



About This Guide

This chapter describes the objectives, audience, and organization of *Cisco IP Solution Center, 3.0: MPLS VPN Management User Guide, 3.0*. It also provides sources for obtaining documentation, obtaining technical assistance, and obtaining additional publications and information from Cisco Systems.

Objectives

This guide describes the concepts, tasks, and screens necessary to provision and maintain Cisco Layer 3 Multiprotocol Label Switching (MPLS) Virtual Private Network (VPN) services with Cisco IP Solution Center (ISC).

Audience

This guide is designed for network operators, service operators, and business managers who are responsible for provisioning MPLS VPN services for their customers. Users of this documentation should be familiar with the following topics:

- Basic concepts and terminology used in internetworking.
- MPLS VPN terms and technology.
- Network topologies and protocols with an emphasis on MPLS VPN.

Organization

This guide is organized in the following chapters:

Title	Description
Chapter 1, “About Cisco IP Solution Center”	Presents an overview of ISC with an emphasis on MPLS VPN.
Chapter 2, “Setting Up the Network for ISC”	Describes how to configure network devices prior to provisioning MPLS VPN.
Chapter 3, “Discovering the Network”	Describes how to use Inventory Manager with Autodiscovery.

Title	Description (continued)
Chapter 4, “Defining MPLS VPN Service Policies”	Describes how to create MPLS VPN Service Policies.
Chapter 5, “Managing MPLS VPN Service Requests”	Describes how to create MPLS VPN Service Requests.
Chapter 6, “Mapping IPsec to MPLS VPN”	Describes how to map IPsec tunnels to MPLS VPN.
Chapter 7, “The ISC Management Network”	Describes how to provision a management VPN.
Chapter 8, “Provisioning MPLS VPN Cable Services”	Describes how to provision MPLS VPN Cable Services.
Appendix A, “Service Request Transition States”	Describes the ISC Service Request Transition States.

Related Documentation

For more information about ISC, see the following. These documents are also available on the Documentation CD-ROM.

- *Documentation Guide for Cisco IP Solution Center, 3.0* (Part Number: 78-15765)
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_0/docguide/index.htm
- *Release Notes for Cisco IP Solution Center, 3.0* (Part Number: OL-4340)
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_0/relnotes/index.htm
- *Cisco IP Solution Center Installation Guide, 3.0* (Part Number: OL-4341)
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_0/install/index.htm
- *Cisco IP Solution Center Infrastructure Reference, 3.0* (Part Number: OL-4342)
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_0/infrastr/index.htm
- *Cisco IP Solution Center, 3.0: L2VPN Management User Guide, 3.0* (Part Number: OL-4343)
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_0/l2vpn/index.htm
- This document - *Cisco IP Solution Center, 3.0: MPLS VPN Management User Guide, 3.0* (Part Number: OL-4344)
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_0/mpls/index.htm



Note Prior to this release, the base for this service was Cisco VPN Solutions Center (VPNSC): MPLS Solution, 2.2, also known as the MPLS VPN Solution, 2.2.

- *Cisco IP Solution Center, 3.0: Quality of Service Management User Guide, 3.0* (Part Number: OL-4345) http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_0/qos/index.htm
- *Cisco IP Solution Center, 3.0: Security Management User Guide, 3.0* (Part Number: OL-4346)
http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_0/secgmt/index.htm



Note Prior to this release, the base for this service was Cisco VPN Solutions Center (VPNSC): IPsec Solution, 2.2, also known as the IPsec VPN Solution, 2.2.

API information is available in **ISC_NBI_Distribution.zip**. The APIs are licensed individually. To access this zip file, use one of the following paths:

1. **ftp ftpeng.cisco.com**
2. For the Name, enter **anonymous**
3. Follow the instructions to enter the Password.
4. **bin**

**Note**

For security purposes, **ls** and **dir** do not work. Therefore, type commands exactly as specified, including the case.

5. **cd /isc**
6. **get ISC30GAdoc.zip**

or

1. In a browser, enter:
ftp://ftpeng.cisco.com/isc/ISC30GAdoc.zip

**Note**

All documentation *may* be upgraded.

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

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_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>
- 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 e-mail your comments to 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/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 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
- *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
- *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
- 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