kbns=1.html)
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in the design, development, and operation of 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, with current offerings in network training listed at this URL:  
[http://www.cisco.com/en/US/learning/le31/learning\\_recommended\\_training\\_list.html](http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html)