



## Preface

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### Audience

This guide is for the networking professional managing the Catalyst 3560 switch, hereafter referred to as the *switch*. Before using this guide, you should have experience working with the Cisco IOS software and be familiar with the concepts and terminology of Ethernet and local area networking.

### Purpose

The Catalyst 3560 switch is supported by either the IP base image (formerly known as the standard multilayer image [SMI]) or the IP services image (formerly known as the enhanced multilayer image [EMI]). The IP base image provides Layer 2+ features including access control lists (ACLs), quality of service (QoS), static routing, EIGRP stub routing, and the Routing Information Protocol (RIP). The IP services image provides a richer set of enterprise-class features. It includes Layer 2+ features and full Layer 3 routing (IP unicast routing, IP multicast routing, and fallback bridging). To distinguish it from the Layer 2+ static routing and RIP, the IP services image includes protocols such as the Enhanced Interior Gateway Routing Protocol (EIGRP) and the Open Shortest Path First (OSPF) Protocol.

This guide provides procedures for using the commands that have been created or changed for use with the Catalyst 3560 switch. It does not provide detailed information about these commands. For detailed information about these commands, see the *Catalyst 3560 Switch Command Reference* for this release. For information about the standard Cisco IOS Release 12.2 commands, see the Cisco IOS documentation set available from the Cisco.com home page at **Technical Support & Documentation > Cisco IOS Software**.

This guide does not provide detailed information on the graphical user interfaces (GUIs) for the embedded device manager or for Cisco Network Assistant (hereafter referred to as *Network Assistant*) that you can use to manage the switch. However, the concepts in this guide are applicable to the GUI user. For information about the device manager, see the switch online help. For information about Network Assistant, see *Getting Started with Cisco Network Assistant*, available on Cisco.com

This guide does not describe system messages you might encounter or how to install your switch. For more information, see the *Catalyst 3560 Switch System Message Guide* for this release and to the *Catalyst 3560 Switch Hardware Installation Guide*.

For documentation updates, see the release notes for this release.

# Conventions

This publication uses these conventions to convey instructions and information:

Command descriptions use these conventions:

- Commands and keywords are in **boldface** text.
- Arguments for which you supply values are in *italic*.
- Square brackets ( [ ] ) mean optional elements.
- Braces ( { } ) group required choices, and vertical bars ( | ) separate the alternative elements.
- Braces and vertical bars within square brackets ( [ { | } ] ) mean a required choice within an optional element.

Interactive examples use these conventions:

- Terminal sessions and system displays are in `screen` font.
- Information you enter is in **boldface screen** font.
- Nonprinting characters, such as passwords or tabs, are in angle brackets (< >).

Notes, cautions, and timesavers use these conventions and symbols:



**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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## Related Publications

These documents provide complete information about the switch and are available from this Cisco.com site:

[http://www.cisco.com/en/US/products/hw/switches/ps5528/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/switches/ps5528/tsd_products_support_series_home.html)



**Note**

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Before installing, configuring, or upgrading the switch, see these documents:

- For initial configuration information, see the “Using Express Setup” section in the getting started guide or the “Configuring the Switch with the CLI-Based Setup Program” appendix in the hardware installation guide.
- For device manager requirements, see the “System Requirements” section in the release notes (not orderable but available on Cisco.com).
- For Network Assistant requirements, see the *Getting Started with Cisco Network Assistant* (not orderable but available on Cisco.com).

- For cluster requirements, see the *Release Notes for Cisco Network Assistant* (not orderable but available on Cisco.com).
- For upgrading information, see the “Downloading Software” section in the release notes.

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You can order printed copies of documents with a DOC-xxxxxx= number from the Cisco.com sites and from the telephone numbers listed in the “Obtaining Documentation” section on page xli.

- *Release Notes for the Catalyst 3750, 3560, 2970, and 2960 Switches* (not orderable but available on Cisco.com)
- *Catalyst 3750, 3560, 3550, 2970, and 2960 Switch System Message Guide* (not orderable but available on Cisco.com)
- *Catalyst 3560 Switch Software Configuration Guide* (not orderable but available on Cisco.com)
- *Catalyst 3560 Switch Command Reference* (not orderable but available on Cisco.com)
- Device manager online help (available on the switch)
- *Catalyst 3560 Switch Hardware Installation Guide* (not orderable but available on Cisco.com)
- *Catalyst 3560 Switch Getting Started Guide* (order number DOC-7816660=)
- *Regulatory Compliance and Safety Information for the Catalyst 3560 Switch* (order number DOC-7816665)
- *Getting Started with Cisco Network Assistant* (not orderable but available on Cisco.com)
- *Release Notes for Cisco Network Assistant* (not orderable but available on Cisco.com)
- *Cisco Small Form-Factor Pluggable Modules Installation Notes* (order number DOC-7815160=)
- *Cisco CWDM GBIC and CWDM SFP Installation Note* (not orderable but available on Cisco.com)
- *Cisco RPS 300 Redundant Power System Hardware Installation Guide* (order number DOC-7810372=)
- *Cisco RPS 675 Redundant Power System Hardware Installation Guide* (order number DOC-7815201=)
- For more information about the Network Admission Control (NAC) features, see the *Network Admission Control Software Configuration Guide* (not orderable but available on Cisco.com)

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain 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 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 comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

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

## Ordering Documentation

Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

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

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at [tech-doc-store-mkpl@external.cisco.com](mailto:tech-doc-store-mkpl@external.cisco.com) or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

## Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can submit comments about Cisco documentation 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.

## 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:

- 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 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 at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

# 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

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI 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.

## 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 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 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>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

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

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *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 for networking professionals to 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>

- 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>