



## About This Guide

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## Objective

This manual provides details about the Cisco IP Solution Center (ISC) WatchDog commands and the Graphical User Interface (GUI) of the product with detailed explanations of common components across all services.

## Related Documentation

For more information about ISC, see the following documents:

- [Documentation Guide for Cisco IP Solution Center, 3.1](#)  
[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3\\_1/docguide](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_1/docguide)
- [Release Notes for Cisco IP Solution Center, 3.1](#)  
[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3\\_1/relnotes](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_1/relnotes)
- [Cisco IP Solution Center Installation Guide, 3.1](#)  
[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3\\_1/install](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_1/install)
- This document - [Cisco IP Solution Center Infrastructure Reference, 3.1](#)  
[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3\\_1/infrastr](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_1/infrastr)
- [Cisco IP Solution Center System Error Messages, 3.1](#)  
[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3\\_1/mess](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_1/mess)

- *Cisco IP Solution Center, 3.1: L2VPN Management User Guide, 3.1*  
[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3\\_1/l2vpn](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_1/l2vpn)
- *Cisco IP Solution Center, 3.1: MPLS VPN Management User Guide, 3.1*  
[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3\\_1/mpls](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_1/mpls)
- *Cisco IP Solution Center, 3.1: Network-Based IPsec VPN Management User Guide, 3.1*  
[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3\\_1/netbased](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_1/netbased)
- *Cisco IP Solution Center, 3.1: Quality of Service Management User Guide, 3.1*  
[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3\\_1/qos](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_1/qos)
- *Cisco IP Solution Center, 3.1: Security Management User Guide, 3.1*  
[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3\\_1/secmgmt](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_1/secmgmt)
- *Cisco IP Solution Center, 3.1: API Programmer Guide, 3.1*  
[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3\\_1/api/apipg](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_1/api/apipg)
- Index: *Cisco IP Solution Center, 3.1: API Programmer Reference, 3.1*  
[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3\\_1/api/apiref](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/3_1/api/apiref)

**Note**


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All documentation *may* be upgraded.

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## Audience

This book is written as a resource for experienced users and administrators who use ISC. It provides details about how to implement the infrastructure functionality of ISC.

It is assumed that you have a basic understanding of network design, operation, and terminology, and that you are familiar with your own network configurations.

## How This Book Is Organized

This manual is organized as follows:

- [Chapter 1, “Getting Started,”](#) provides an overview of the ISC product.
- [Chapter 2, “WatchDog Commands,”](#) provides the description, syntax, and arguments for the commands for WatchDog, a background daemon process that is automatically installed as part of the installation procedure for ISC.
- [Chapter 3, “Structural Overview,”](#) provides an overview of the GUI structure of ISC and explains some of the common GUI components.
- [Chapter 4, “Service Inventory > Inventory and Connection Manager,”](#) explains the navigation path from the **Service Inventory** tab to **Inventory and Connection Manager** and how to use the topics found there, except **Inventory Manager**, which is explained in Chapter 5.
- [Chapter 5, “Service Inventory > Inventory and Connection Manager > Inventory Manager,”](#) explains the navigation path from the **Service Inventory** tab to **Inventory and Connection Manager** and then to **Inventory Manager** and how to use the **Inventory Manager**.
- [Chapter 6, “Service Inventory > Deployment Flow Manager and Service Inventory > Device Console,”](#) explains the navigation path from the **Service Inventory** tab to **Deployment Flow Manager** and to **Device Console** and how to use the topics found there.

- [Chapter 7, “Service Design,”](#) explains the **Service Design** tab and how to use the topics found there.
- [Chapter 8, “Monitoring,”](#) explains the **Monitoring** tab and how to use the topics found there.
- [Chapter 9, “Administration,”](#) explains the **Administration** tab and how to use the topics found there.
- [Appendix A, “Cisco CNS IE2100 Appliances,”](#) explains how to use the Cisco CNS IE2100 functionality on ISC.
- [Appendix B, “Property Settings,”](#) explains the Dynamic Component Properties Library (DCPL) properties, their defaults, and ranges and rules.

## Document Conventions

This section discusses conventions and terminology used throughout this manual.

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

This manual uses this terminology throughout (even though it is possible for individual users to customize their devices to use the buttons in an alternative manner).

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

- To select a single item in a list, click the entry. Clicking a second time on a previously selected entry deselects it.
- To select a contiguous block of items, click the first entry; then, without releasing the mouse button, drag to the last desired entry and release. (A subsequent click anywhere on the window deselects all previous selections.)
- To extend a currently selected block, hold the **Shift** key down and click the entry at the end of the group to be added
- To add a noncontiguous entry to the selection group, press the **Ctrl** (Control) key and click the entry to be added.

Names of on-window elements that you click or select (menu names, commands, and controls such as buttons, drop-down lists, and so on) are printed in **bold** font.

**Bold** font is also used for keywords, names of commands, and names of keys on the keyboard.

Text displayed as on-window examples is printed in `courier` font.

When set off from the main text, words and characters you should enter by the keyboard are printed in **bold** font. When the word or character string is enclosed in angle brackets (< and >), you should substitute your own character string for the example presented in the text.

For example, when you see:

login: **root**

you should specify the string **root** at the **login** prompt. However, when you see:

password: <*rootpassword*>

you should specify your own password in place of the character string *<rootpassword>*.

The *italic style* is used to emphasize words, to introduce new terms, and for titles of printed publications (however, not titles of CD-ROMs or floppy disks).

**Note**

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Means *reader take note*. Notes contain helpful suggestions or references to materials not contained in this manual.

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**Caution**

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

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## 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](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](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, 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](mailto: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.

- 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](http://www.cisco.com/en/US/products/products_catalog_links_launch.html)

- 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>

- 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/iqumagazine>

- 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](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/index.html>