



Release Notes for Cisco Collaboration Server 5.0 Service Release 1

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Introduction

This document provides the latest information about the Solaris version of the Cisco Collaboration Server (CCS), version 5.0, SR1. Review this document before installing and using Collaboration Server.



Note

For Installation instructions, see the CCS documentation set provided at the top level of the CCS CD inside a folder called “Documentation”. Except this document, all other documents that you find in other locations of your CD are still valid and relevant.



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Product Name Change

With Service Release 5.0, Cisco Collaboration Server is part of ICM software, and is referred to as the Cisco Web Collaboration Option. However, this name change is not reflected in the Release 5.0 Collaboration Server documentation.

Supported Platforms

This release of the Collaboration Server 5.0 supports the following platform. For information on additional platform support, consult your Cisco representative or subsequent CCS documentation.



Note

This release for CCS 5.0 SR1 is meant for Solaris platform only.

Server Platform

This release of the CCS 5.0 SR1 supports the following platform.

Server Type	OS	Web Server	Servlet Engine
Solaris	Solaris 2.8 with the 'recommended patches' cluster. Note that at any time, you can download the Solaris 8 with the then recommended patches through the Sun Solve Program of Sun Microsystems.	Sun ONE Web Server 6 with service pack 6 or greater.	Sun ONE Web Server



Note

Although Solaris 2.8 ships with the Java Development Kit (JDK) 1.2.2_10 and Java Runtime Environment (JRE) 1.1.8 for Solaris Platforms by default, for better performance, it is recommended that you install JDK1.3.1 before you install Sun ONE and this release of CCS 5.0 SR1.



Note

Cisco also recommends that you install Sun ONE -SP6, or the latest version of Sun ONE along with all recommended Solaris 8 patches for Sun ONE in production environment.

Database Support

The database support provided for this release of Collaboration Server is Oracle 8i. The database must be installed on Solaris Platform and configured to the Collaboration Server.

Collaboration Server Agent and Caller Browsers

The Collaboration Server 5.0 service release supports the following browser versions for agents and callers.

Agent Desktop	Netscape Navigator: 4.76 Note: Netscape 4.x versions are not supported by Windows 98 or Windows 2000. Internet Explorer: 5.01 to 6.0 SP2
Caller Desktop	American Online (AOL): 6.0 and 7.0 Internet Explorer: 4.01 SP2 to 6.0 SP1 Netscape Navigator: 4.76, 4.78 and 7.0 Note: Netscape 4.x versions are not supported by Windows 98 or Windows 2000.



Note

CCS 5.0 SR1 does not support browsers for agents or callers on Macintosh Operating System.

Dynamic Content Adapter Versions

The Cisco Collaboration Server Dynamic Content Adapter (DCA 2.01 SR1) is an extension to the Cisco Collaboration Server. The CCS 5.0 SR1 supports Dynamic Content Adapter (DCA) 2.01 SR1. Both multi-session agent and single-session agent configurations are supported in this release.

Features Supported

The following list details the features supported in Collaboration Server 5.0 SR1:

Integration with both IPCC and Legacy ACD Solutions

The Collaboration Server 5.0 SR1 supports both ACD and IPCC configurations. Customers can choose to integrate CCS with IPCC, a legacy ACD, or both a legacy ACD and IPCC. The ability to integrate with IPCC and with a legacy ACD allows customers to transition slowly from one configuration to the other.

ICM Features that Enhance Collaboration Server

While these features are accessible only through ICM software, they offer many benefits to contact centers using Collaboration Server.

- **Enterprise Skill Groups:** Using ICM configuration tools, an ICM administrator can link related skill groups on multiple Collaboration Servers together for routing and reporting purposes. For example, Boston_Sales and Seattle_Sales on separate Collaboration Servers can be combined into a Sales enterprise skill group.
- **Integrated Reporting:** The ICM provides reports that integrate Collaboration Server information with information from other applications. ICM administrators can access WebView, which provides more detailed and customized information than standard Collaboration Server 5.0 reports. WebView can generate real-time and historical reports, and allows administrators to schedule, export, and print reports. WebView also provides improved reporting on Blended Collaboration sessions; the activity during these sessions is reported clearly and accurately. While WebView offers more customized information, Collaboration Server administrators can run local Collaboration Server reports for application-specific information, such as shared pages and chat messages.
- **Routing Scripts:** ICM software allows administrators to design routing scripts. These scripts can be highly customized to produce the most efficient routing. A single ICM routing script can be used to route requests to multiple Collaboration Servers. ICM administrators can schedule routing scripts to run during specific time periods. For example, one routing script can run during normal working hours and another script can run after hours.
- **Track Service Level :** ICM software allows administrators to track the service level of the contact center. This feature allows ICM administrators to ensure that agents are responding to callers in a timely manner.

