



# Cisco IP Solution Center Getting Started and Documentation Guide, 4.2

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Cisco IP Solution Center (ISC) 4.2 is a follow-on release to Cisco IP Solution Center (ISC) 4.1.



**Note**

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This ISC release includes a major update to Cisco MPLS Diagnostics Expert (MDE), 2.0 from MDE 1.0.

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All the ISC applications and components are distributed on one product CD:

- MPLS VPN Management, 4.2
- Metro Ethernet and L2VPN Management, 4.2
- Traffic Engineering Management (TEM), 4.2
- Cisco MPLS Diagnostics Expert (MDE), 2.0
- Application Programming Interfaces (APIs), 4.2
- Quality of Service (QoS), 4.2

**CISCO SYSTEMS**



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**Corporate Headquarters:**  
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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Details of the functionality added, changed, and dropped are provided in the *Release Notes for Cisco IP Solution Center, 4.2* ([http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/prod\\_release\\_note09186a008069c20c.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/prod_release_note09186a008069c20c.html)).

**Tip**

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To cut and paste a two-line URL into the address field of your browser, you must cut and paste each line separately to get the entire URL without a break.

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ISC 4.2 uses the web-based Graphical User Interface (GUI) introduced in ISC 3.0 to improve usability and it uses the four-tiered architecture introduced in ISC 3.0 and designed for modularity, reusability, front-end scalability, and back-end scalability.

## Getting Started with ISC

This section explains how to get started using the Cisco IP Solution Center 4.2 product. Please follow the steps in the specified order:

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**Step 1** The entire documentation set for Cisco IP Solution Center 4.2 can be accessed at:

[http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/tsd_products_support_series_home.html)

From here you can navigate to any documentation for ISC 4.2 you will need.

Read this *Cisco IP Solution Center Getting Started and Documentation Guide, 4.2*, which can also be accessed at

[http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products\\_documentation\\_roadmap09186a008069c214.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_documentation_roadmap09186a008069c214.html).

**Step 2** Read the *Release Notes for Cisco IP Solution Center, 4.2* ([http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/prod\\_release\\_note09186a008069c20c.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/prod_release_note09186a008069c20c.html)). This document gives you information about this specific ISC 4.2 release (for example, new and changed information and known problems in ISC 4.2).

- Step 3** Locate the CD-ROM for the ISC 4.2 product in the product box, then proceed with your installation. Information about the system recommendations, how to install and log in to ISC, setting up an Oracle database (optional), setting up the Cisco CNS IE2100 appliance (optional), backing up and restoring the ISC repository, and setting up a standby system is available in the *Cisco IP Solution Center Installation Guide, 4.2* ([http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products\\_installation\\_guide\\_book09186a00806923f0.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_installation_guide_book09186a00806923f0.html)).
- Step 4** Upon completing your installation, you start and log in to ISC. Then you must enter the license key(s) for newly purchased components or upgrades, which are specified on the Right to Use document(s) found in your product box. There is a Right to Use document for each component and/or upgrade you have ordered and purchased. Information about entering license information is found in the chapter, Installing and Logging In to ISC, in the *Cisco IP Solution Center Installation Guide, 4.2* ([http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products\\_installation\\_guide\\_book09186a00806923f0.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_installation_guide_book09186a00806923f0.html)).
- Step 5** Next you configure ISC to know about the preconfiguration information, such as devices, providers, customers, and so on, ISC is going to manage and their roles. The preconfiguration information needed is explained in the chapter, Getting Started, in the User Guide for your application. How to create the associated elements in ISC is explained in the chapter, Service Inventory—Inventory and Connection Manager, and how to discover devices is explained in the chapter, Service Inventory—Discovery, in the *Cisco IP Solution Center Infrastructure Reference, 4.2* ([http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products\\_technical\\_reference\\_book09186a00806923f6.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_technical_reference_book09186a00806923f6.html)).
- Step 6** Next you configure ISC to set up the users and Role Based Access Control (RBAC) roles. How to set up the users and RBAC roles is explained in the chapter, Administration, in the *Cisco IP Solution Center Infrastructure Reference, 4.2* ([http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products\\_technical\\_reference\\_book09186a00806923f6.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_technical_reference_book09186a00806923f6.html)).
- Step 7** *Cisco IP Solution Center Infrastructure Reference, 4.2* ([http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products\\_technical\\_reference\\_book09186a00806923f6.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_technical_reference_book09186a00806923f6.html)) is a reference document that explains the GUI and how to navigate from the Home Page for ISC 4.2. It is recommended you familiarize yourself with this document as it provides generic information about the ISC product. This document also contains the Glossary for the entire ISC documentation set.

**Step 8** For information about system error messages you might receive when using ISC, we recommend you access *Cisco IP Solution Center System Error Messages, 4.2* ([http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products\\_system\\_message\\_guide\\_book09186a008069240e.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_system_message_guide_book09186a008069240e.html)). This document provides expanded explanations and recommended actions.

