



**It's  
on the web!**



**Zoom In**

**Seminari WEB di introduzione alla tecnologia**

**Webex, 21 febbraio 2008**

**M. Lidia del Vasto**

# Zoom In

- ciclo di seminari di introduzione alla tecnologia dedicato ai partner che operano nel mercato PMI
- percorso formativo sulle tecnologie

maggiormente utilizzate:

- Unified Communication, Security, Mobility, Routing & Switching



- la presentazione, la sua registrazione, le Q & A e la documentazione associata ad ogni seminario verranno pubblicate su:

[www.cisco.com/it/zoomin/index.html](http://www.cisco.com/it/zoomin/index.html)

## Calendario seminari

21 febbraio	It's on the web!
12 marzo	Cisco Unified Communication nel mondo PMI
28 marzo	Cisco Unified Communication - Le applicazioni
17 aprile	Router update - La famiglia ISR - dagli 800 ai 3800
8 maggio	Switch update - dai cat 500 ai Cat 4000
29 maggio	Cisco Mobility Express
11 giugno	Self Defending Network & ASA
3 luglio	Self Defending Network & ISR Security

- Il calendario degli eventi ed il link per la registrazione sono disponibili sul nostro sito nell'area dedicata ai partner  
[http://www.cisco.com/web/IT/unified\\_channels/reseller/engage/calendario/fy08/zoomin.html](http://www.cisco.com/web/IT/unified_channels/reseller/engage/calendario/fy08/zoomin.html)
- Ogni seminario inizia alle 14:30 ed avrà la durata di 60 min di cui i primi 45 dedicati alla presentazione ed i rimanenti 15 alle domande del pubblico

# It's on the web

- Dov'è? Il sito cisco.com, tra i più completi siti del web, raccoglie tutte ma proprio tutte le informazioni necessarie ai partner per supportare i propri clienti in ogni fase del ciclo di vendita delle nostre soluzioni.
- Il seminario è una guida alle informazioni ed agli strumenti di maggior utilizzo.

## Agenda

- Cisco Web pages
  - ☛ Introduzione
  - ☛ Tech Tools: strumenti/informazioni orientati alla **Tecnologia**
  - ☛ Sales Tools: strumenti/informazioni orientati alla **Vendita**
  - ☛ Partner Tools: strumenti/informazioni orientati ai **Partner**



# Introduzione



# Il punto di partenza CCO – Cisco Connection Online

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**Information for:**

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- [Discussion Forums](#)
- [Human Network](#)

**Download Software**

On March 4th, life on the network gets better for everyone.

[Register for Online Event](#)

**Latest News**

- Webcast: Connected Urban Development ( 9am – 11am PST) - 20 Feb 2008
- Duke University to Deploy World's Largest 802.11n WLAN - 19 Feb 2008
- KDG Provides Bundled Digital Communications Services - 18 Feb 2008

[View All News](#)

**Featured Product**

**Cisco Nexus 7000 Series**

Meeting the business, service, application, and operational requirements of the data center.

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<http://www.cisco.com>

# Le differenze su CCO Public vs Login-Protected

The screenshot displays the Cisco CallManager website interface. The browser address bar shows the URL: <http://www.cisco.com/en/US/products/sw/voicesw/ps556/index.html>. The page is divided into several sections:

- VOICE AND IP COMMUNICATIONS**
  - Cisco CallManager**
    - Versions and Options
    - Product Literature
    - Relevant Services
- Ordering**
  - Log in to access Ordering Tools
  - Partner Locator: Find Cisco Partners for product pricing and availability
  - How to Order
- Technical Documentation & Tools**
  - Review support information for Cisco CallManager in Technical Support & Documentation.
  - General Information
  - Download Software
  - Reference Guides
  - Design
  - Install and Upgrade
  - Configure
  - Maintain and Operate
  - Troubleshoot and Alerts

Two red boxes highlight differences between the public and login-protected versions:

- Public Version (Left):** Lists "Versions and Options (6)" with links for Software Version Comparison, Cisco CallManager Version 4.1, 4.0, 3.3, 3.2, and 3.1. It also lists "Product Literature (6)" with links for Bulletins, Case Studies, Customer Success Stories, Data Sheets, Q&A, and White Papers. The "Presentations" link is circled in red.
- Login-Protected Version (Right):** The "Ordering" section is circled in red, showing links for "Get Pricing", "Get Lead Time", and "Configure Product". The "Cisco Partner Login" button is also circled in red.

Navigation links at the bottom include: [Products & Services](#) | [Ordering](#) | [Technical Support & Documentation](#) | [Learning & Events](#) | [Partners & Resellers](#) | [About Cisco](#). Copyright notice: © 1992-2005 Cisco Systems, Inc. All rights reserved. [Terms and Conditions](#), [Privacy Statement](#), [Cookie Policy](#) and [Trademarks](#) of Cisco Systems, Inc.

# Cisco.com Profile Manager

[http://tools.cisco.com/RPF/profile/profile\\_management.do](http://tools.cisco.com/RPF/profile/profile_management.do)

## Newsletters personalizzate

- Daily / Weekly ..
- Cisco Products
- Cisco Solutions
- Services e Programmi
- TAC Newsletter
- Promozioni
- Certificazioni
- Marketing

### Cisco.com Profile Manager

<a href="#">CONTACT</a>	<a href="#">ORGANIZATION</a>	<a href="#">ADDITIONAL ACCESS</a>	<a href="#">PREFERENCES</a>	<a href="#">CHANGE PASSWORD</a>
-------------------------	------------------------------	-----------------------------------	-----------------------------	---------------------------------

Choose Language:

---

#### Your Profile

**Welcome Gerhard Jaeggle!**

This is your most current profile, containing information you've given us about yourself. Update your profile at anytime by selecting "Edit This Info" in the relevant areas below.

[Return to Referring Page](#)

---

#### Contact Information

[Edit This Information](#)

User ID: **gjaeggle**  
Name: **Gerhard Jaeggle**  
Business/Primary Email Address: **gjaeggle@cisco.com**  
Alternate Email Address:  
Company/Organization Name: **Cisco Systems**  
Business/Primary Address: **Am Soeldnermoos 17, Hallbergmoos, 85399, GERMANY**  
Business/Primary Phone Number: **+49 811 559 x5640**  
Alternate Phone Number:  
Fax Number: **+49 811 559 5456**  
Mobile Phone Number: **+49 (0)171 861 4903**  
Home Address:

---

#### Organization Information

[Edit This Information](#)


Job Role:  
Job Title:  
Job Level:

---

#### Additional Access

[Edit This Information](#)

Subscription Services: [Personal Updates Newsletter](#)

Cisco Partner  
Login



# Tech Tools



# Cisco Product Information

<http://www.cisco.com/en/US/products/index.html>

- Release disponibili
- Letteratura di prodotto
- Annunci relativi
- Servizi

- quick link alla pagina relativa al Supporto per il prodotto selezionato

# Portable Product Sheets

<http://www.cisco.com/web/partners/tools/quickreference/index.html>

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## Portable Product Sheets

Portable Product Sheets are intended to serve as a clear and concise reference for various Cisco products. Portable Product Sheets are provided to supply pre-sales technical product information (that may not be conveniently located otherwise) in a central location so that Cisco partners and customers can make quick, informed decisions.

**Opening PDF Files**  
To view a PDF file, open it in Acrobat viewer 5.0 or later. The most current versions will allow you to view, navigate, and print PDF files on several platforms. Acrobat Reader 6.0 is available for free.