ICM Routing

In the Collaboration Server 5.0 SR1, ICM routing scripts can be used to route Web requests. ICM routing scripts provide a solution for routing Web requests to and between multi-site contact centers. These routing scripts are highly efficient, as they evaluate data from the Web request, agent availability, and agents' state across all media in order to determine the best agent for each request.

The Trailhead functionality of previous releases has been subsumed into a new ICM queue. Web requests can now wait in the ICM queue until an appropriate agent in any contact center location becomes available.

Common Agents

Collaboration Server 5.0 SR1 introduces the concept of common agents. In ICM-integrated configurations, all agents are common agents. These agents have a common set of properties across ICM-integrated applications as well as properties specific to each application. When an administrator creates an agent on the Collaboration Server, the agent is automatically created on the ICM. Administrators also can enable agents from other applications, including the ICM and Cisco Email Manager (CEM), to work on Collaboration Server.

Collaboration Server updates the ICM database when an administrator modifies a common agent. If an administrator uses CEM or ICM to modify a common agent, Collaboration Server updates the agent information locally either when the agent logs in or when an administrator views the agent's detailed information.

ICM Integration Wizard

A new wizard guides Collaboration Server administrators through the process of integrating Collaboration Server with ICM. Administrators easily update the application instance, create ICM Distributor Administration Workstation and Cisco Media Blender (CMB) connections, and enable Media Routing Domains (MRDs) and peripherals.

Media Blender Connectivity Improvements

In the Collaboration Server 5.0 SR1, the connection between Collaboration Server and the Cisco Media Blender (CMB) has been improved and stabilized. RMI (Remote Method Invocation) drivers are now used to communicate across the firewall. A Collaboration Server administrator can set up the two-way RMI connections to the CMB from the Collaboration Server Administration desktop.

Server Setup

The Collaboration Server Administration desktop allows for ease of server setup. From the Administration desktop, Collaboration Server administrators can configure the Collaboration Server application instance and ACD queue. Administrators can also configure Cisco Media Blender (CMB) connections.

Database Administration

Database administration has been improved. A new wizard guides a Collaboration Server administrator through database creation. The wizard offers other enhancements to database setup, including the ability to verify entered information. Also, a Purge Database feature has been added. This feature allows administrators to remove agent, skill group, and historical information from the database.

Roles

Each agent and administrator belongs to a Role in the Collaboration Server 5.0 SR1. Roles determine desktop feature availability and permission for agents and administrators. This information was configured through property files in prior releases, and is now set up from the Collaboration Server Administration desktop. Collaboration Server provides six default roles for standard types of agents and administrators. Roles enhance internal Collaboration Server security by allowing the Collaboration Server administrator to create various levels of privileges for different Collaboration Server agents and administrators.

Reporting

Reporting has been enhanced. In addition to running Collaboration, Caller, Browser Identification, and Browse with Me reports, administrators now can run reports on logically deleted skill groups and agents, Web callback and delayed callback requests, multiple skill groups, and transferred sessions. Each report lists the selection material used to generate the report. The amount of information in Session reports has

been increased; these reports now display shared URLs, chat messages, whiteboarding, application share, and time spent in Wrap Up. Reports on Callers contain a link to Session reports, allowing for easier access to complete session information for each caller.

Callback

Callback and delayed callback have been improved. The callback functionality has been moved from Trailhead, where it was located in previous releases, to Collaboration Server. Collaboration Server administrators can now monitor and report on these requests. Fault tolerance has been added for delayed callback requests. Callers make regular callback requests when they want to receive an immediate phone call from an agent. Callers make delayed callback requests when they want the callback to be delayed for a specific period of time.

