



# Release Notes for Cisco Pulse Release 1.0.5

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## Introduction

These release notes describe requirements, important installation information and notes, software upgrades, new features, and caveats for Cisco Pulse release 1.0.5. Before you install or use this version of Cisco Pulse, we recommend that you review this document for issues and late-breaking information.

## System Requirements

- [Hardware and Software Requirements, page 2](#)
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- [Integrated Functionality Requirements, page 3](#)
- [Client and Browser Requirements, page 3](#)



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## Hardware and Software Requirements

Table 1 describes the Pulse Appliances and the Cisco Pulse release 1.0.5 software for each appliance.

**Table 1** *Pulse Appliance Hardware and Software*

<b>Pulse Appliance</b>	<b>Number Required In Pulse Topology</b>	<b>Required Hardware</b>	<b>Software</b>
Pulse Collect Appliance	One or more	Cisco MCS-7845-I3 server, Cisco part number MCS7845I3-K9-PULSE	Pulse Collect Engine 1.0.5 - Rich Media, Cisco part number PULSE-CLRM-K9-R10
Pulse Connect Appliance	One	Cisco MCS-7845-I3 server, Cisco part number MCS7845I3-K9-PULSE	Pulse Connect Engine 1.0.5, Cisco part number PULSE-CN-K9-R10

## Pulse Collect Appliance Configuration Requirements and Recommendations

These configuration requirements exist for the Pulse Collect Appliance:

- Each Pulse Collect Appliance must have these connections:
  - A connection to the Pulse Connect Appliance via the Pulse management port (100/1000 Gigabit Ethernet port 0).
  - At least one connection to a switch via 100/1000 Gigabit Ethernet ports 1 or 2.
- If the appliance has a second connection to a switch, the connection can be to the same or another switch.

A Pulse Collect Appliance relies on these traffic-capturing features available on Cisco switches to observe network traffic for analysis:

- Switched Port Analyzer (SPAN)
- Remote Switched Port Analyzer (RSPAN) with VLAN Access Control Lists (VACLs)

We recommend using RSPAN with VACLs because they support packet filtering via access lists, which optimize the amount of traffic a switch forwards to a Pulse Collect Appliance.

Traffic that is captured and forwarded to the Pulse Collect Appliance should not include 802.1q encapsulation. You must ensure that the SPAN/VACL capture destination port is not configured as a trunk port.

## Integrated Functionality Requirements

[Table 2](#) describes existing functionality in your network that can be integrated with Cisco Pulse. If you decide to integrate this functionality, [Table 2](#) also provides the releases required by Cisco Pulse.

**Table 2** *Integrated Functionality Requirements*

Functionality	Releases Required By Cisco Pulse	Description
Cisco Unified Communications Manager	6.1	Configure if you want to implement Click-to-Call in the Pulse Locator search results.
Cisco Unified Presence	7.0	Configure if you want to display availability icons for users in the Pulse Locator search results.

## Client and Browser Requirements

You can access Cisco Pulse from Microsoft Windows clients with one of these supported browsers:

- Mozilla Firefox browser, version 2.0 or 3.0
- Microsoft Internet Explorer browser, version 6.0, 7.0, or 8.0

If you use a different browser to access Cisco Pulse, the system warns and reminds you to use one of the supported browsers.

Also, to support the playing of videos in the Pulse Locator search results page, a browser must support the Adobe Flash Player 9 and above. However, we highly recommend upgrading to the latest available Adobe Flash Player version for the best performance.

## Installation Notes

[Table 3](#) outlines the high-level initial deployment tasks for Cisco Pulse, the sequence in which the tasks must be performed, the Pulse Appliances to which each task applies, who is responsible for each task, and where to find information on performing the task.