The following Portable Product Sheets are in PDF format:

Switching	Updated
<b>Switch Performance</b>	
<a href="#">English</a> (PDF - 29 KB)	October 31 , 2007
<a href="#">Russian</a> (PDF - 30 KB)	August 15, 2005
<a href="#">Turkish</a> (PDF - 144 KB)	August 19, 2005
<b>Catalyst 500 and 2900</b>	
<a href="#">English</a> (PDF - 33 KB)	February 11, 2008
<a href="#">Turkish</a> (PDF - 152 KB)	September 13, 2005
<b>Catalyst 3x00</b>	
<a href="#">English</a> (PDF - 153 KB)	February 11, 2008
<a href="#">Turkish</a> (PDF - 147 KB)	October 7, 2005

**Related Tools**  
[Partner Locator](#)  
[Certification and Specialization Application](#)  
[Partner E-Learning Connection](#)  
[Partner Help Online](#)

**Related Links**  
**Learning & Events**  
[Events and Seminars](#)  
[Career Certifications and Paths](#)  
**Partners & Resellers**  
[Certification Customer Satisfaction](#)  
[Steps To Success](#)

Public

Technologies

anche in Italiano

formato PDF

# Portable Product Sheet - esempio



## CISCO INTEGRATED SERVICE ROUTERS — 1800/2800/3800 SERIES AT-A-GLANCE Inside Sales Systems Engineering

### COMPARATIVE OVERVIEW

Model	Memory (Std/Max) Mbytes	LAN	WIC Slots	NM Slots	AIM Slots	DSP Slots	USB Ports	In-Line Power (Ports)	Form Factor	PS Redundancy	Voice Support	CUE Support <sup>1</sup>	Max CCME Phones <sup>2</sup>	Max SRST Phones <sup>3</sup>
1711/1712 <sup>4</sup>	F: 32/32 D: 64/128	5 E/FE	No	No	No	No	No	No	Desk	No	No	No	No	No
1721 <sup>4</sup>	F: 32/32 D: 64/128	1 E/FE	2 VWIC/WIC (data only)	No	No	No	No	No	Desk	No	No	No	No	1
1751 <sup>4</sup>	F: 32/32 D: 64/128	1 E/FE	2 VWIC/WIC/VIC 1 VWIC/VIC (voice only)	No	No	2	No	No	Desk	No	DSP	No	24	24
1841	F: 32/128 D: 128/384	2 E/FE	2 HWIC/VWIC/WIC (data only)	No	1	No	1	No	Desk	No	No	No	No	No
1760 <sup>4</sup>	F: 32/64 D: 64/128	1 E/FE	2 VWIC/WIC/VIC 2 VWIC/VIC (voice only)	No	No	2	No	No	1U	No	DSP	No	24	24
2801	F: 64/128 D: 128/384	2 E/FE	2 HWIC/VWIC/WIC/VIC 1 VWIC/WIC/VIC (voice/data) 1 VWIC/VIC (voice only)	No	2	2	1	120W (16)	1U	No	DSP	AIM	24	24
2611XM	F: 32/48 D: 128/256	2 E/FE	2 VWIC/WIC (data only)	1 NM	1	No	No	No	1U	RPS-600 Conn. Opt.	AIM/NA	AIM/NA	36	36
2811	F: 64/256 D: 256/768	2 E/FE	4 HWIC/VWIC/WIC/VIC	1 NME	2	2	2	160W (24)	1U	RPS-675 Conn. Std.	DSP/NA	AIM/NA	36	36
2621XM	F: 32/48 D: 128/256	2 E/FE	2 VWIC/WIC (data only)	1 NM	1	No	No	No	1U	RPS-600 Conn. Opt.	AIM/NA	AIM/NA	36	36
2821	F: 64/256 D: 256/1GB	2 E/FE/GE	4 HWIC/VWIC/WIC/VIC	1 NME-X 1 EVA-HD	2	3	2	240W (24)	2U	RPS-675 Conn. Std.	DSP/NA	AIM/NA	48	48
2651XM	F: 32/48 D: 256/256	2 E/FE	2 VWIC/WIC (data only)	1 NM	1	No	No	No	1U	RPS-600 Conn. Opt.	AIM/NA	AIM/NA	48	48
2691	F: 32/128 D: 256/256	2 E/FE	3 VWIC/WIC (data only)	1 NM	2	No	No	No	2U	RPS-600 Conn. Opt.	AIM/NA	AIM/NA	72	72
2851	F: 64/256 D: 256/1GB	2 E/FE/GE	4 HWIC/VWIC/WIC/VIC	1 NME-XD 1 EVA-HD	2	3	2	360W (64)	2U	RPS-675 Conn. Std.	DSP/NA	AIM/NA	96	96
3725	F: 32/128 D: 256/256	2 E/FE	3 VWIC/WIC (data only)	2 NM One NM can be used for a NMD	2	No	No	360W (52)	2U	RPS-600 Conn. Opt.	AIM/NA	AIM/NA	144	144
3825	F: 64/256 D: 256/1GB	2 E/FE/GE 1 SFP <sup>7</sup>	4 HWIC/VWIC/WIC/VIC	2 NME-X/EVA-HD <sup>8</sup> One NME-X can be used for a NME-XD	2	4	2	360W (52)	2U	RPS-675 Conn. Std.	DSP/NA	AIM/NA	168	336
3745	F: 32/128 D: 256/256	2 E/FE	3 VWIC/WIC (data only)	4 NM Can be combined horiz. into up to 2 NMD	2	No	No	360W (72)	2U	Internal Red. PS Option	AIM/NA	AIM/NA	192	480
3845	F: 64/256 D: 256/1GB	2 E/FE/GE 1 SFP <sup>7</sup>	4 HWIC/VWIC/WIC/VIC	4 NME-X/EVA-HD <sup>8</sup> Can be combined horiz. into up to 2 NME-XD	2	4	2	360W (72)	3U	Internal Red. PS Option	DSP/NA	AIM/NA	240	720

### Notes:

- Performance numbers will vary depending on packet size and features. Please contact your account team for more precise performance figures.
- Crypto numbers depend heavily on traffic type, packet size and number of tunnels. Please contact your account team for more precise performance figures.
- 50 VM boxes (up to 14 hours storage) using Cisco Unity Express AIM, 100 VM boxes (up to 100 hours storage) using Cisco Unity Express network module (NM-CUE). The NM-CUE-EC can be used for up to 300 hours of storage and up to 250 mailboxes.
- Phone density numbers indicated are for CCME/SRST 4.0 (available in 12.4T).
- 1711/12 are NOT modular routers. They are there for the sake of comparison but they should not be considered in the same modularity/performance/feature category as the ISRs.
- Always remember that on the 1721/1751/1760, a WIC is likely to be needed and hence, added to the price of the solution if connecting to a WAN, even if all is required is an extra Ethernet port for a broadband connection.

### TOP 12 REASONS FOR CHOOSING THE CISCO ISRs

- The ISRs are more cost effective than their legacy equivalents, particularly when the network requirements map to an existing bundle.
- The ISRs are faster (up to five times) and can handle quite a bit more memory than the legacy platforms. The base configurations also have more memory.
- The ISRs are designed with the ability to run multiple concurrent services (FW, NAT, IDS, QoS, etc.) at wire-speed.
- All the ISRs have TWO built-in LAN connections - FE or GE.
- All the ISRs have an embedded HW VPN accelerator - It is always included, it is just a matter of buying a VPN enabled image to turn it on. If that is not fast enough, a VPN AIM can be added to further enhance VPN performance.
- The HWIC enabled slots provide an impressive 400Mbps of dedicated bandwidth (the old WICs provided up to 8Mbps). This is great news for LAN uplinks and Ethernet switch HWICs. The NME slots offer up to 1.2Gbps per module (the standard NM was only 600Mbps).
- The EVM slot offers high density digital/analog voice ports.
- All the ISRs with voice support have on-board DSP slots. There is no need to use a NM slot for a network module with DSPs for voice applications anymore - the on-board DSP slots can provide enough DSP resources for most common requirements.
- All the ISRs with voice support can provide voice mail functionality with CUE (AIM and/or NM). CUE was not supported on the 1700 family.
- All the ISRs that support voice can provide in-line power to Ethernet switch ports via a HWIC-ESW-POE or a NM-ESW-PWR (optional AC-IP power supply is required for in-line power).
- Most ISRs provide some option for power supply redundancy. The 2811, 2821, 2851 and 3825 have a RPS connector and the 3845 can take a built-in redundant power supply.
- For investment protection, the ISRs support most of the existing WICs, VWICs and NM modules (check the datasheets for details).
- SDM (Security Device Manager), included on all ISRs  
[http://www.cisco.com/en/US/products/sw/secure/sw\\_ps5318/index.html](http://www.cisco.com/en/US/products/sw/secure/sw_ps5318/index.html)

### 12.4 IOS Packaging (IP Base includes BGP, OSPF)



Notes: Differences with 12.3 (shown) apply to: 1701, 1841, 2600NM, 2691, 2800, 3700, 3800. (Cisco IOS/IOS-SEC/IOS-SEC-ADV/IOS-SEC-ADV-ADV/IOS-SEC-ADV-ADV-ADV)

