



Release Notes for Cisco Secure User Registration Tool Release 2.0.8

These release notes are for use with Cisco Secure User Registration Tool (URT) Release 2.0.8.

These release notes contain:

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Changes in Release 2.0.8

URT Release 2.0.8 contains the following changes:

- [Platforms Supported, page 2](#)
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Platforms Supported

URT Release 2.0.8 has been tested on the following platforms:

- Windows 2000 Professional, Server, and Advanced Server running Service Pack 1, Service Pack 2, and Service Pack 3.
- Windows NT Workstation and Server running Service Pack 6a.

Clarification about Auto-Install

For the auto-install feature to work properly, the PC domain membership must match the domain of the *domain\domain_user* logging into the PC.

Collecting Troubleshooting Data from the VLAN Policy Server

You can collect data from VLAN Policy Server (VPS) log files and XML files to provide troubleshooting information to the Cisco Technical Assistance Center (TAC). The log files (UrtVmpsServer.log) and XML files reside in the /opt/CSCOPx/objects/urt/data directory on the VPS.

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- Step 1** Open a browser window.
- Step 2** Enter the following URL in the address field:
`http://VPS_address:1741`
where *VPS_address* is the IP address of the active VPS.
- Step 3** In the CiscoWorks2000 Login Manager window, enter **admin** in both the Username and Password fields.
- Step 4** Under the Diagnostics tab, click **URT Debugging**.
- Step 5** At the bottom of the window, click **Enable Debug Trace Mode**.
- Step 6** In the URT Debugging window, click **Confirm**.
The following message is displayed:
URT VPS Server has been restarted and debug trace mode is now enabled.
- Step 7** Under the Diagnostics tab, click **URT Debugging** again.
- Step 8** To download the .tgz file, click the **Download URT Debug Information** link.
- Step 9** In the next dialog box, select **Save to Disk**.
- Step 10** In the Save As... dialog box, navigate to the location in which you wish to save the debug file.
- Step 11** Click **Save**.
The diagnostic information is saved (in compressed format) to the location you specified in Step 10. You can send this file to the Cisco TAC for troubleshooting assistance.

- Step 12** To disable trace on the VPS, select URT VPS Servers from the URT Administrative interface.
- Step 13** Double-click the appropriate VPS.
- Step 14** In the URT VPS Server Configuration window, deselect the Enable Trace setting.
-

Disabling the URT Event Bus

In the Options dialog box of the Administrative tab, the Disable URT Event Bus feature allows you to disable the TIBCO event bus to suppress the display of exception messages during client logon and logoff.

Changes to AdminServerAttributes

Three of the administrative options previously saved in UrtOptions.xml are now saved in UrtAttributes.xml.

These options, available from the URT Administrative interface by selecting **View>Options**, then clicking the Admin tab, are:

- Enabling and disabling trace on the Administrative Server.
- The UrtAdminServer.log file location.
- The Group Membership setting.

A new administrative option, Disable URT Event Bus, is also saved in UrtAttributes.xml.

Support for Netscape 7.0

The CiscoWorks front end to the VPS web interface now supports Netscape 7.0; although Netscape 6.2 is still supported, Netscape 7.0 is recommended.

Upgrading URT from Release 2.0.7 to Release 2.0.8

As part of the upgrade, you must perform some reconfiguration tasks to activate URT Release 2.0.8 in the network.

- [Upgrading the URT Administrative Server, page 5](#)
- [Upgrading the VLAN Policy Server 1100, page 6](#)
- [Verifying the VLAN Policy Server 1100 Upgrade, page 7](#)

Upgrading the URT Administrative Server

**Note**

A single URT Administrative Server is recommended. If more than one URT Administrative Server is installed, URT will not coordinate logons between the servers.

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- Step 1** Log into URT using an account that has local Administrator privileges.
- Step 2** Download the URT Release 2.0.8 upgrade from Cisco.com at the following URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/urt>
- Step 3** Extract UrtAdminServer.exe from the UrtAdminServer.zip archive.
- Step 4** Double-click UrtAdminServer.exe, then click **OK**.
The installation program starts.
- Step 5** In the uninstallation dialog box, select **Yes** to uninstall.
- Step 6** In the confirmation dialog box, select **Yes**.
The uninstallation program begins. When uninstallation is complete, a dialog box opens.
- Step 7** Click **OK**.
The installation program begins.
- Step 8** In the Welcome window, click **Next** to continue.

Step 9 In the User Information text box, enter the username and the company name.
The installation program displays the destination location.

Step 10 To continue, click **Next**.

