



# Cisco IP Solution Center Getting Started and Documentation Guide, 5.1

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Cisco IP Solution Center (ISC) 5.1 is a follow-on release to Cisco IP Solution Center (ISC) 5.0.



## Note

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This ISC release includes an update to Cisco MPLS Diagnostics Expert (MDE) 2.1.3 from MDE 2.1.x.

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Details of the functionality added, changed, and dropped are provided in the *Release Notes for Cisco IP Solution Center, 5.1*

([http://www.cisco.com/en/US/docs/net\\_mgmt/ip\\_solution\\_center/5.1/release\\_notes/reNotes.html](http://www.cisco.com/en/US/docs/net_mgmt/ip_solution_center/5.1/release_notes/reNotes.html)).



## Tip

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

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Cisco IP Solution Center (ISC) is a family of intelligent network management applications that helps reduce overall administration and management costs by providing automated resource management and rapid profile-based provisioning capabilities. ISC enables fast deployment and time to market of Multiprotocol Label Switching (MPLS) and Carrier Ethernet technologies. In addition, the ISC Traffic Engineering Management application is Cisco's exclusive planning and provisioning application for Cisco MPLS Traffic Engineering (MPLS-TE)-enabled routers. For Diagnostics, use the Cisco MPLS Diagnostics Expert (MDE), which is an automated, decision tree analysis-based network management application that troubleshoots and diagnoses a wide range of problems in Multiprotocol Label Switching (MPLS) VPNs. There are four separate applications in ISC 5.1, which can operate alone or as a suite in an L2/L3 Management Solution. These and Application Programming Interfaces (APIs) are all distributed on one product CD:

- Cisco ISC MPLS VPN Management (ISC:MPLS)
- Cisco ISC Layer 2 VPN and Carrier Ethernet Management (ISC:L2VPN/CE)
- Cisco ISC Traffic Engineering Management (ISC:TEM)
- Cisco MPLS Diagnostics Expert (MDE)

## Getting Started with ISC

This section explains how to get started using the Cisco IP Solution Center 5.1 product. Please follow the steps in the specified order:

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**Step 1** The entire documentation set for Cisco IP Solution Center 5.1 can be accessed at:

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

From here you can navigate to any documentation for ISC 5.1 you will need.

Read this *Cisco IP Solution Center Getting Started and Documentation Guide, 5.1*, which can also be accessed at

[http://www.cisco.com/en/US/docs/net\\_mgmt/ip\\_solution\\_center/5.1/roadmap/docguide.html](http://www.cisco.com/en/US/docs/net_mgmt/ip_solution_center/5.1/roadmap/docguide.html).

- Step 2** Read the *Release Notes for Cisco IP Solution Center, 5.1* ([http://www.cisco.com/en/US/docs/net\\_mgmt/ip\\_solution\\_center/5.1/release\\_notes/reNotes.html](http://www.cisco.com/en/US/docs/net_mgmt/ip_solution_center/5.1/release_notes/reNotes.html)). This document gives you information about this specific ISC 5.1 release (for example, new and changed information and known problems in ISC 5.1).
- Step 3** Locate the CD-ROM for the ISC 5.1 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, 5.1* ([http://www.cisco.com/en/US/docs/net\\_mgmt/ip\\_solution\\_center/5.1/installation/guide/installation.html](http://www.cisco.com/en/US/docs/net_mgmt/ip_solution_center/5.1/installation/guide/installation.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, 5.1* ([http://www.cisco.com/en/US/docs/net\\_mgmt/ip\\_solution\\_center/5.1/installation/guide/installation.html](http://www.cisco.com/en/US/docs/net_mgmt/ip_solution_center/5.1/installation/guide/installation.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, 5.1* ([http://www.cisco.com/en/US/docs/net\\_mgmt/ip\\_solution\\_center/5.1/infrastructure/reference/guide/infrastructure.html](http://www.cisco.com/en/US/docs/net_mgmt/ip_solution_center/5.1/infrastructure/reference/guide/infrastructure.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, 5.1* ([http://www.cisco.com/en/US/docs/net\\_mgmt/ip\\_solution\\_center/5.1/infrastructure/reference/guide/infrastructure.html](http://www.cisco.com/en/US/docs/net_mgmt/ip_solution_center/5.1/infrastructure/reference/guide/infrastructure.html)).