- \* New images as of 12.4 (Security): 12.3 images with IOS-IP-SEC/IOS-IP-SEC-ADV for secure management (OSM indicator in image part number)
- \*\* Same feature set as corresponding 12.3 IOS/IOS-SEC images, now required to select the existing management interface
- \*\*\* This image only uses the standard IOS licenses to image/part number
- \*\*\*\* New image as of 12.4 Enterprise Services patch (S1/IOS/IOS-SEC-ADV-ADV-ADV)

# Cisco Documentation

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

The screenshot shows the Cisco Connection Documentation website. At the top, there is a navigation bar with links for Home, Contents, Previous, Next, Glossary, Feedback, Search, and Help. Below this, a message states that beginning May 14, 2007, Cisco will begin migrating product documentation from the Cisco Connection Online (CCO) site to the Cisco Technical Support and Documentation site. The main content area features a navigation menu with dropdown menus for Routers, Catalyst Switches, Optical Networking, Access Servers & Routers, Server Networking and Virtualization, and Storage Networking. To the right, there are dropdown menus for Cisco IOS XR, Cisco IOS Software, Network Management, Network Security, and Voice/Telephony. Below the navigation menu, there are two columns of links: '10BaseT Hubs', '10/100 Hubs', 'Aggregation', 'Application-Oriented Networking', 'ATM Adapters & Switches', 'Broadband/Cable', 'Catalyst Switches', 'CDD/FDDI Adapters & Concentrators', 'Conferencing', 'Content Delivery Products', 'Customer Contact Software', 'Cisco Integrated Networking Solutions', 'DSL Products', 'Fast-Hub Repeaters', 'Integrated Access Devices', 'Layer 3 Switches', 'Layer 4 Switches', 'Long-Reach Ethernet', 'Metro Ethernet Switches', 'Router Configuration Tools', 'TelePresence', 'Virtual Private Networks', 'WAN Switches', and 'Wireless'. Below this, there are two sections: 'Hot Items' and 'Networking Information'. The 'Hot Items' section includes links for 'Current Cisco IOS Release', 'Cisco IT Leading Practices Documentation', 'Cisco Product Quick Reference Guide', and 'Securing Cisco Routers (SECR) 1.0 course'. The 'Networking Information' section includes links for 'Internetwork Design Guide', 'Internetwork Troubleshooting Handbook', 'Internetworking Case Studies', 'Internetworking Technology Handbook', and 'Internetworking Terms and Acronyms'. At the bottom, there are two sections: 'Other Resources' and 'Help'. The 'Other Resources' section includes links for 'Cisco.com', 'Technologies', 'Solutions', 'Field Notices', 'Product Bulletins', 'Packet Magazine', 'Cisco Marketplace', and 'Cisco Press'. The 'Help' section includes links for 'Ordering Documentation', 'Cisco Service and Support', and 'Licenses and Warranties'. The page is updated as of 16-Jun-2007.

- Tutti i prodotti
- HW / SW
- Release Notes
- Documentazione
- Admin, Sys, Feature Guides
- Install Guides
- Legacy Products
- disponibile in formato DVD

# Cisco Product Quick Reference Guide

<http://www.cisco.com/warp/public/752/qrg/index.shtml>

The screenshot shows the Cisco Systems logo at the top left, with navigation links for 'Contacts & Feedback', 'Help', and 'Site Map'. A search bar is located at the top right. A left-hand navigation menu includes links for 'HOME', 'TECHNICAL SUPPORT & DOCUMENTATION', 'CISCO PRODUCT QUICK REFERENCE GUIDE' (highlighted), 'Ordering', 'Q & A', and 'Feedback'. The main content area features a title 'Cisco Product Quick Reference Guide (CPQRG)' followed by a sub-header 'Cisco products, services, and solutions can help your company realize greater returns on technology investments.' Below this is a promotional banner for the 'Order the CPQRG New July 2005 Edition Now Available While Supplies Last', which includes a small image of a person and text describing the guide's contents and a link to 'Order Now'. Another section titled 'Register to access PDF and HTML Versions' includes an image of a laptop and a link to 'Register Now'. A 'Submit Your Feedback' section features an image of a laptop and a link to 'Submit Feedback Now'. At the bottom of the main content area, there is a 'Networking and Industry Solutions' section with links for 'Large Enterprise', 'Small & Medium Business', 'Home & Home Office', 'Service Provider', and 'Industry Solutions'. On the right side, there is a 'Select a Service' section with links for 'Partner Support Services', 'Advanced Services', 'Services for Cisco Technologies and Networking Solutions', 'Technical Support Services', 'Service Information', 'eAcceptance - Master Service Agreements', and 'Services Description'. A 'Table of Contents' is also visible, listing sections from 1 to 10.

- registrazione necessaria
- accesso HTML o PDF
- aggiornata ogni 6 mesi
- disponibile in formato cartaceo

# Solution Reference Network Design (SRND)

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

- Campus
- Contact Center
- Data Center
- IPTV
- IP Communications
- Network Infrastructure
- Wide Area Network
- Mobility & Outdoor Mesh
- Security

The screenshot shows the Cisco SRND website interface. At the top, there's a navigation bar with links for 'Solutions', 'Products & Services', 'Ordering', 'Support', 'Training & Events', and 'Partner Central'. Below this is a search bar and a 'Log In' button. The main content area is titled 'Solution Reference Network Design Introduction'. It features a prominent banner for 'Speed Deployment with SRND Guides' with a sub-heading 'Solutions Reference Network Design (SRND) guides provide deployment scenarios that incorporate Cisco products and technologies into an architecture that is tested and documented in Cisco labs or field-proven.' Below the banner, there's a section for 'SRND guides:' with a bulleted list of guide purposes. Further down, the 'Available SRNDs' section lists various design categories with links, such as 'Branch Office', 'Campus', 'Data Center', 'End to End Network Services', 'Interoperability Systems', 'Mobility', 'Network Virtualization', 'Physical Security', 'Security', 'TelePresence', 'Teleworker', 'Unified Communications', and 'Wide Area Network and Metropolitan Area Network'. At the bottom, there's a 'More Resources' section with links to 'White Papers' and 'Design Guides'.

# Cisco Product Advisor

<http://tools.cisco.com/GCT/PCTPST>



Cisco Product Adviser Beta Release



[Routers](#) [Switches](#) [Security](#) [Wireless](#)

Choose from the above links for comparison

- aiuta a selezionare il prodotto a partire dai requisiti
- beta release
- Routers
- Switches
- Firewalls
- Wireless

The Cisco Product Advisor narrows down Cisco networking products based on product features and business requirements. The tool can be used in an interactive, question-and-answer mode. Once products are recommended, they can be compared on a feature-by-feature basis. The results from Cisco Product Advisor may be used for further research and to promote productive discussions with your Cisco partner, account manager, or sales representative.

NOTE: Cisco Product Advisor covers only select routers from the 800 Series Routers through the 7400 Series Internet Routers and select switches from the Catalyst 2900 Series Switches through the Catalyst 6500 Series Switches.

Select one of the categories below to begin

[Routers](#)  
[Switches](#)  
[Security](#)  
[Wireless](#)

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# Feature Navigator

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



## Products & Services

### Cisco Feature Navigator

#### What Took Hours Now Takes Minutes

Cisco Feature Navigator is a web-based application that allows you to quickly find the right Cisco IOS and CatOS Software release for the features you want to run on your Network.



- **IOS and CatOS**
- **Search by Feature**
- **Search by Release**
- **Compare Images**

Navigate Cisco IOS and CatOS software release by searching on

**Feature:** Quickly find which Cisco IOS or CatOS release supports your features(IP, BGP, etc....).

[Search by feature](#)

**Release:** Quickly find the features in your Cisco IOS and CatOS releases or platforms.

[Search by Software/Image Name/Product Code/Platform](#)

**Compare Releases:** Quickly Compare between Cisco IOS and CatOS releases.

[Compare Images](#)

Learn About [Release 12.2\(18\)SXD](#): Extend Cisco IOS High Availability.

**Feature Navigator NOW supports all the major Cisco IOS and CatOS releases.**  
By using this tool, you agree to all of Cisco System's [terms and conditions](#) for this tool.

# Dynamic Configuration Tool

<http://www.cisco.com/order/apollo/configureHome.html>

- Product Number
- Product Family
- Product Description
- Price Lists (register)
- Service Level
- Orderable Config
- Lead Time (CBR / NPH)
- Discount
- Email / Print / Saveable /Download



**Cisco Dynamic Configuration Tool** enables online configuration of Cisco products and offers detailed compatibility information and intelligent feedback to streamline the ordering process. Use the help links to the right or start a configuration below.