**Table 3**      **High-Level Cisco Pulse Deployment Tasks**

<b>Task No</b>	<b>Deployment Task</b>	<b>Pulse Appliance to Which Task Applies</b>	<b>Who Is Responsible</b>	<b>Where to Find Information</b>
1	Install and perform basic setup. A Setup wizard guides you through the basic setup.	Pulse Collect Appliances Pulse Connect Appliance	Network administrator	For rack mounting information, see the documentation that ships with the Cisco MCS-7845-I3 servers.  For cabling and basic setup information, see the <i>Cisco Pulse Administrator Guide</i> , Release 1.0.5.
2	Initially load application software.	Pulse Collect Appliances Pulse Connect Appliance	System administrator	<i>Cisco Pulse Administrator Guide</i> , Release 1.0.5
3	Generate a certificate for the web server that hosts Cisco Pulse.	Pulse Connect Appliance	System administrator	<i>Cisco Pulse Administrator Guide</i> , Release 1.0.5
4	Register Cisco Pulse, after which the system sends you an email that includes a license file. You must upload this file to Cisco Pulse, a step that is performed during task 5.	Although this task is performed using a web tool on Cisco.com, the license is associated with the Pulse Connect Appliance.	System administrator	<i>Cisco Pulse Administrator Guide</i> , Release 1.0.5
5	Initially configure Cisco Pulse using the Administration setup wizard.	Although this task configures both the Pulse Collect and Connect Appliances, the configuration is handled by the Pulse Connect Appliance.	System administrator	<i>Cisco Pulse Administrator Guide</i> , Release 1.0.5
	Create the Pulse and Restricted Vocabularies. <b>Note</b> This task can be performed in parallel to tasks 1 through 5.	None. This task is handled independently of the Pulse Collect and Connect Appliances.	Business administrator	<i>Cisco Pulse Administrator Guide</i> , Release 1.0.5
6	Upload the Pulse and Restricted Vocabularies into the system.	This task is handled by the Pulse Connect Appliance.	Business administrator	<i>Cisco Pulse Administrator Guide</i> , Release 1.0.5

# Upgrading the Cisco Pulse Software to Release 1.0.5

These topics describe how to upgrade the application software on the Pulse Collect and Connect Appliances to version 1.0.5:

- [Downloading the Application Software, page 5](#)
- [Upgrading Application Software on a Pulse Collect Appliance, page 5](#)
- [Upgrading Application Software on a Pulse Connect Appliance, page 9](#)

## Downloading the Application Software

You must access and download the application software version 1.0.5 for the Pulse Appliances. You can download the software using one of these methods:

- Burn the image to a CD.
- Copy the image to a management station that can access the Pulse Appliances.

### Before You Begin

To download the application software for the Pulse Collect and Connect Appliances, you need an account on Cisco.com. If you do not have an account, you can create one by clicking the Register link on:

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

### Procedure

To download the application software:

- 
- Step 1** Go to this location on Cisco.com:  
<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=282841853>
- Step 2** When prompted, enter your Cisco.com username and password.  
The Download Software page appears.
- Step 3** In the Select a Product area, click **Enterprise Social Software**, then click **Cisco Pulse**.
- Step 4** Access software version 1.0.5 for the Pulse Collect or Connect Appliance.
- Step 5** Either burn the ISO image to a CD, or copy it a management station that can access the Pulse Collect and Connect Appliances.
- Step 6** For upgrade instructions, go to these topics:
- [Upgrading Application Software on a Pulse Collect Appliance, page 5](#)
  - [Upgrading Application Software on a Pulse Connect Appliance, page 9](#)
- 

## Upgrading Application Software on a Pulse Collect Appliance

The application upgrade process that you perform depends on if you downloaded the application software to a CD or a management station. Regardless of where the application software currently resides, you use a utility to install the application software on a Pulse Collect Appliance.

**Note**

The application upgrade process retains any existing management and user data on the Pulse Collect Appliance. You do not have to reenter or reconfigure any of this data.

