



About This Guide

Objective

The *Cisco Packet Telephony Center User Guide* describes the Cisco Packet Telephony Center (Cisco PTC) product components and how to use them to accomplish various tasks. This document also describes the system requirements that must be met in order to install the Cisco PTC product, as well as, how to install, start, and stop the Cisco PTC processes.

Prior to reading this manual, you should read the *Release Notes for Cisco Packet Telephony Center, Version 2.1* document. The Release Notes document provides information about known software and documentation problems and any last minute information about the Cisco PTC software not available when this guide was produced.

Who Should Use This Book

This guide is intended primarily for network operators who oversee large-scale Open Packet Telephony (OPT) networks. You should have a basic understanding of network design, operation, and terminology, as well as familiarity with your own network configurations. You also must have a basic familiarity with Web browsers, UNIX, and Sun Microsystem's Solaris Operating System.

How This Book Is Organized

This manual is organized as follows:

[Chapter 1, "Overview,"](#) provides an overview of the Cisco PTC product and provides descriptions of the its components.

[Chapter 2, "Starting the Cisco PTC Client GUI,"](#) provides information on how to launch the Cisco PTC Client GUI.

[Chapter 3, "Topology Manager,"](#) provides information about how to use the Cisco PTC Topology Manager.

[Chapter 4, "Provisioning Manager,"](#) provides information about how to perform provisioning related tasks using the Cisco PTC Provisioning Manager.

[Chapter 5, "Cisco Voice Routing Center,"](#) provides information about how to use the Cisco Voice Routing Center (VRC) application to help manage dial plans for H.323 based VoIP networks.

[Chapter 6, “User Management,”](#) provides information about how to perform security related tasks using the Cisco PTC User Manager.

[Appendix A, “Cisco PTC Network Information Seed File,”](#) describes the Seed File that is used by Cisco PTC to obtain a list of the devices that it is to manage.

[Appendix B, “Error Messages,”](#) lists and describes Cisco PTC error messages.

A Glossary of Cisco PTC acronyms and terms and an Index are also provided.


Note

You can access a comprehensive list of internetworking acronyms and terms at:
<http://www.cisco.com/univercd/cc/td/doc/cisintwk/ita/index.htm>.

Related Documentation

The following documents are companion documents and comprise the Cisco PTC documentation set:

- *Release Notes for Cisco Packet Telephony Center, Version 2.1*
- *Cisco Packet Telephony Center Installation and Configuration Guide*
- *Cisco Packet Telephony Center API Reference and Programmer Guide.*


Note

All of the Cisco Packet Telephony Center documents can be found online on the Cisco Documentation CD, as well as, at the Cisco Connection Online (CCO) URL:

http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/ptc/2_1/index.htm.

See the “[Obtaining Documentation](#)” section on page [xiii](#) for detailed information about the Cisco Documentation CD and the Cisco Connection Online website.

Conventions and Terminology

This section discusses conventions and terminology used throughout this book.

- *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.

The Cisco PTC software supports a three-button mouse. The buttons are configured as follows:

- left button—selects objects and activates controls
- middle button—adjusts a selected group of objects, adding to or deselecting part of the group
- right button—displays and selects from menus.

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

Names of on-screen elements that you click, or select (menu names and 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 menus, and names of keys on the keyboard.

Text displayed as on-screen 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).

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

Translated documentation is available at the following 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 is 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.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM 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 corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Feedback** at the top of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- 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

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following 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 types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- 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.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you 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 Web Site, go to the following URL:

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

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires 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 the following URL to register:

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

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; 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 will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following 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). In addition, please have available your service agreement number and your product serial number.