The screenshot shows a "Product Search" form. It includes a "Search by" dropdown menu set to "Product Number" and an "Enter Product Number" text input field. Below that is a "Price List" dropdown menu set to "Global Price List EMEA Availability". To the right of the form is a "Search" button. In the top right corner of the form area, there is a checkbox for "Enable Configuration Guidance" and a link "Tell Me About Configuration Guidance".

# Cisco Downloads



<http://www.cisco.com/kobayashi/sw-center/index.shtml>

- All SW\*
- Upgrade Planner
- Archive
- Software News
- Utilities
- Publish\*
- Special File Access\*

\* Valid CCO / PICA Account with download rights needed

## Downloads

### Introduction

#### Software Products & Downloads

[Cisco IOS Software](#)  
[Access Software](#)  
[Application-Oriented Networking](#)  
[Cable/Broadband Software](#)  
[Cisco Secure Software](#)  
[CiscoWorks Software](#)  
[Contact Center Software](#)  
[Content Networking Software](#)  
[LAN Switching Software](#)  
[Network Management Software](#)  
[Optical Software](#)  
[Storage Networking Software](#)  
[Server Networking & Virtualization Software](#)  
[Video Software](#)  
[Voice Software](#)  
[VPN Software](#)  
[WAN Switching Software](#)  
[Web Software](#)  
[Wireless Software](#)

#### Software Utilities

[Cisco IOS Upgrade Planner](#)  
[Software Search Tool](#)  
[Product Upgrade Tool](#)  
[Software License Registration](#)  
[Software Registration](#)  
[Aironet Wireless Software Selector](#)  
[Beta Programs](#)  
[Special File Access](#)  
[Software Advisor](#)  
[Encryption Software Export Distribution Authorization Form](#)

#### General Information

[What's New in the Software Center](#)  
[Release Information](#)  
[Product Information](#)  
[Using the Software Center](#)

#### What's Hot in Software Center

##### New Voice Software now available on Cisco.com

The following Voice Software title(s) have been introduced in the Software Center readme.C090502gs043 : readme file for system patch 43 readme.C090502nn035 : readme file for protocol patch 35 C09050200035.DMH : Protocol patch 35 CO... [Read More](#)

Posted: 17-OCT-2005

##### New Voice Software now available on Cisco.com

The following Voice Software title(s) have been introduced in the Software Center mpgwsim52044-releasenote.txt : Cisco MeetingPlace GWSIM Release notes mpgwsim52044.zip : Cisco MeetingPlace GWSIM ... [Read More](#)

Posted: 17-OCT-2005

# Product/Technology Support Homepages

<http://www.cisco.com/web/psa/products/index.html>

The screenshot shows the Cisco Product Support homepage. At the top, there is a navigation bar with links for Solutions, Products & Services, Ordering, Support, Training & Events, and Partner Central. Below this is a search bar and a 'Go' button. The main content area is titled 'Product Support' and 'Select Your Product'. It features a search box for a specific product and a section for selecting from a category. The category selection section is divided into three columns: '1 Select a category', '2 Select a sub-category', and '3 Select a product'. A red arrow points to the 'Voice and Unified Communications' category in the first column. Another red arrow points to the 'End-of-Sale and End-of-Life Products' link at the bottom of the first column. The second column shows 'Communications Infrastructure' and 'IP Telephony' sub-categories. The third column shows a list of products, including 'Cisco Unified Communications Manager' and 'Cisco Unified Mobility'. At the bottom left, there is a footer with contact and feedback information.

- info per prodotto o tecnologia
- riferimento immediato per EoS/EoL

# Product Support

<http://www.cisco.com/en/US/support/index.html>

The screenshot shows the Cisco Product Support website interface. At the top, there is a navigation bar with the Cisco logo, a search bar, and links for 'Worldwide [change]', 'Log In', 'Register', and 'About Cisco'. Below this is a main navigation menu with tabs for 'Solutions', 'Products & Services', 'Ordering', 'Support', 'Training & Events', and 'Partner Central'. The 'Support' tab is active.

The main content area is divided into several sections:

- NetPro Community:** A gathering place for Networking Professionals to share questions, suggestions, and information about networking solutions, products, and technologies. It includes links for 'My NetPro', 'Webcasts', 'Subscriptions', 'Ask the Experts', and 'Top NetPros'.
- Select a Task...:** A section with icons and links for various tasks: 'Download Software', 'Troubleshoot', 'Configure', 'Install and Upgrade', 'Design', and 'Maintain and Operate'.
- or View Information by Product Type:** A grid of links categorized by product type, including 'Application Networking Services', 'Storage Networking', 'Cisco Interfaces and Modules', 'Switches', 'Cisco IOS Software', 'TelePresence', 'Interoperability Systems', 'Universal Gateways and Access Servers', 'Network Management', 'Video, Cable and Content Delivery', 'Optical Networking', 'Voice and Unified Communications', 'Routers', 'Security', 'Wireless', 'Server Networking and Virtualization', 'End-of-Sale and End-of-Life Products', and 'Service Exchange'.
- News:** A section with links for 'Technical Services Newsletter', 'Industry Awards: Cisco Technical Services Leadership', and 'Career Certifications'.
- Frequently Used Resources:** A section with links for 'NetPro Community', 'Software Advisor', 'Bug Toolkit', 'TAC Case Collection', 'Error Message Decoder', 'Command Lookup Tool', 'Output Interpreter', and 'Tools & Resources'.
- Additional Support Links:** A section with links for 'My Tech Support', 'Cisco SMB Support Assistant', 'Former Technical Documentation Site', 'Web Linksys Technical Support', and 'Linksys'.
- Log In:** A section with links for 'Log In to access additional tools and content', 'New User? Register', and 'Forgot your Password?'.
- Security Advisories & Alerts:** A section with links for 'Security Advisories', 'Report Product Incidents', 'Field Notices', 'Cisco Security Center', and 'Receive RSS Feeds XML'.
- Contact Cisco for Support:** A section with links for 'Need more help?', 'Create a new TAC Service Request', 'Query an existing TAC Service Request', and 'Email or phone Technical Support'.
- Service & Service Contracts:** A section with links for 'Technical Services', 'Developer Services', 'Technical Support Overview', and 'Service Contract Center (SCC)'.
- Support Location - Language:** A section with a dropdown menu for 'Worldwide - English'.
- opportunities await:** A section with a link for 'More Information'.

Red arrows point to the following links in the screenshot:

- Cisco Security Center
- Need more help?
- Query an existing TAC Service Request
- Service Contract Center (SCC)
- Software Advisor
- Linksys

Contacts & Feedback | Help | Site Map  
 © 1992-2007 Cisco Systems, Inc. All rights reserved. Terms & Conditions | Privacy Statement | Cookie Policy | Trademarks of Cisco Systems, Inc.

# Product Support Informations

The screenshot shows the Cisco Unified Communications Manager (CallManager) support page. The browser address bar indicates the URL: [http://www.cisco.com/en/US/partner/products/sw/voicesw/ps5556/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/partner/products/sw/voicesw/ps5556/tsd_products_support_series_home.html). The page title is "Cisco Unified Communications Manager (CallManager)".

The sidebar on the left contains the following navigation links:

- HOME
- SUPPORT
- PRODUCT SUPPORT
- VOICE AND UNIFIED
- Cisco Unified Communications Manager (CallManager)**
  - General Information
  - Reference Guides
  - Design
  - Install and Upgrade
  - Configure
  - Maintain and Operate
  - Troubleshoot and Alerts

The main content area is titled "Introduction" and includes the following sections:

- Most Requested Resources**
  - [Bug Toolkit](#)
  - [Product Alert Tool](#)
  - [Cisco Voice Technology Subscription C2](#)
  - [TAC Case Collection C2](#)
  - [TAC Service Request Tool -- New Request](#)
- Most Requested Documents**

The following Cisco Unified CallManager support documents were the most requested in January:

  - [RSS Feeds for Hot Issues in Cisco TAC](#)
  - [Cisco CallManager Upgrade Paths and Cisco Unified Communications Product Names](#)
  - [Cisco Unified CallManager 5.1 TCP and UDP Port Usage](#)
- Cisco Unified CallManager Support Documentation**
  - General Information**
    - [Compatibility Information](#) (6)
    - [Documentation Roadmaps](#) (26)
    - [Release Notes](#) (90)
    - [Integrated Systems Documentation](#) (35)
  - Download Software**
  - Reference Guides**
    - [Technical References](#) (3)
  - Design**
    - [Design Guides](#) (12)
    - [Design TechNotes](#) (1)
  - Install and Upgrade**
    - [Install and Upgrade Guides](#) (136)
    - [Install and Upgrade TechNotes](#) (4)
  - Configure**
    - [Configuration Examples and TechNotes](#) (52)
    - [Configuration Guides](#) (7)
    - [Programming Guides](#) (66)
  - Maintain and Operate**
    - [End-User Guides](#) (40)
    - [Maintain and Operate Guides](#) (147)

