



## About This Guide

---

This guide is intended to help you install your Cisco 11500 series content services switch (hereinafter referred to as the CSS) and get it into operation. It provides you with instructions for installing, cabling, booting, and configuring the CSS using the configuration script.

## Audience



Warning

---

**Only trained and qualified personnel are allowed to install or replace this equipment.**

---

This guide is intended for the following trained and qualified service personnel who are responsible for installing and operating the CSS:

- System installer
- Hardware technician
- System operator

# How to Use This Guide

This section describes the chapters and contents in this guide.

Chapter/Appendix	Description
Chapter 1, <a href="#">Unpacking and Installing the CSS</a>	This chapter provides instructions for unpacking and installing the CSS.
Chapter 2, <a href="#">Cabling the CSS</a>	This chapter describes the CSS 11501 integrated platform and the CSS 11503 and 11506 modular platforms, including LEDs and connectors. This chapter also provides instructions for connecting the console and power cords.
Chapter 3, <a href="#">Booting and Configuring the CSS</a>	This chapter provides information on powering and booting the CSS for the first time. This chapter also describes how to configure the CSS using the configuration script.
Appendix A, <a href="#">Specifications</a>	This appendix provides specifications for the CSS and its components.
Appendix B, <a href="#">Cable Connector Pinouts</a>	This appendix provides pinouts for each connector on the CSS.
Appendix C, <a href="#">Troubleshooting</a>	This appendix provides troubleshooting information for the CSS, power supply, and the boot process.
Appendix D, <a href="#">Regulatory Compliance and Safety Information for the Cisco 11500 Series Content Services Switch</a>	This appendix provides information on regulatory compliance and safety pertaining to the CSS.

# Related Documentation

In addition to this document, the content services switch documentation set includes the following publications:

Document Title	Description
<i>Release Note for the Cisco 11500 Series Content Services Switch</i>	This release note provides information on operating considerations, caveats, and CLI commands for the Cisco 11500 series CSS.
<i>Cisco Content Services Switch Administration Guide</i>	This guide describes how to perform administration tasks on the CSS including logging into the CSS, upgrading your CSS software, and configuring the following: <ul style="list-style-type: none"><li>• Management ports, interfaces, and circuits</li><li>• DNS, ARP, RIP, IP, and bridging features</li><li>• OSPF</li><li>• Logging, including displaying log messages and interpreting sys.log messages</li><li>• User profile and CSS parameters</li><li>• SNMP</li><li>• RMON</li><li>• Offline Diagnostic Monitor (Offline DM) menu</li></ul>

Document Title	Description
<p><i>Cisco Content Services Switch Basic Configuration Guide</i></p>	<p>This guide describes how to perform basic CSS configuration tasks, including:</p> <ul style="list-style-type: none"> <li>• Services</li> <li>• Owners</li> <li>• Content rules</li> <li>• Sticky parameters</li> <li>• HTTP header load balancing</li> <li>• Source groups, Access Control Lists (ACLs), Extension Qualifier Lists (EQLs), Uniform Resource Locator Qualifier Lists (URQLs), Network Qualifier Lists (NQLs), and Domain Qualifier Lists (DQLs)</li> <li>• Caching</li> </ul>
<p><i>Cisco Content Services Switch Advanced Configuration Guide</i></p>	<p>This guide describes how to perform advanced CSS configuration tasks, including:</p> <ul style="list-style-type: none"> <li>• Domain Name Service (DNS)</li> <li>• DNS Sticky</li> <li>• Content Routing Agent</li> <li>• Client Side Accelerator</li> <li>• Network proximity</li> <li>• VIP and virtual IP interface redundancy</li> <li>• Box-to-box redundancy</li> <li>• Demand-based content replication and content staging and replication</li> <li>• Secure Socket Layer (SSL) termination with the SSL Acceleration Module</li> <li>• Firewall load balancing</li> <li>• CSS scripting language</li> </ul>

Document Title	Description
<i>Cisco Content Services Switch Command Reference</i>	This guide provides an alphabetical list of all CSS Command Line Interface commands including syntax, options, and related commands.
<i>Cisco Content Services Switch Device Management User's Guide</i>	This guide provides an overview on using the Device Management user interface, an HTML-based Web application that you use to configure and manage a CSS.

## Symbols and Conventions

This guide uses the following symbols and conventions to emphasize certain information.



### Caution

A caution means that a specific action you take could cause a loss of data or adversely impact use of the equipment.



### Note

A note provides important related information, reminders, and recommendations.

**Bold text** indicates a command in a paragraph.

`Courier text` indicates text that appears in a command line, including the CLI prompt.

**`Courier bold text`** indicates commands and text you enter in a command line.

*Italics text* indicates the first occurrence of a new term, book title, and emphasized text.

1. A numbered list indicates that the order of the list items is important.
  - a. An alphabetical list indicates that the order of the secondary list items is important.
- A bulleted list indicates that the order of the list topics is unimportant.
  - An indented list indicates that the order of the list subtopics is unimportant.

Before you install, configure, or perform maintenance on the CSS, review the documentation for the procedure you are about to perform, paying special attention to the safety warnings. If you need translations of the safety warnings, refer to the Appendix D, [Regulatory Compliance and Safety Information for the Cisco 11500 Series Content Services Switch](#).