Step 11 In the URT VPS Port Number dialog box, click **Next**.



Note Do not change the port number that the VPS uses to connect to the URT Administrative Server. This setting is preconfigured on the server.

Step 12 In the Create URT Administrative Services text box, enter the user ID and the system password. (The user ID must have administrator privileges on this system.)

The installation program begins copying files to your system.

Step 13 To complete the installation, select **Yes** to reboot.

After you restart the system, the URT Administrative Server begins to run, the URT Administrative Client Interface is installed, and URT is added to the program list in the **Start > Programs** menu.

Upgrading the VLAN Policy Server 1100



Note During the upgrade, the VPS will reboot twice.

Step 1 From any system on the network that can connect to the VPS, open a web browser, then download the URT VLAN Policy Server Release 2.0.8 upgrade from Cisco.com.

Step 2 The upgrade image folder opens.

Step 3 Double-click autorun.bat.



Note A DOS command window opens; do not close this window.

- Step 4** In the next dialog box, click **Select to update VPS appliance**.
The Setup dialog box is displayed.
- Step 5** In the Appliance Host field, enter the VPS IP address.
- Step 6** In the Appliance Port field, enter **1741**.
- Step 7** In the User name and Password fields, enter **admin**.
- Step 8** Click **Install**.
- Step 9** Select the radio button for the URT Releases 2.0.8 upgrade.
- Step 10** Click **Install**.
The installation process begins.
After installation has completed, you are asked if you wish to upgrade another VPS.
- Step 11** To upgrade another VPS, select **Install next**; otherwise, select **Cancel** to end the upgrade.
-

Verifying the VLAN Policy Server 1100 Upgrade

After upgrading the VPS, you should verify the upgrade.

- Step 1** On the system where you performed the upgrade, open a web browser.
- Step 2** Enter the following address:
`http://VPS_IP_address:1741/index.html`.
CiscoWorks2000 starts.
- Step 3** In the CiscoWorks2000 desktop, enter **admin** in both the Name and Password fields.
- Step 4** From the CiscoWorks2000 desktop, select **Server Configuration > Appliance Management > Appliance Status > Software Update History**.
- Step 5** To verify that the last installation was successful, review the information in the Status column.
-

URT Documentation

**Note**

Although every effort has been made to validate the accuracy of the information in the printed and electronic documentation, you should also review the User Registration documentation on Cisco.com for any updates.

The following documents are provided in PDF on your product CD:

- *Installing the User Registration Tool*
- *Using the User Registration Tool*
- *URT Developer's Guide*

**Note**

Adobe Acrobat Reader 4.0 or later is required.

Use these documents to learn how to install and use URT:

- *Installing the User Registration Tool* (DOC-7811440=)—Describes how to plan for URT deployment and install URT. This document, available on the CD-ROM in PDF format, is named `urt_ig.pdf`.
- *Using the User Registration Tool* (DOC-785461=)—Describes how to configure and use URT, and how to troubleshoot network problems related to URT. This document, available on the CD-ROM in PDF format, is named `urt_user.pdf`.
- URT online help—Contains all of the information available in *Using the User Registration Tool*. This ensures you have complete information even if you do not have the manual readily available while using URT.

To access online help, click the **Help** button while running the URT Administrative Client Interface.

Additional Information Online

For information about URT supported devices, refer to the following URL, or check the documentation on Cisco.com for the correct location:

http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cw2000/fam_prod/user_reg/index.htm

Installation Issues

Installing the URT Logon Script

To verify that the correct Client Module version is detected, you must install the URT Logon Script.

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- Step 1** Install the URT Administrative Server.
 - Step 2** Start URT.
 - Step 3** From the URT main menu, select **Configure>Install URT Logon Script**.

The urt.bat file is pushed to all domain controllers and the correct Client Module version is detected (and updated if required).

Installing the VPS 1100 from the VPS Recovery CD

Use the command-line interface to install the VPS from the VPS Recovery CD.

**Note**

- In HyperTerminal, you must set the flow control to Xon/Xoff.
- You must either insert the recovery CD in the CD-ROM drive or copy the appropriate files to the PC on which you are working.

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- Step 1** Connect to the VPS through the console.
- Step 2** Reboot the VPS.
- Step 3** While the VPS is rebooting, press **Esc** to switch to configuration mode, then wait for the VPS to finish rebooting.
- Step 4** From the menu that appears, select **Choice 1—Change boot order to Boot Flash**, then select **Choice 3—Save Changes and exit**.
- Step 5** At the next prompt, enter:
- ```
reimage http://192.168.1.150:9851/UrtImages/URT
```

**Note**

The IP address 192.168.1.150 belongs to the host PC that launches the autorun.bat file (part of the URT Recovery CD image).