Additional sections on the right side of the page include:

- Select another product**
- Product Literature**
  - [Review additional information about Cisco Unified Communications Manager \(CallManager\) in Products & Services site area.](#)
  - [At-a-Glance](#)
  - [Bulletins](#)
  - [Case Studies](#)
  - [Data Sheets](#)
  - [End-of-Life and End-of-Sale Notices](#)
  - [Presentations](#)
  - [Q&A](#)
  - [Solution Overviews](#)
  - [White Papers](#)
- Career opportunities await**
  - [More Information](#)

# EoS – EoL Products

[http://www.cisco.com/en/US/products/prod\\_end\\_of\\_life.html](http://www.cisco.com/en/US/products/prod_end_of_life.html)

The screenshot shows the Cisco website's 'End-of-Sale and End-of-Life Products' page. The browser address bar displays the URL [http://www.cisco.com/en/US/products/prod\\_end\\_of\\_life.html](http://www.cisco.com/en/US/products/prod_end_of_life.html). The page header includes the Cisco logo, a search bar, and navigation links for 'Worldwide [change]', 'Log In', 'Register', and 'About Cisco'. A horizontal navigation bar contains links for 'Solutions', 'Products & Services', 'Ordering', 'Support', 'Training & Events', and 'Partner Central'. The main content area is titled 'End-of-Sale and End-of-Life Products' and includes a sub-header 'Products & Services'. A left-hand navigation menu is highlighted with a red box, listing items such as 'End-of-Life Policy', 'End-of-Sale and End-of-Life Products', 'Product Approvals', 'Product Identification Standard', 'Product Launch RSS Feeds', 'Product Warranties', 'Security Advisories', 'Security Vulnerability Policy', 'Technology Podcasts', 'Tool Index', and 'Visio Stencils'. The main content area contains the following text and links:

Only the linked items below are End-of-Sale or End-of-Life products. Click on the product link to find more information. Please see the [End-of-Life Policy](#) for more details.

**Application Networking Services**

- [Cisco 7300 Series Content Engines](#)
- [Cisco 4600 Series Content Distribution Manager](#)
- [Cisco 4400 Series Content Routers](#)
- [Cisco 2050 Series Cache Engine](#)
- [Cisco 500 Series Cache Engines](#)
- [Cisco 500 Series Content Engines](#)
- [Cisco ACE GSS 4400 Series Global Site Selector Appliances](#)
- [Cisco GSS 4490 Global Site Selector](#)
- [Cisco GSS 4480 Global Site Selector](#)

**Cisco Application and Content Networking System (ACNS) Software**

- [Cisco ACNS Software Version 5.3](#)
- [Cisco ACNS Software Version 5.2](#)
- [Cisco ACNS Software Version 5.1](#)
- [Cisco ACNS Software Version 5.0](#)
- [Cisco ACNS Software Version 4.2](#)
- [Cisco ACNS Software Version 4.2.7](#)
- [Cisco ACNS Software Version 4.0.3](#)

**Cisco Cache Software**

- [Cisco Content Optimization Engine](#)
- [Cisco CSS 11000 Series Content Services Switches](#)
- [Cisco CTE 1400 Series Content Transformation Engines](#)
- [Cisco Enterprise CDN Software](#)
- [Cisco File Engine Series Appliances \(FE\)](#)
- [Cisco Internet CDN](#)
- [Cisco IP/TV 3400 Series Video Servers](#)
- [Cisco IP/TV Software](#)
- [Cisco LocalDirector 400 Series](#)

**Cisco LocalDirector Software**

- [Cisco Micro Webserver](#)

**Cisco SCA 11000 Series Secure Content Accelerators**

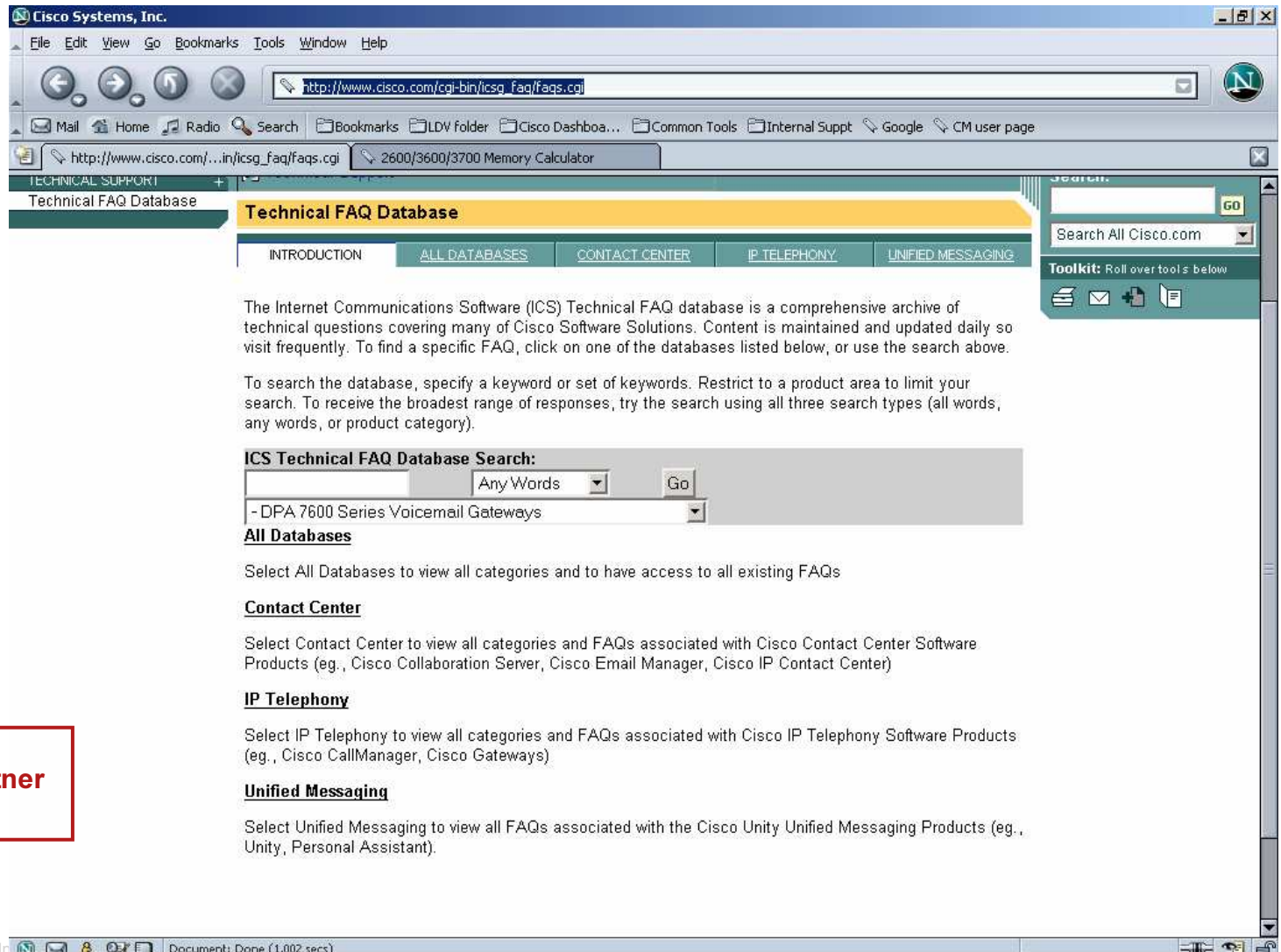
- [Cisco Storage Arrays](#)

**Cisco Interfaces and Modules**

- [Cisco Broadband Processing Engines](#)
- [Cisco 5x20S Broadband Processing Engine](#)

# Technical FAQ Database:

[http://www.cisco.com/cgi-bin/icsg\\_faq/faqs.cgi](http://www.cisco.com/cgi-bin/icsg_faq/faqs.cgi)



The screenshot shows a web browser window titled "Cisco Systems, Inc." with the address bar displaying "http://www.cisco.com/cgi-bin/icsg\_faq/faqs.cgi". The browser's address bar also shows a search bar with "Search All Cisco.com" and a "GO" button. The page content includes a navigation menu with tabs for "INTRODUCTION", "ALL DATABASES", "CONTACT CENTER", "IP TELEPHONY", and "UNIFIED MESSAGING". The main content area features a search box with a dropdown menu set to "Any Words" and a "Go" button. Below the search box, there is a section titled "All Databases" with a dropdown menu showing "- DPA 7600 Series Voicemail Gateways". The page also contains several paragraphs of text explaining the database's purpose and providing instructions on how to search and filter results.