- Step 7** *Cisco IP Solution Center Infrastructure Reference, 5.1* ([http://www.cisco.com/en/US/docs/net\\_mgmt/ip\\_solution\\_center/5.1/infrastructure/reference/guide/infrastructure.html](http://www.cisco.com/en/US/docs/net_mgmt/ip_solution_center/5.1/infrastructure/reference/guide/infrastructure.html)) is a reference document that explains the GUI and how to navigate from the Home Page for ISC 5.1. 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 the *Cisco IP Solution Center System Error Messages, 5.1* ([http://www.cisco.com/en/US/docs/net\\_mgmt/ip\\_solution\\_center/5.1/system/messages/messages.html](http://www.cisco.com/en/US/docs/net_mgmt/ip_solution_center/5.1/system/messages/messages.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 Carrier Ethernet and L2VPN User Guide, 5.1* ([http://www.cisco.com/en/US/docs/net\\_mgmt/ip\\_solution\\_center/5.1/carrier\\_ethernet/user/guide/l2vpn51book.html](http://www.cisco.com/en/US/docs/net_mgmt/ip_solution_center/5.1/carrier_ethernet/user/guide/l2vpn51book.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 (Carrier Ethernet); and the Virtual Private LAN Services (VPLS) (point-to-multipoint) technology, with access technology Ethernet (Carrier Ethernet) on Layer 2 and Multiprotocol Label Switching (MPLS) cores.

- *Cisco IP Solution Center MPLS VPN User Guide, 5.1* ([http://www.cisco.com/en/US/docs/net\\_mgmt/ip\\_solution\\_center/5.1/mpls\\_vpn/user/guide/mpls51book.html](http://www.cisco.com/en/US/docs/net_mgmt/ip_solution_center/5.1/mpls_vpn/user/guide/mpls51book.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 Traffic Engineering Management User Guide, 5.1* ([http://www.cisco.com/en/US/docs/net\\_mgmt/ip\\_solution\\_center/5.1/traffic\\_management/user/guide/tem.html](http://www.cisco.com/en/US/docs/net_mgmt/ip_solution_center/5.1/traffic_management/user/guide/tem.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 2.1.3 Failure Scenarios Guide on ISC 5.1* ([http://www.cisco.com/en/US/docs/net\\_mgmt/ip\\_solution\\_center/5.1/mpls\\_failure\\_scenarios/user/guide/mdefs.html](http://www.cisco.com/en/US/docs/net_mgmt/ip_solution_center/5.1/mpls_failure_scenarios/user/guide/mdefs.html))

This guide provides details of all failure scenarios and observations reported by the MDE application for ISC. It also lists all IOS and IOS XR commands executed by the troubleshooting workflows.

- *Cisco MPLS Diagnostics Expert 2.1.3 User Guide on ISC 5.1* ([http://www.cisco.com/en/US/docs/net\\_mgmt/ip\\_solution\\_center/5.1/mpls\\_diagnostics/user/guide/mdeuser.html](http://www.cisco.com/en/US/docs/net_mgmt/ip_solution_center/5.1/mpls_diagnostics/user/guide/mdeuser.html))

This user guide explains how to use the Cisco MPLS Diagnostics Expert (MDE) application. MDE is an automated, decision tree analysis-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 or IOS XR 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, 5.1*  
([http://www.cisco.com/en/US/docs/net\\_mgmt/ip\\_solution\\_center/5.1/developer/guide/api-gd.html](http://www.cisco.com/en/US/docs/net_mgmt/ip_solution_center/5.1/developer/guide/api-gd.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, 5.1*  
([http://www.cisco.com/en/US/docs/net\\_mgmt/ip\\_solution\\_center/5.1/developer/reference/xmlapi.zip](http://www.cisco.com/en/US/docs/net_mgmt/ip_solution_center/5.1/developer/reference/xmlapi.zip))

This programmer reference provides a Readme text file and XML examples for the ISC 5.1 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, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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