**Step 9** The next document(s) you reference depends on the application components you have purchased. These documents provide detailed information about the specific application. They are listed alphabetically, as follows:

- *Cisco IP Solution Center Metro Ethernet and L2VPN User Guide, 4.2* ([http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products\\_user\\_guide\\_book09186a0080692411.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_user_guide_book09186a0080692411.html))

This user guide provides information for the VPN technologies: the Layer 2 Virtual Private Network (L2VPN) (point-to-point) technology, with access technologies such as ATM, FrameRelay, and Ethernet (Metro Ethernet); and the Virtual Private LAN Services (VPLS) (point-to-multipoint) technology, with access technology Ethernet (Metro Ethernet) on Layer 2, Layer 2 Tunnel Protocol Version 3 (L2TPv3), and MPLS cores.

- *Cisco IP Solution Center MPLS VPN User Guide, 4.2* ([http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products\\_user\\_guide\\_book09186a00806907c5.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_user_guide_book09186a00806907c5.html))

MPLS-based VPNs are created in Layer 3 and are based on the peer model, which makes them more scalable and easier to build and manage than conventional VPNs. This user guide explains the concepts, tasks, and screen information you need to set up the MPLS VPN network infrastructure in ISC and deploy the MPLS VPN service on the network.

- *Cisco IP Solution Center Quality of Service User Guide, 4.2* ([http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products\\_user\\_guide\\_book09186a0080692413.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_user_guide_book09186a0080692413.html))

Quality of Service (QoS) is not separately purchasable. This user guide explains how to use ISC for QoS provisioning, which categorizes network traffic, prioritizes it according to its relative importance, and provides priority treatment through congestion management techniques.

- *Cisco IP Solution Center Traffic Engineering Management User Guide, 4.2*  
([http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products\\_user\\_guide\\_book09186a0080692414.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_user_guide_book09186a0080692414.html))

This user guide explains how to use ISC Traffic Engineering Management (TEM), which is a tool for managing MPLS Traffic Engineering (TE) primary and backup tunnels for the purpose of offering traffic Service Level Agreement (SLA) guarantees.

- *Cisco MPLS Diagnostics Expert 2.0 User Guide on ISC 4.2*  
([http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products\\_user\\_guide\\_book09186a0080692425.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_user_guide_book09186a0080692425.html))

This user guide explains how to use the Cisco MPLS Diagnostics Expert (MDE) application. MDE is an automated, workflow-based network management application that troubleshoots and diagnoses problems in Multiprotocol Label Switching (MPLS) VPNs. MDE offers users the capability to reduce the amount of time required to diagnose MPLS-related network outages—in many cases from hours to minutes. It performs diagnostics based on analysis of network failure scenarios, across MPLS access, edge, and core networks. It is equally applicable to both service provider and enterprise “self-deployed” MPLS VPN networks. Network operations center (NOC) support technicians as well as second-line and third-line support can benefit from this product. MDE optionally integrates with the ISC MPLS VPN provisioning component. To diagnose MPLS VPN core problems, Cisco IOS software releases supporting MPLS operations and maintenance (OAM) features including label-switched path (LSP) ping and LSP traceroute are required.

**Step 10** If you purchased an API license, you can reference the following documents for more information about the API feature set:

- *Cisco IP Solution Center API Programmer Guide, 4.2*  
([http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products\\_programming\\_usage\\_guide\\_book09186a0080692428.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_programming_usage_guide_book09186a0080692428.html))

This programmer guide provides information about the ISC API components and processes that allow you to use operations support system (OSS) client programs to connect to the ISC system.

- *Cisco IP Solution Center API Programmer Reference, 4.2*  
([http://www.cisco.com/application/x-zip-compressed/en/us/guest/products/ps6910/c1667/ccmigration\\_09186a008072368f.zip](http://www.cisco.com/application/x-zip-compressed/en/us/guest/products/ps6910/c1667/ccmigration_09186a008072368f.zip))

This programmer reference provides a Readme text file and XML examples for the ISC 4.2 APIs.



**Note**

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All documentation *might* be upgraded over time. All upgraded documentation will be available at the same URLs specified in this document.

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## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

### Cisco.com

You can access the most current Cisco documentation at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

<http://www.cisco.com/univercd/home/home.htm>

The Product Documentation DVD is created and released regularly. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

## Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

If you do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

## Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Technical Support & Documentation site area by entering your comments in the feedback form available in every online document.

# Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you will find information about how to do the following:

- Report security vulnerabilities in Cisco products
- Obtain assistance with security incidents that involve Cisco products
- Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

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

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only — [security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies — [psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

**Tip**

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

## Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive Cisco Product Alerts and Cisco Field Notices by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. (To register as a Cisco.com user, go to this URL:

<http://tools.cisco.com/RPF/register/register.do>) Registered users can access the tool at this URL:

<http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

# Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



### Note

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Use the **Cisco Product Identification Tool** to locate your product serial number before submitting a request for service online or by phone. You can access this tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

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**Tip**

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**Displaying and Searching on Cisco.com**

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing F5.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. On the Cisco.com home page, click the **Advanced Search** link under the Search box and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

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## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request 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 list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—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.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations 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.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—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 Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:

<http://www.cisco.com/offer/subscribe>

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:

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


- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:  
<http://www.cisco.com/go/marketplace/>
- 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 at this URL:  
<http://www.ciscopress.com>
- *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>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:  
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:  
<http://www.cisco.com/discuss/networking>
- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:  
<http://www.cisco.com/univercd/cc/td/doc/abtnicd/136957.htm>
- World-class networking training is available from Cisco. You can view current offerings at this URL:  
<http://www.cisco.com/en/US/learning/index.html>

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