**Technical FAQ Database**

INTRODUCTION | **ALL DATABASES** | CONTACT CENTER | IP TELEPHONY | UNIFIED MESSAGING

The Internet Communications Software (ICS) Technical FAQ database is a comprehensive archive of technical questions covering many of Cisco Software Solutions. Content is maintained and updated daily so visit frequently. To find a specific FAQ, click on one of the databases listed below, or use the search above.

To search the database, specify a keyword or set of keywords. Restrict to a product area to limit your search. To receive the broadest range of responses, try the search using all three search types (all words, any words, or product category).

**ICS Technical FAQ Database Search:**

Any Words

- DPA 7600 Series Voicemail Gateways

**All Databases**

Select All Databases to view all categories and to have access to all existing FAQs

**Contact Center**

Select Contact Center to view all categories and FAQs associated with Cisco Contact Center Software Products (eg., Cisco Collaboration Server, Cisco Email Manager, Cisco IP Contact Center)

**IP Telephony**

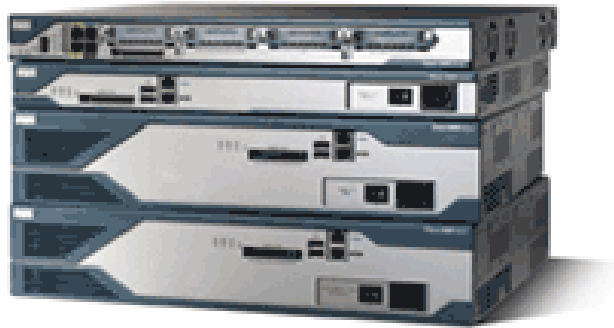
Select IP Telephony to view all categories and FAQs associated with Cisco IP Telephony Software Products (eg., Cisco CallManager, Cisco Gateways)

**Unified Messaging**

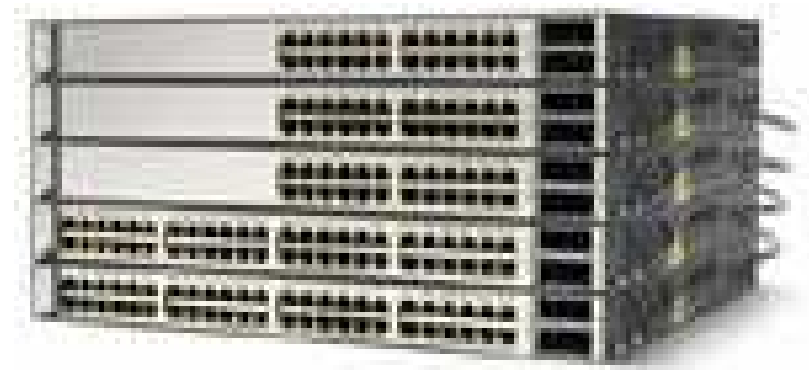
Select Unified Messaging to view all FAQs associated with the Cisco Unity Unified Messaging Products (eg., Unity, Personal Assistant).



# General tools



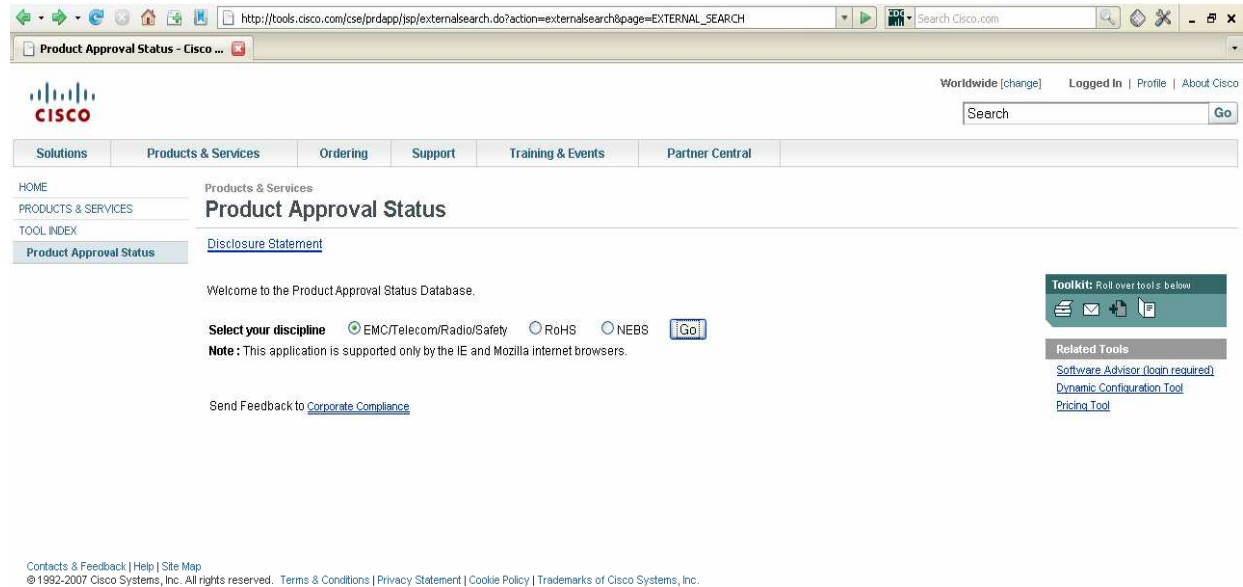
- Informazioni generali sui prodotti



# CE compatibility certificate

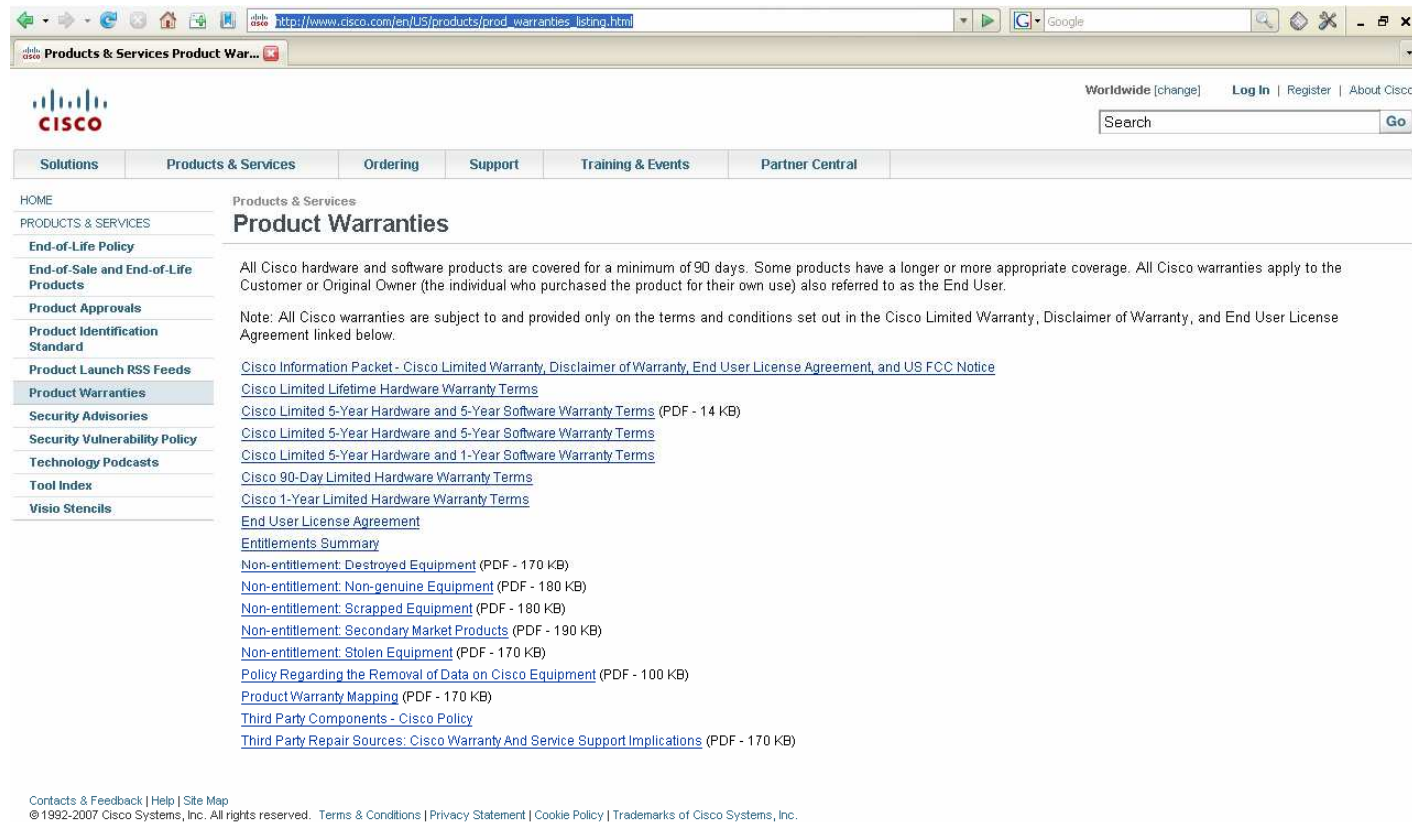
[www.ciscofax.com](http://www.ciscofax.com)