- Step 6** Press **Enter**.
- Step 7** At the following prompt, enter **Yes**:
- ```
This script will re-initialize the system disk.
```

Step 8 Enter the IP address information for:

- VPS Server
- Subnet Mask
- Default Gateway
- DNS Server



Note

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- The VPS Server information is only used during this process, but this information must be valid and located on the local network.
 - If you make an error while entering the the IP address and want to erase some characters, you must press **Ctrl**, then **Backspace**. If you press **Backspace** only, unwanted characters are entered.
-

Step 9 At the following prompt, enter **Yes**:

```
Do you wish to reload and start the install?
```

The screen continues to refresh during this process. Reimaging is complete when the system has rebooted.

Known and Resolved Problems

Known problems (bugs) in URT are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.
- All customer-found bugs (regardless of severity level).

[Table 1](#) describes the problems known to exist in this release; [Table 2](#) describes the problems resolved since the last release of URT.

You can search for problems using the Cisco Software Bug Toolkit. To access the Software Bug Toolkit:

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- Step 1** Log into Cisco.com.
- Step 2** Select **Service & Support > Technical Support Help—Cisco TAC > Tool Index**.
- Step 3** In the Jump to: links at the top of the page, click the letter **S**, then select **Software Bug Toolkit**.
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You can also access the Software Bug Toolkit by entering the following URL in your web browser:

<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>.

Table 1 Known Problems in URT Release 2.0.8

| Bug ID (Severity) | Summary | Explanation |
|------------------------------|---|---|
| CSCdw92625 (4) | After performing the recovery process, the Software Update Status window erroneously reports that the URT release is 2.0 and not 2.0.8. | <p>This occurs after using the VPS Recovery CD to reinstall the URT VPS. When using CiscoWorks2000 to check the software update status, the URT release is erroneously reported to be release 2.0 and not 2.0.8.</p> <p>To work around this problem, after adding this VPS again to the URT Administrative interface, double-click the VPS IP address to display the URT VPS Server Configuration window where the server version is displayed correctly.</p> |
| CSCdw84858 (3) | Cannot use the NET USE command to map a drive to a Windows NT server from a Windows 95/98 system. | <p>This is a known Novell issue; refer to Novell document ID 10024207 on the Novell web site.</p> <p>For Windows 95/98ME Novell Clients, the appropriate drive mapping command to include in a DOS batch file that is run from the NetWare Server volume is:</p> <pre>MAP [drive_letter:] =server_name\volume\ directory\subdirectory</pre> <p>For Windows NT/2000, the drive mapping command within the DOS batch file is:</p> <pre>NET USE [drive_letter:] \\systemname\ sharename\</pre> |
| CSCdw46686 (3) | The client is not assigned to a user VLAN when using a Catalyst 1900 or 2820 as the access layer switch. | <p>When using a Cisco Catalyst 1900 (v 9.00.05) or Cisco Catalyst 2820 (v 9.00.05) as an access layer switch, the client is not assigned to a user VLAN. This occurs when the client system uses any port from 1 through 9.</p> <p>The logon user is assigned to a logon VLAN, but was not assigned to a user VLAN.</p> <p>This problem has been resolved in Catalyst Release v 9.00.06.</p> |

Table 1 Known Problems in URT Release 2.0.8 (continued)

| Bug ID (Severity) | Summary | Explanation |
|----------------------|---|---|
| CSCdw65436 (4) | Event times are not sorted chronologically in the Administrative Interface. | <p>When you select View > History > Select All in the Administrative Interface, the Time Of Event column displays the times in nonchronological order.</p> <p>There is no workaround.</p> |
| CSCdw67479 (4) | Cannot check the CiscoWorks2000 Systems Status information. | <p>When logged on to the CiscoWorks2000 Logon Manager, selecting Server Configuration > Application Management > Software Management > Application Status > Systems Status results in the following error:</p> <p>An error was encountered while processing the request. Information regarding the error is as follows: Description java.net.ConnectException: Connection refused Code 112 Additional Information Cannot process PerfMon response.</p> <p>To work around this problem, start the PerfMon process (which is disabled by default) using the CiscoWorks2000 interface. This process will run until the system is restarted. (See also bug ID CSCdw48789.)</p> |
| CSCdw67827 (4) | More than one instance of the Administrative Interface can be opened. | <p>Multiple instances of the URT Administrative Interface (as many as the host system memory can manage) can be opened simultaneously without triggering a warning message.</p> <p>To work around this problem, do not open more than one Administrative Interface at a time.</p> |
| CSCdw68416 (4) | The Administrative Interface accepts invalid MAC addresses. | <p>The Administrative Interface accepts invalid MAC addresses.</p> <p>To work around this problem, you must enter the MAC address in the format 00-00-00-00-00-00.</p> |