Agent Administration

In the Collaboration Server 5.0 SR1, agent administration has been improved. Agents are now easier to create and modify. In ICM-integrated configurations, a wizard guides Collaboration Server administrators through the process of creating and modifying agents. In standalone and Media Blender configurations, administrators use a tabbed dialog box to create and modify agents. Agent ACD and Cisco Media Blender (CMB) information has been included in the agent create process. Administrators can also temporarily deny the login of agents who, for example, are on vacation.

Multiple Administrators Can Change Agents and Skill Groups Concurrently

Multiple Collaboration Server administrators can make changes on the same agent or skill group without unintentionally overwriting each other's changes. Each item has a change-stamp that is compared before updates are applied. If the change-stamp does not match when the administrator attempts to apply the changes, the administrator is required to get the updated information before the changes will be accepted.

Script Builder

The Collaboration Server 5.0 release contains many changes and enhancements to ScriptBuilder. ScriptBuilder has been divided into script viewing and script building. All of the script building functionality that was located in the agent desktop in previous releases has been moved to the Collaboration Server Administration desktop. Two new roles are introduced:

- Script authors
- Script administrator

These roles govern the degree of script building, authorship, and control available through the administration desktop. Agents can now only view and share scripts from the agent desktop. A wizard guides script authors through the process of creating, assigning, uploading content to, and arranging scripts. A new script content type, URL comparison, has been added. In URL comparisons, two web pages are uploaded and display side-by-side in the caller's browser when shared. Administrators also can upload user-defined scripts for agent use. User-defined scripts are scripts that an administrator creates manually from JavaScript functions and HTML.

Agent Desktop

Multi-session agents can change their passwords and set their external view startup preference from the agent desktop. Single-session agents now can also change their passwords through the desktop. The Wrap Up feature has been added to the single-session and multi-session agent desktops. This feature allows agents to Wrap Up at the end of a Collaboration session. During Wrap Up, a page opens in which agents can finish work relating to a completed session. The Collaboration Server administrator configures the content of this Wrap Up page. The availability and/or behavior of each of these new features is determined through Roles.

Client-side Application Programming Interface

The Collaboration Server 5.0 SR1 has Client-side Application Programming Interface (API). This Client-side API allows Cisco partners to use Collaboration features on their agent desktops.

For all Collaboration Server configurations, the Client-side API provides JavaScript functions and Java applets in order to perform the following:

- Connect and engage in single-session Chat and Blended Collaboration sessions
- Log in and log out
- Wrap Up
- View session participants
- Page Share
- Form Share
- Follow Me browsing
- Send Chat
- Remote Control
- Disconnect sessions
- Use Collaboration Server skill group-based routing in push mode for standalone and Media Blender configurations
- Start and stop event polling

For ICM integrated configurations, the Client-side API also provides the ability to perform the following:

- Share agent properties, such as first and last name and password, with all applications
- Run ICM routing scripts
- Run real-time and historical multi-channel reports

Monitoring

The Collaboration Server 5.0 SR1 offers increased monitoring capabilities. In addition to monitoring skill groups, queues, and agents, administrators can now monitor connections, such as ARM connections to peripheral gateways (PGs), MRI connections to Media Routing Peripheral Gateways (MR PGs), and BAPI connections to CTI Server. Additionally, administrators are also able to monitor the AW connection to the ICM Distributor Administration Workstation.

Seamless Request Routing between Collaboration Servers

Seamless request routing between Collaboration Servers The Collaboration Server 5.0 SR1 allows requests to be routed seamlessly between Collaboration Servers. If a request is routed from a queue on one Collaboration Server to an agent on another Collaboration Server, the Caller Control Panel on the caller's screen masks the routing and any time spent in the ICM queue.

While the request is being routed to an agent, the agent receives the caller's name. The agent can view the caller's information and the Web page from which the request originated, and send the caller chat messages and Web pages. Once the Caller Control Panel has connected to the server, the caller views the messages and/or Web pages.