- Cisco Products
- Search Options
- Country Filters
- Applied Standards
- downloadable



# Warranties

[http://www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](http://www.cisco.com/en/US/products/prod_warranties_listing.html)



The screenshot shows the Cisco website's 'Product Warranties' page. The page features a navigation menu with categories like Solutions, Products & Services, Ordering, Support, Training & Events, and Partner Central. The main content area is titled 'Product Warranties' and includes a search bar, a list of links for various warranty terms (e.g., Cisco Limited Lifetime Hardware Warranty Terms, Cisco Limited 5-Year Hardware and 5-Year Software Warranty Terms), and a link to the End User License Agreement. The footer contains contact information and copyright details for Cisco Systems, Inc. (© 1992-2007).

- garanzie e policy per prodotti

# IOS Command Lookup

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

The screenshot shows the Cisco Command Lookup Tool web interface. At the top, there is a navigation bar with the Cisco logo, a search bar, and links for "Worldwide [change]", "Logged In", "Profile", and "About Cisco". Below this is a horizontal menu with tabs for "Solutions", "Products & Services", "Ordering", "Support", "Training & Events", and "Partner Central". The "Support" tab is active, and the "Command Lookup Tool" is selected in the left-hand navigation pane. The main content area is titled "Command Lookup Tool" and contains three steps: 1. "Select an index" with a dropdown menu showing "IOS", "Catalyst", "PIX/ASA", and "Wireless"; 2. "Select a release" with a dropdown menu showing "All releases", "12.4T", "12.4", "12.3T", and "12.3"; 3. "Enter a command and submit" with a text input field, a "Submit" button, and the note "wildcards supported (\*)". A "Feedback | Help" button is located to the right of the input field. Below the main content area, there is a "Related Tools" section with links for "TAC Service Request Tool", "Output Interpreter", and "My Tech Support". At the bottom of the page, there is a footer with links for "Contacts & Feedback", "Help", "Site Map", and copyright information: "© 1992-2007 Cisco Systems, Inc. All rights reserved. Terms & Conditions | Privacy Statement | Cookie Policy | Trademarks of Cisco Systems, Inc."

# Power Calculator

[www.cisco.com/go/powercalculator](http://www.cisco.com/go/powercalculator)

- Cat 500 – Cat6500
- Router 7600, Nexus 7000
- Linecards
- IEEE 802.3af
- Prestandard PoE
- Cisco Devices
- 802.3af Devices
- Heat Dissipation
- Output Current (A)
- Output Power (W)

Power Consumption/Heat Dissipation Summary			
	Line Card	Optional Uplink Module	Power over Ethernet Capabilities
1	WS-X4013+	---	---
2	WS-X4013+	---	---
3	WS-X4548-GB-RJ45V	---	IEEE PoE
4	WS-X4248-RJ21V	---	IEEE PoE
5	WS-X4248-RJ45V	---	IEEE PoE
6	WS-X4148-RJ45V	---	Prestandard PoE
7	-- EMPTY-SLOT --	---	---
Minimum Power Supply		Percentage of Power Used	
Single/Redundant Catalyst 4500 1300 Watt Power Supply		Data: 55.99%	
		PoE: 16.85%	
First Alternative Power Supply		Percentage of Power Used	
Single/Redundant PWR-C45-4200W with a Single 220V input		Data: 41.17%	
		PoE: 6.06%	
Total Output Current		Total Output Power	Total Heat Dissipation
49.06 Amps		684.64 Watts	2738.33 BTU/Hr

[\[ Top \]](#)

Quick Facts		
	Selected Supervisor Engine	WS-X4013+
	Selected Chassis	WS-C4507R
	Selected Voltage	200-240 Volts AC
	Chassis Slots	7
	Power Supply Options	Single/Redundant 1300 Watt Single/Redundant PWR-C45-4200W with a Single 220V input





# Sales Tools



# Pricing Tool

<https://tools.cisco.com/qtc/pricing/MainServlet>

- Daily
- Global Price List
- Wholesale
  - NFR Kits
- Download
- Online
- Product Search
- Family Product Price list
- Price List History

The screenshot shows the Cisco Pricing Tool web application. The browser address bar displays <https://tools.cisco.com/qtc/pricing/MainServlet>. The page features a navigation menu with tabs for Solutions, Products & Services, Ordering, Support, Training & Events, and Partner Central. The main content area is titled "Pricing Tool" and includes a "Global Pricing Information" table, "Important Notices", and "Getting Started" instructions. A "Cisco Partner Login" button is visible in the bottom right corner.

Price Lists	Last Updated
Global Price Lists	19/Feb/2008
Wholesale & National Reseller Price Lists	19/Feb/2008
Legacy Price Lists	19/Feb/2008

**Important Notices**

1. All products are subject to availability, and all prices are subject to change without notice. Cisco reserves the right to add, change or discontinue any product from this Pricing Tool.
2. Wholesale price lists are Cisco Systems Confidential. Any unauthorized disclosure is prohibited and may be subject to termination of access privileges to this tool and any other remedies available by Cisco in law or equity.

**Getting Started**

- To search product prices by Product Family or by Product Number, click on [Product Price Search](#).
- To view price change history, click on [Price List History](#).
- To download Price Lists and import them into your database, click on [Download](#).



# Lead Times Tools

<http://www.cisco.com/cgi-bin/front.x/leadtimes.cgi>

- Product Family
- Product Number
- multiple selections
- Email
- Download
- CBR / NPH



You selected the following products:

AIR1300 Family		
Products	Total Estimated Lead Time	Comments
AIR-BR1310G-E-K9	<a href="#">11-14 Days</a> *	
AIR-BR1310G-E-K9-R	<a href="#">11-14 Days</a> *	

C3750 Family		
Products	Total Estimated Lead Time	Comments
WS-C3750G-48PS-E	<a href="#">11-14 Days</a> *	

**Note:** Lead time information shown may change until your order has been received and processed by Cisco.

\* Note : Estimate shown does not include Delivery from Cisco. Applies to orders submitted electronically, faxed orders may require additional processing time.