Table 1 Known Problems in URT Release 2.0.8 (continued)

| Bug ID (Severity) | Summary | Explanation |
|----------------------|---|---|
| CSCdw79430 (4) | The Group Refresh Order> Install Script dialog box is misleading. | <p>The installation script dialog box displayed when you select a specific Windows Domain Controller (DC) in the same domain states that the URT Logon Script (URT.bat) is installed on the DC you have selected. The script is also installed on all selected DC peers in the same domain.</p> <p>The install script should state:</p> <p>The Logon Script will be installed on [domain_controller_name] and all of its domain peers.</p> |
| CSCdw81489 (3) | UrtVmpsServerAttributes.xml should be written to a subfolder. | <p>In the VPS Servers data directory, UrtVmpsServerAttributes.xml is a critical file; if it is removed, the VPS cannot receive updated data files from the Administrative Server.</p> <p>To recover, you must remove, then add the IP address of the VPS again within the URT Administrative Interface>URT VPS folder.</p> |
| CSCdx60072 (3) | Switch sends out an incorrect VQP message when using a hub. | <p>When a client is connected to a hub, the switch caches the client information (the switch port to which the hub is connected):</p> <ol style="list-style-type: none"> 1. The client is moved to another switch in the same VTP domain. 2. The VQP update is sent by the first switch; the VPS responds as if the user is on both switch ports. 3. The user is moved to the logon VLAN, and the history log shows the client on both the new port and the hub port. <p>There is no workaround.</p> |

Table 1 Known Problems in URT Release 2.0.8 (continued)

| Bug ID (Severity) | Summary | Explanation |
|----------------------|--|---|
| CSCdx53561 (2) | The VQP sends trunking port MAC address requests. | <p>These requests occur when the client system is connected to a dynamic switch port and another switch port is set to trunking mode.</p> <p>The VQP sends a request for two MAC addresses on the switch port:</p> <ul style="list-style-type: none"> • One MAC address is that of the client attached to the switch port. • The other MAC address is that of the trunking port. <p>The switch behaves as if there are two MAC addresses on the switch port, causing the client to be switched back to the logon VLAN.</p> <p>This behavior has been observed on Cisco Catalyst 2900XL, 2950, and 3500XL switches.</p> <p>There is no workaround.</p> |
| CSCin03687 (2) | The VPS goes down when installing from the VpsServerRecovery CD. | <p>When installing the VPS Server image using the web browser from the VPS Recovery CD, the VPS goes down.</p> <p>When installing the VPS from the VPS Recovery CD, you must use the command-line interface only. (See the “Installing the VPS 1100 from the VPS Recovery CD” section on page 10.)</p> |

Table 2 Resolved Problems in URT Release 2.0.8

| Bug ID (Severity) | Summary | Additional Information |
|------------------------------|---|--|
| CSCdy00232 (2) | Windows 95 client IP address was not changed dynamically during login and logout. | <p>To resolve this problem, you must download an updated version of the Microsoft Windows Sockets 2 (Winsock 2.0) run-time components for Windows 95 from the Microsoft web site:</p> <p>http://support.microsoft.com/default.aspx?scid=KB;EN-US;Q177719</p> <p>Note This web site is Copyright © 2002, Microsoft Corporation.</p> <p>At this location, you can obtain msvcr.dll and a working version of winicpfg (4.10.0.x or later) for URT.</p> |
| CSCdy10491 (3) | History Logging by date wrote one event to an earlier file. | This problem has been resolved. |
| CSCdy10901 (2) | XML data files were not synchronized on the VPS. | <p>The XML data files were not properly synchronizing on the URT VPS. Some files had the correct version number but incorrect data; other XML files had incorrect version numbers. Therefore, the data was not synchronizing properly with the URT Administrative Server.</p> <p>This problem has been resolved.</p> |
| CSCdy11117 (3) | Windows 95 and Windows 98 systems only supported 22 VPSs from the command line. | <p>Entering more than 22 VPSs resulted in an error message.</p> <p>This problem has been resolved.</p> |