Message and Ad Display in the Caller Control Panel

In the Collaboration Server 5.0 SR1, a Collaboration Server administrator can configure the Caller Control Panel to display ads, messages, and Web pages. A Collaboration Server administrator determines what information displays and whether these ads, messages, and/or Web pages appear as a banner within the Caller Control Panel or in a full-size browser window. This information displays while the caller is waiting to join a session and while a caller is being routed between servers. Administrators must perform setup in both the Collaboration Server and the ICM software.

Improved Support for Multiple ACDs per Collaboration Server

Previously, every Blended Collaboration agent required unique voice extensions, even if agents were on separate ACDs. With Collaboration Server release 5.0, the Agent's MeetMe ID (formerly known as the "permanent extension") and Agent ID (for voice) have been de-coupled. The MeetMe ID is now used only for MeetMe requests. The Voice Agent ID is now its own entity. The enhancement allows for two or more Collaboration Server agents to have the same Voice Agent ID, assuming the agents are logging into different ACDs.

Multiple PIMs per PG

Multiple PIMs per PG

Collaboration Server release SR1 supports the enabling of up to 32 PIMs (Peripheral Interface Manager), which is the ICM limit, in a single PG (Peripheral Gateway) using the same Agent Reporting and Management (ARM) client connection to the CTI server.

Verify and Sync

The Verify and Sync utilities attempt to resolve inconsistencies that may occur between the ICM and Collaboration Server databases. Normally, the databases stay in sync, but there are some instances when the two databases can become out of sync, for example, a Collaboration Administrator may fail to complete the "Skill Group: Create" wizard or the "Skill Group: Show view/change" wizard, resulting in values present in ICM, but not in Collaboration Server.

The Verify utility checks the two databases to make certain they are correctly in sync. After the utility is run a report is provided showing any inconsistencies.

The Sync utility attempts to automatically resolve any inconsistencies. If the Sync utility cannot automatically fix inconsistencies, then the detailed information is provided by the utility as to how a user can manually fix the problem.

The Verify and Sync utilities are run from the Collaboration Server Administration Desktop by selecting **Collaboration Server > Server Setup > Database > Verify and Sync**.

Denial of Service Defenses

A Denial of Service attack occurs when an individual makes illegitimate callbacks or Blended Collaboration requests to the Collaboration Server. These illegitimate requests consume resources so that the Collaboration Server denies service to legitimate requests.

The Denial of Service defense detects and filters out these illegitimate requests. Denial of Service defense protects against illegitimate requests made by individuals who provide false phone numbers or IP addresses and bulk requests made by a single user.

If your enterprise uses multiple Collaboration Servers, each Collaboration Server maintains its own Denial of Service policies and list of blocked phone numbers and IP addresses. Collaboration Servers do not share information regarding blocked IP addresses, blocked phone numbers, or policies.

If a phone number or IP address is blocked then the Collaboration Server does not allow callbacks to be made to the phone number on the blocked phone number list, or phone numbers entered by a user having an IP address in the blocked IP address list.

Localization

Collaboration Server Release 5.0 supports localization of the administration desktop, single-session agent, multi-session agent, and caller interfaces in the following languages:

- US English (default)
- German
- Spanish
- French
- Korean
- Simplified Chinese

Caveats Resolved in this Release

This section contains a list of the severity 1, severity 2, and severity 3 defects that were raised and solved for this release of Collaboration Server. Defects are listed by severity.

For more information on defects, use the Bug ToolKit found at:
www.cisco.com/support/bugtools/Bug_root.html

Defect Number: CSCma26259

Component: applet-agent

Severity: 1

Headline: Agentpanel.jhtml allows login with username but no password

Summary: By invoking agentpanel.jhtml directly and bypassing agentframe.jhtml, an intruder can circumvent the authorization process if specified a valid agent name. The caching typically lasts for an hour after the agent has logged out.

Defect Number: CSCma25264

Component: scriptbuilder

Severity: 1

Headline: Getting I/O error when uploading presentation using Scriptbuilder

Summary: While attempting to upload a presentation to Collaboration 4.0 for the first time, an I/O error occurs.

Defect Number: CSCma24927

Component: app-share

Severity: 2

Headline: CCS 5.0 - Client side Application Sharing doesn't load an Agent

Summary: The Agent application sharing applet does not completely load. The App-Share frame initializes with a blank screen with sometimes minimized.