**Before You Begin**

- The Pulse Collect Appliance upgrade procedures assume that you are upgrading the software from the previous release (1.0.4) to the current release (1.0.5). If your Pulse Collect Appliance is currently running an older release, we strongly recommend that you upgrade the software to the next release in the sequence and so on until you upgrade to release 1.0.5. For example, if your appliance is currently running release 1.0, you must upgrade to release 1.0.1, then to release 1.0.2, and so on until you finally upgrade the software to release 1.0.5.
- If you plan to upgrade the application software using a CD, you or a co-worker must be in the same physical location as the Pulse Collect Appliance to insert the CD into the CD drive of the appliance. For more information, see the [“Application Software on a CD” section on page 6](#).
- You need this information to upgrade the application software on a Pulse Collect Appliance:
  - System administrator username and password
  - Root password
  - IP address

## Application Software on a CD

You can perform this upgrade using a Secure Shell (SSH) session between a UNIX- or Microsoft Windows-based management station and the Pulse Collect Appliance. If your management station runs Microsoft Windows, you must run an SSH client.

**Procedure****Note**

For the sake of providing a sample scenario, this procedure assumes that you establish an SSH session from a UNIX management station and that a co-worker inserts the CD into the CD drive of the appliance.

**Step 1** Initiate an SSH session from a management station to the Pulse Collect Appliance using this command syntax:

```
ssh username@ip-or-host address
```

or

```
ssh ip-or-host address -l username
```

where:

*username* = System administrator username

*ip-or-host address* = IP address or host name of the Pulse Collect Appliance

For example:

```
ssh admin@10.1.0.11
```

or

```
ssh 10.1.0.11 -l admin
```

**Step 2** Log in as the system administrator, and when prompted, enter the system administrator password provided by the network administrator.

- Step 3** Log into the Pulse Collect Appliance as root using this command syntax:
- ```
su -
```
- Step 4** When prompted, enter the root password provided by the network administrator.
- Step 5** Have a co-worker insert the CD into the CD drive of the Pulse Collect Appliance.
- Step 6** From any location, invoke the utility that installs the application software using this command syntax:
- ```
install_collect_software-version.sh dvd
```
- where:
- software-version* = “rm” for the rich-media version.
- For example, enter this command:
- ```
install_collect_rm.sh dvd
```
- Step 7** After the application is installed, start it by entering this command:
- ```
service collect start
```
- Step 8** Repeat [Step 1](#) through [Step 7](#) for each additional Pulse Collect Appliance in your Pulse topology.
- 

## Application Software on a Management Station

You can perform this upgrade using an SSH session between a UNIX- or Microsoft Windows-based management station and the Pulse Collect Appliance. If your management station runs Microsoft Windows, you must run an SSH client.

### Before You Begin

To copy the application software from a management station to the Pulse Collect Appliance, you need this information for the management station:

- IP address or host name of the system.
- Username and password to log into the system.

### Procedure



#### Note

For the sake of providing a sample scenario, this procedure assumes an SSH session established from a UNIX management station.

---

- Step 1** Initiate an SSH session from a management station to the Pulse Collect Appliance using this command syntax:
- ```
ssh username@ip-or-host address
```
- or
- ```
ssh ip-or-host address -l username
```
- where:
- username* = System administrator username
- ip-or-host address* = IP address or host name of the Pulse Collect Appliance

For example:

```
ssh admin@10.1.0.11
```

or

```
ssh 10.1.0.11 -l admin
```

**Step 2** When prompted, enter the system administrator password provided by the network administrator.

**Step 3** Log into the Pulse Collect Appliance as root by entering this command:

```
[admin@mylocalhost ~]$ su -
```

**Step 4** When prompted, enter the root password provided by the network administrator.

**Step 5** Create a directory in which to place the downloaded ISO file on the Pulse Collect Appliance.



**Note**

---

For this and future downloads of application software from Cisco.com, we strongly recommend creating a separate directory for each major and minor release of application software.

---

For example:

```
mkdir /partB/version1_0_5
```

**Step 6** Change directories to the /partB/version1\_0\_5 directory by entering this command:

```
cd /partB/version1_0_5
```

**Step 7** Copy the ISO file from a management station to the Pulse Collect Appliance using this command syntax or an equivalent command that performs the same function:

```
scp username@ip-or-host address:iso-pathname/iso-name
```

where:

*username* = Name of user that can access the management station

*ip-or-host address* = IP address or host name of the management station

*iso-pathname* = Pathname of the directory in which the ISO file currently resides

*iso-name* = ISO filename

For example:

```
scp admin@10.1.0.21:/cisco_pulse/download/version1_0_5/collect-iso .
```

After you enter this command, you are prompted to enter a password for the management station.