---

**Warning**

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. (To see translations of the warnings that appear in this publication, refer to the appendix “Translated Safety Warnings” in the installation guide that accompanied this device.)

**Waarschuwing**

Dit waarschuwingssymbool betekent gevaar. U verkeert in een situatie die lichamelijke letsels kan veroorzaken. Voordat u aan enige apparatuur gaat werken, dient u zich bewust te zijn van de bij elektrische schakelingen betrokken risico's en dient u op de hoogte te zijn van standaard maatregelen om ongelukken te voorkomen. (Voor vertalingen van de waarschuwingen die in deze publicatie verschijnen, kunt u het aanhangsel “Translated Safety Warnings” (Vertalingen van veiligheidsvoorschriften) in de installatiegids die bij dit toestel is ingesloten, raadplegen.

**Varoitus**

Tämä varoitusmerkki merkitsee vaaraa. Olet tilanteessa, joka voi johtaa ruumiinvammaan. Ennen kuin työskentelet minkään laitteiston parissa, ota selvää sähkökytkentöihin liittyvistä vaaroista ja tavanomaisista onnettomuuksien ehkäisykeinoista. (Tässä julkaisussa esiintyvien varoitusten käännökset löydät tämän laitteen mukana olevan asennusoppaan liitteestä “Translated Safety Warnings” (käännetyt turvallisuutta koskevat varoitukset).)

**Attention**

Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant entraîner des blessures. Avant d'accéder à cet équipement, soyez conscient des dangers posés par les circuits électriques et familiarisez-vous avec les procédures courantes de prévention des accidents. Pour obtenir les traductions des mises en garde figurant dans cette publication, veuillez consulter l'annexe intitulée « Translated Safety Warnings » (Traduction des avis de sécurité) dans le guide d'installation qui accompagne cet appareil.

- Warnung** Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu einer Körperverletzung führen könnte. Bevor Sie mit der Arbeit an irgendeinem Gerät beginnen, seien Sie sich der mit elektrischen Stromkreisen verbundenen Gefahren und der Standardpraktiken zur Vermeidung von Unfällen bewußt. (Übersetzungen der in dieser Veröffentlichung enthaltenen Warnhinweise finden Sie im Anhang mit dem Titel "Translated Safety Warnings" (Übersetzung der Warnhinweise) in der diesem Gerät beiliegenden Installationsanleitung.)
- Avvertenza** Questo simbolo di avvertenza indica un pericolo. Si è in una situazione che può causare infortuni. Prima di lavorare su qualsiasi apparecchiatura, occorre conoscere i pericoli relativi ai circuiti elettrici ed essere al corrente delle pratiche standard per la prevenzione di incidenti. La traduzione delle avvertenze riportate in questa pubblicazione si trova nell'appendice, "Translated Safety Warnings" (Traduzione delle avvertenze di sicurezza), del manuale d'installazione che accompagna questo dispositivo.
- Advarsel** Dette varselsymbolet betyr fare. Du befinner deg i en situasjon som kan føre til personskade. Før du utfører arbeid på utstyr, må du være oppmerksom på de faremomentene som elektriske kretser innebærer, samt gjøre deg kjent med vanlig praksis når det gjelder å unngå ulykker. (Hvis du vil se oversettelser av de advarslene som finnes i denne publikasjonen, kan du se i vedlegget "Translated Safety Warnings" [Oversatte sikkerhetsadvarsler] i installasjonsveiledningen som ble levert med denne enheten.)
- Aviso** Este símbolo de aviso indica perigo. Encontra-se numa situação que lhe poderá causar danos físicos. Antes de começar a trabalhar com qualquer equipamento, familiarize-se com os perigos relacionados com circuitos eléctricos, e com quaisquer práticas comuns que possam prevenir possíveis acidentes. (Para ver as traduções dos avisos que constam desta publicação, consulte o apêndice "Translated Safety Warnings" - "Traduções dos Avisos de Segurança", no guia de instalação que acompanha este dispositivo).

- ¡Advertencia!** Este símbolo de aviso significa peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considerar los riesgos que entraña la corriente eléctrica y familiarizarse con los procedimientos estándar de prevención de accidentes. (Para ver traducciones de las advertencias que aparecen en esta publicación, consultar el apéndice titulado "Translated Safety Warnings," en la guía de instalación que se acompaña con este dispositivo.)
- Varning!** Denna varningssymbol signalerar fara. Du befinner dig i en situation som kan leda till personskada. Innan du utför arbete på någon utrustning måste du vara medveten om farorna med elkretsar och känna till vanligt förfarande för att förebygga skador. (Se förklaringar av de varningar som förekommer i denna publikation i appendix "Translated Safety Warnings" [Översatta säkerhetsvarningar] i den installationshandbok som medföljer denna anordning.)
- 

## Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

### World Wide Web

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

<http://www.cisco.com>

Translated documentation is available at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)



## Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

## Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

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

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

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

We appreciate your comments.

# Obtaining Technical Assistance

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

## Cisco.com

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

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

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

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

<http://www.cisco.com>

## Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

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

- **Priority level 4 (P4)** — You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- **Priority level 3 (P3)** — Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- **Priority level 2 (P2)** — Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- **Priority level 1 (P1)** — Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

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

## Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

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

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

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

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

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

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

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

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.