Defect Number: CSCma25267

Component: app-share

Severity: 2

Headline: Application Sharing fails to operate

Summary: App sharing viewer fails for the agent when a second caller tries to share an application.

Defect Number: CSCma25327

Component: app-share

Severity: 2

Headline: Application Sharing fails to operate 2nd time Caller enters session

Summary: Application Sharing fails to operate for the caller when he tries to enter the session for the second time and also subsequent tries.

Defect Number: CSCma24846

Component: server-bapi

Severity: 2

Headline: Can not use Port 1099 for Local Connection Port

Summary: Configuring port 1099 for the local connection port in the BAPI connection causes link to disappear in the monitor page and link remains down.

Defect Number: CSCma26027

Component: caller-page-dsplay

Severity: 2

Headline: Complex Pageshare does not work for IE callers

Summary: Unable to use caller complex page sharing like logging an agent into SSC, logging a caller into meetme, push a page from the agent, caller accepts applet and buttons change color on caller control panel, while using IE browser.

Defect Number: CSCma25420

Component: agent-api

Severity: 2

Headline: Error while logging in SSC and MSC agent

Summary: SSC and MSC agents are not able to successfully login to the application. After creation of the SSC and MSC agents, when SSC and MSC agent tried to login to the system, the application throws error.

Defect Number: CSCma24930

Component: agent-api

Severity: 2

Headline: Not able to establish MSC session

Summary: Agent's machine has not been configured to append DNS suffixes to the hostname and hence not able to establish the MSC session.

Defect Number	Component	Severity	Headline
CSCma24849	admin	3	Link disappears from Monitor when making a change to it.
CSCma24634	browse-rmisc	3	Hot Bar install causes browser test failure
CSCma26061	documentation	3	Caller Redirection - Multi Site Xfer Docs need clarifications
CSCma23354	international	3	If the ICM/CCS langs dont match, cant put space in agent or skill desc
CSCma25014	international	3	JPN: incorrect date format in Caller Collaboration Result report
CSCma25019	international	3	JPN: Role View/Change page not shown when the desc is in Japanese
CSCma25023	international	3	JPN: User-defined script should not be defined as usual content
CSCma25025	international	3	JPN: Java error occurs in the script preview screen
CSCma25026	international	3	JPN: Order of script items is not saved

Defect Number	Component	Severity	Headline
CSCma25028	international	3	JPN: Corruption in IE title bar when showing script contents
CSCma25034	international	3	JPN: Corruption in description in Server Setup : Connections : Show
CSCma25035	international	3	JPN: Date in GMT in browser identification report
CSCma25041	international	3	JPN: Corruption in Script Viewer area when no script is chosen
CSCma25039	ms-agent-gui	3	JPN: Wordwrap occurs in MSC agent desktop Logout icon label
CSCma25040	ms-agent-gui	3	English string Options remains in MSC agent desktop
CSCma23364	reports	3	CCS rpts duration/time wait field all incorrect by same amount
CSCma25015	reports	3	JPN: Data shown in Unicode escape format in Browse With Me report
CSCma22085	server	3	Server complains at startup about missing VSLogConfiguration.props
CSCma22694	serversetup-queue	3	Unable to add/modify Queue desc. if all blender connections used
CSCma25042	whiteboarding	3	Whiteboard does not work, nothing occurs when drawing line, etc
CSCma22150	whiteboarding	3	There are a few texts are hard coded in English
CSCma24894	admin	3	Link Collaboration Documentation on CCS main page is not working
CSCma25541	admin	3	JPN: HTML truncation at JPN description in Server Setup : Connection
CSCma26162	admin	3	CCS-CMB connection is not shown in admin screen
CSCma23662	admin-roles	3	Roles:Show displays all roles even if user can view only agent roles
CSCma25021	admin-roles	3	Original role name should be shown in the header in the role wizard
CSCma21996	admin-roles	3	Buttons on Role: show page dont work if special chars in role desc
CSCma22455	agent-api	3	Case sensitivity in JHTML file
CSCan02153	app-demo-display	3	fragment image when app sharing
CSCma21583	applet-agent	3	Wrapup page does not clear when wrapup ended on softphone
CSCma22709	admin	3	RMI SSL Blender connections not showing up in connection monitor
CSCma24937	browser-agent	3	JavaScript error in MSC Agent window