Table 2 Resolved Problems in URT Release 2.0.8 (continued)

| Bug ID (Severity) | Summary | Additional Information |
|----------------------|--|--|
| CSCdy12691 (2) | Apache Web Server vulnerability. | <p>URT uses the Apache web server for the VPS administrative interface and to upgrade the VPS.</p> <p>This patch release resolves the security vulnerability described in:</p> <p>http://httpd.apache.org/info/security_bulletin_20020617.txt</p> <p>Note This web site is Copyright © The Apache Software Foundation.</p> <p>and</p> <p>http://www.cert.org/advisories/CA-2002-17.html</p> <p>Note This web site is Copyright CERT® Coordination Center. CERT® is a registered trademark and service mark of Carnegie Mellon University.</p> |
| CSCdy15341 (3) | After a GroupUpdate, user no longer displayed in the UrtGroupMemberships. | This problem has been resolved. |
| CSCdy25989 (3) | Reconfirm of switch should also set VMPS Server settings. | The URT VPS now sets the VMPS Server settings before issuing the SNMP reconfirm. |
| CSCdy27258 (3) | TibrvException error displayed during client logon and logoff. | This problem has been resolved. |
| CSCdy33847 (3) | Could not add task item to ClientScheduler queue because the queue limit had been reached. | <p>Users were not being switched from the logon VLAN to the user VLAN.</p> <p>This problem has been resolved.</p> |
| CSCdy37123 (3) | Java exception when loading users for a domain. | <p>When double-clicking a domain, a Java exception displayed in the DOS window; the error was captured in a log file.</p> <p>This problem has been resolved.</p> |
| CSCdy38114 (3) | Client sent out 300 ping packets to verify that the link was up. | The ping interval has been significantly shortened. |

Table 2 Resolved Problems in URT Release 2.0.8 (continued)

| Bug ID (Severity) | Summary | Additional Information |
|------------------------------|---|---|
| CSCdy47395 (2) | Space embedded in the system variable was not recognized. | <p>On some clients, the %TEMP% system variable is defined as:</p> <pre>C:\DOCUME~1\ADMINI~1\LOCAL_SETTINGS\Temp</pre> <p>The space between LOCAL and SETTINGS caused the remainder of the command to be truncated.</p> <p>The URT.BAT script has been changed so that all occurrences of the %TEMP% variable are enclosed in quotation marks, as in the following example:</p> <pre>"%TEMP%\OnOffHandler" -domain domain_name -trace -logoffDelay 7 -exec "y:\posturt.bat"</pre> |
| CSCdy49007 (4) | URT client file system needed domain access rights. | <p>If the client file system is locked, the domain controller, which requires write access to the files, cannot update the client files upon logon. In these situations:</p> <ul style="list-style-type: none"> • The client remains in the logon VLAN. • Each client must be manually updated by an admin user with the appropriate rights (a prohibitively time-consuming solution in environments with a large number of PCs). • A "Permission Denied" error message is generated. <p>To work around this problem, you must grant Domain Controller rights to the client.</p> |

Table 2 Resolved Problems in URT Release 2.0.8 (continued)

| Bug ID (Severity) | Summary | Additional Information |
|------------------------------|---|--|
| CSCdy50233 (5) | Need more information about resynchronizing mobile clients. | <p>URT allows a client to disconnect from one port and move to another port without logging off. If users disconnect their systems by unplugging a cable, logoff takes approximately 10 minutes (the time it takes for two synchronizing messages to be generated).</p> <p>When connecting to a new port, it takes the VPS approximately 4 to 5 minutes to reinitialize the client on the new port.</p> <p>To work around this problem, log off, then logon again.</p> |
| CSCdy50527 (3) | No online help associated with Disable Event Bus feature. | <p>At the bottom of the Customize>Options>Administrative window is a check box to enable or disable the “Disable URT Event Bus feature.” If you click Help, no help topic is available.</p> <p>The following information should be associated with the Help button:</p> <p>“Use this option to enable or disable the TIBCO event bus.”</p> |
| CSCdy61171 (2) | Auto-install failed on some Windows clients. | This problem has been resolved. |

Obtaining Documentation

These 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 this URL:

<http://www.cisco.com>

Translated documentation is available at 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 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

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/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 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. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom 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: 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 online 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 with these tasks:

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- 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

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco Technical Assistance Center (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 Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries 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.

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

Cisco TAC Web Site

You can use the Cisco TAC Web Site 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 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 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 this URL to register:

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

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

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

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

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.

This document is to be used in conjunction with the documents listed in the “[URT Documentation](#)” section.



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