[Modify Selections](#) [New Product Search](#)

## Download Options

Deliver Via

Name

Email Address  \*required

[Download](#)

# Order Status Tool

<http://www.cisco.com/cgi-bin/order/assistant.cgi>

- Basic Search
- Advanced Search
- Order ID
- SO / PO



BASIC SEARCH

**Search Parameters**

Type of Query: Purchase Order (PO) [v]  
Value: [ ] \*required  
Date Submitted: From [DD/MMM/YYYY] [calendar] To [DD/MMM/YYYY] [calendar]  
Display With:  Show Carton ID  Show Serial Number  Hide Zero Dollar Items  
Show:  Orders  Returns

\*Note: A 15-month archive of status information for completed orders is available. [Archive Tool](#)

---

**User Delivery Information**

Deliver Via: Screen [v]  
Name: Gerhard Jaeggle  
Email Address: gjaeggle@cisco.com

[Search]

# Service Contract Center

<http://www.cisco.com/public/scc/>

- Contract Number
- Serial Number
- Packaged Services
- PO / SO Numbers



## Service Contract Center

CONTRACTS	<b>QUOTING &amp; ORDERING</b>	PRICING & AVAILABILITY	PACKAGED SERVICES	ADMINISTRATION
-----------	-------------------------------	------------------------	-------------------	----------------

[My Contracts](#) | [Renewal Business Summary](#) | [SNIF](#) | [View Request Status](#)

Quick Search: Serial Number   [Advanced Search](#)

**Item Shipment Details**

Serial Number 44405482442 NOT

Warranty

SO Number	Maint. PO	Serial Number	Product PO Number	Product SO Number	Maintenance PO Number	Maintenance SO Number
-----------	-----------	---------------	-------------------	-------------------	-----------------------	-----------------------

SO Number	Maint. PO	Serial Number	Product PO Number	Product SO Number	Maintenance PO Number	Maintenance SO Number	Ship Date	Warranty End Date	Item End Date (if applicable)	Status	Bill-To Name	Bill-To Address
7799527	UKINT652	44405482442	PIX-501-BUN-K9				03-DEC-2001	03-JUN-2002		<b>Out of Warranty</b>	CISCO SYSTEMS LTD	10 NEW SQUARE PARK BEDFONT LAKES FELTHAM, MIDDLESEX TW14 8HA GB



# Partner Tools



# Partner E-Learning Connection

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



PARTNER E-LEARNING CONNECTION

[Advanced Search](#) [My Preferences](#)

Search Learning:

[Course Offerings](#)

[My PEC](#)

[Learning Maps](#)

[Help & FAQ](#)

## Getting Started

- [Tips to Get Started](#)
- [Full Site Tour](#)
- [My Preferences](#)

## Special Access

- [DSM \(Orig Storage Manufacturer\)](#)
- [Partner VT \(Virtual Team\)](#)
- [PEC Resource Center](#)
- [Reporting Zone](#)

## My Favorites

Items that you have added as favorites which can include categories, documents, courses, collaboration centers, and more.

No information to display.

## My Current Learning

- [Cisco Switching Product Range Overview \(German\)](#)
- [\(More details...\)](#)

## New Offerings

- [All e-learning offerings posted during the past 45 days.](#)

Welcome Gerhard Jaeggler

Improving your technical readiness through anytime access to learning.



### Certification

Cisco Career Certifications Program



### Lab Central

All lab practice methods



### Technology Central

Resources for Cisco Technologies



### Sales Central

Resources to enhance your competitive position



### Specialization

For expertise in a specific technology area



### Exam Prep

Assessments to help you focus your studies



### Live Events

Tech Talk, Enterprise Live and more



### My Part of the World - Emerging Markets - European Markets - US and Canada - Asia/Pac - Japan

Resources specific to your location

## News

### Updates to CCSP and Cisco Qualified Specialist Security Certifications

[More Details...](#)

### Secure Your Network With Access List Management and Address Translation

[Learn More With the "Managing IP Traffic on Cisco Networks" Course!](#)

### Sell Design and Project Control Services to Commercial Businesses...

[In The "Strategic Account Sales Skills Simulation". Try Now!](#)

### Learn About the First Major Component of the Strategic Account Sales (SAS) Approach: Research

[Start Now With the New "Understanding Your Customer" Course!](#)

[\(More\)](#)

## My Notifications

No content to display.



Cisco Partner  
Login

# Partner Help on Line

[www.cisco.com/go/ph](http://www.cisco.com/go/ph)

- Network Design
- Supporto sui prodotti in fase presales
- web tool accessibile sempre (24h)
- 9.00 – 17.00 agenti in lingua italiana

The screenshot shows the Cisco Partner Helpline website. At the top, there is a navigation bar with the Cisco logo and a search box. Below the navigation bar, there are several tabs: Solutions, Products & Services, Ordering, Support, Training & Events, and Partner Central. The main content area is titled "Partner Helpline" and includes a message about a new requirement for a CCO ID starting March 8, 2008. There are four main support categories: Presales Technical Support, PDI Helpdesk, Partner Relationship Support (Non-Technical), and Advanced Tool Support. Each category has a brief description and a "Continue" link. On the right side, there are sections for "Tools and Resources for Experienced Marketers" and "Related Tools". At the bottom, there is a footer with contact information and copyright details.

# PDI Help Desk

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



Cisco Partner  
Login

**Advanced Services-IP Communications - Cisco Systems - Microsoft Internet Explorer provided by Cisco Systems, Inc.**

File Edit View Favorites Tools Help

Address [http://www.cisco.com/en/US/partner/partners/pr61/pr158/pr173/advanced\\_services.shtml](http://www.cisco.com/en/US/partner/partners/pr61/pr158/pr173/advanced_services.shtml)

Links BU's Documentation CCO CEC My Links PDI HD-Home Yahoo! Mail Cisco Web PDI HD Labs Google

**CISCO SYSTEMS** Home | Logged In | Profile | Contacts & Feedback | Help | Site Map

Partners & Resellers GO Select a Location / Language

**PARTNERS & RESELLERS** +  
**SALES RESOURCES** +  
**TECHNOLOGIES** +  
**IP COMMUNICATIONS** +  
Advanced Services  
Resources  
Programs & Promotions  
Cisco IP Telephony Solution  
Cisco Customer Contact Center Solution  
Cisco Rich-media Communications Solution  
Cisco Unified Messaging Solution  
Cisco IP Communications Security Solutions +

**IP COMMUNICATIONS**  
**Advanced Services**

**Planning, Design and Implementation Help Desk**

The PDI Help Desk (PDI HD) addresses the need for additional support required by Cisco IP Communications Specialization Partners in the complex tasks of Planning, Design and Implementation (PDI) of enterprise IP Communications solutions and IP Contact Centers.

By working with our IP Communications Specialization Partners to address issues in the early stages of IP Telephony deployments and adhering to "known good working models" and best practices, all parties will benefit.

IP Communications Specialization Partners will be able to obtain clarification and additional knowledge on Cisco IPC design principles and rules; and through this Cisco will benefit from a reduction of "break-fix" calls to TAC. Customers will receive higher-quality solutions and increased satisfaction from their voice implementations and designs.

For more information, see [About PDI Help Desk: FAQ's](#) at Partner Help Online (PHO). Visit the [IP Communications](#) and [IP Communications Express](#) websites for additional details on these programs.

**Note:** The PDI Help Desk worldwide deployment is being coordinated through the local Cisco channel support teams. If as an IP Communications Specialization partner you encounter authorization problems or questions unanswered by the PDI-HD web page, please contact these personnel.

**Types of Cases Handled**

**Search:**  
GO  
Search All Cisco.com

**Related Tools**  
[Partner Locator](#)  
[Certification and Specialization Application](#)  
[Partner E-Learning Connection](#)  
[Partner Help](#)

**Related Links**  
[Partners & Resellers Specialization](#)  
[Certification](#)  
[Customer Satisfaction](#)  
[Steps To Success](#)

**HELP DESK**

**WHAT DO YOUR CUSTOMERS WANT IN A ROUTER?**  
FIND OUT MORE

Internet

# Networking professional Connection Forum: <http://forums.cisco.com/eforum/servlet/NetProf?page=main>

The screenshot shows the Cisco Networking Professionals Connection forum homepage. The page features a navigation menu on the left with categories like Career Certifications, Data Center, Network Infrastructure, Security, Service Providers, Virtual Private Networks, Unified Communications and Video, Wireless - Mobility, Small and Medium Business, and Idea Center. The main content area is titled 'Join the Discussion' and includes sections for 'Network Infrastructure', 'Unified Communications and Video', 'Career Certifications', 'Virtual Private Networks', 'Security', and 'Small and Medium Business'. Each section lists various topics and links. There is also a 'Ask The Expert' section with featured articles like 'Deploying Cisco ASA and PIX Security Appliances with Tom Hunter' and 'Mobile Performance with 802.11n with Chris Kozup'. On the right side, there are sections for 'Forum Log in', 'Receive Newsletter', 'NetPro Idea Center', 'Tell Us What You Think', and 'Member Product Reviews'. A search bar is located at the top right of the page.

- Forum tecnico in lingua inglese per condividere con gli esperti Cisco e non le tematiche di maggior interesse – tutte le tecnologie – sezione Q&A

# Partner Business Central

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- [Partner Self Service](#)

# Quote Builder

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

- Genera configurazioni e lista materiali
- richiami alle Design Guide
- disponibile per le tecnologie Wireless, Security, UC, R&SW





**Domande?**