Defect Number	Component	Severity	Headline
CSCma26152	caller	3	Caller does not get chat messages and shared pages in CallMe session
CSCma25489	capi	3	capi jhtml pages encounter authentication compilation error
CSCma25514	documentation	3	Collab Session SDK v5 refers to all the old directory structures
CSCma26262	servlet-exec	3	CCS 5.0/Servlet not being protected from Cross sight scripting
CSCma22570	caller	3	Netscape 7 callers stay in queue after they click the caller cntrl X
CSCma25017	reports	3	Some strings are not localized in participants report page
CSCma21843	database	3	dbyte: Database description is not correct in the file.
CSCma25540	admin-skills	3	JPN: corruption in description in skill group show page
CSCma26260	caller	3	Caller control panel closing via X does not work with IE 6
CSCma26283	documentation	3	Collaboration RMI connection port must be different then registry
CSCma25037	international	3	JPN: Japanese characters in field become corrupted in Form Share
CSCma23930	international	3	Skill Group Description with non-ASCII Latin1 is rejected
CSCma21565	caller	3	caller cant do form share to agent in NN6 and NN7

Known Limitations in this Release

This section contains information about the known limitations of this version of Collaboration Server. Many of these limitations have been entered as defects. For these defects, it was determined that the software functions as designed and the defects have been closed.

For more information on defects, use the Bug ToolKit found at:
www.cisco.com/support/bugtools/Bug_root.html

Defect Number	Component	Severity	Headline
CSCec03688	other	3	Doesn't work with Win2K SP4

Known Caveats in this Release

This section contains a list of known defects for this version of Collaboration Server. The list contains the defect number, component, severity and description.

For more information on defects, use the Bug ToolKit found at:
www.cisco.com/support/bugtools/Bug_root.html

Defect Number	Component	Severity	Headline
CSCma26725	documentation	3	docs need updating on aw conapi for agent logins
CSCec36936	html	3	Hit system error and network error when login using netscape browser
CSCec43418	blended-collab	3	Collaboration request stay in queue even caller disconnected
CSCma26950	other	3	CCS did not copy jhtml and html files during upgrade from 4.0 to 5.0
CSCma22806	applet-agent	3	Agent browser doesnt reconnect to CCS in a failover scenario
CSCma26278	blended-collab	3	G3 - Blended Collaboration is successful when ARM is showing DOWN
CSCma25738	blended-collab	3	G3 - BC session Transfer is not handled for the second time
CSCma22597	caller	3	Netscape 7 callers with caller app share enabled dont load plugin
CSCma24632	ms-agent-gui	3	MSC Agents cannot pick up caller from queue
CSCma25864	documentation	3	E207477: Unable to set the property 'wantscollab=false'
CSCma26762	international	3	Localized files are not generated in the CCS build
CSCma22367	other	3	Multi-session chat agent does not send logout for 12 minutes
CSCma25460	browser-agent	3	wlServer.wcServer.restrictedUrls

Obtaining Documentation

Cisco provides several ways to obtain documentation, 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 on the World Wide Web at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from 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 may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order annual or quarterly subscriptions through the online Subscription Store:

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

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/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA.) at 408526-7208 or, elsewhere in North America, by calling 800553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

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

You can submit comments 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.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance.

Cisco TAC Website

The Cisco TAC website (<http://www.cisco.com/tac>) provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year.

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

The online TAC Case Open Tool (<http://www.cisco.com/tac/caseopen>) is the fastest way to open P3 and P4 cases. (Your network is minimally impaired or you require product information). After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using these recommendations, your case will be assigned to a Cisco TAC engineer.

For P1 or P2 cases (your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case 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 listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your 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.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation 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.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—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 Catalog describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: Internetworking Terms and Acronyms Dictionary, Internetworking Technology Handbook, Internetworking Troubleshooting Guide, and the Internetworking Design Guide. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

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

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

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

- 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/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

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