**Step 8** Enter a password to access the management station.

**Step 9** From any location, invoke the utility that installs the application software using this command syntax:

```
install_collect_software-version.sh /directory-pathname
```

where:

*software-version* = "rm" for the rich-media version.

*/directory-pathname* = Specifies the directory that includes the ISO file.

For example, to specify the rich-media version of the application software and the location of the ISO file as /partB/version1\_0\_5 folder, enter this command:

```
install_collect_rm.sh /partB/version1_0_5
```

**Step 10** After the application is installed, start it by entering this command:

```
service collect start
```

**Step 11** Repeat [Step 1](#) through [Step 10](#) for each additional Pulse Collect Appliance in your Pulse topology.

## Upgrading Application Software on a Pulse Connect Appliance

The application upgrade process that you perform depends on if you downloaded the application software from a CD or management station. Regardless of where the application software currently resides, you use a utility to install the application software on a Pulse Connect Appliance.



### Note

The application upgrade process retains any existing management and user data on the Pulse Connect Appliance. You do not have to reenter or reconfigure any of this data.

### Before You Begin

- Back up the Cisco Pulse data on the Pulse Connect Appliance. For information on how to perform a backup, see the *Cisco Pulse Administrator Guide*, Release 1.0.5.
- The Pulse Connect Appliance upgrade procedures assume that you are upgrading the software from the previous release (1.0.4) to the current release (1.0.5). If your Pulse Connect Appliance is currently running an older release, we strongly recommend that you upgrade the software to the next release in the sequence and so on until you upgrade to release 1.0.5. For example, if your appliance is currently running release 1.0, you must upgrade to release 1.0.1, then to release 1.0.2, and so on until you finally upgrade the software to release 1.0.5.
- If you plan to upgrade the application software using a CD, you or a co-worker must be in the same physical location as the Pulse Connect Appliance to insert the CD into the CD drive of the appliance. For more information, see the [“Application Software on a CD”](#) section on page 9.
- You need this information for the Pulse Connect Appliance:
  - System administrator username and password
  - Root password
  - IP address

## Application Software on a CD

You can perform this upgrade using an SSH session between a UNIX- or Microsoft Windows-based management station and the Pulse Connect Appliance. If your management station runs Microsoft Windows, you must run an SSH client.

### Procedure



### Note

For the sake of providing a sample scenario, this procedure assumes that you establish an SSH session from a UNIX management station and that a co-worker inserts the CD into the CD drive of the appliance.

---

**Step 1** Initiate an SSH session from a management station to the Pulse Connect Appliance using this command syntax:

```
ssh username@ip-or-host address
```

or

```
ssh ip-or-host address -l username
```

where:

*username* = System administrator username

*ip-or-host address* = IP address or host name of the Pulse Connect Appliance

For example:

```
ssh admin@10.1.0.11
```

or

```
ssh 10.1.0.11 -l admin
```

**Step 2** Log in as the system administrator, and when prompted, enter the system administrator password provided by the network administrator.

**Step 3** Log into the Pulse Connect Appliance as root using this command syntax:

```
su -
```

**Step 4** When prompted, enter the root password provided by the network administrator.

**Step 5** Have a co-worker insert the CD into the CD drive of the Pulse Connect Appliance.

**Step 6** From any location, invoke the utility that installs the application software by entering this command:

```
install_connect.sh dvd
```

**Step 7** After the application is installed, start it by entering this command:

```
service connect start
```

---

## Application Software on a Management Station

You can perform this upgrade using an SSH session between a UNIX- or Microsoft Windows-based management station and the Pulse Connect Appliance. If your management station runs Microsoft Windows, you must run an SSH client.

### Before You Begin

To copy the application software from a management station to the Pulse Connect Appliance, you need this information for the management station:

- IP address or host name of the system.
- Username and password to log into the system.

### Procedure



#### Note

For the sake of providing a sample scenario, this procedure assumes an SSH session established from a UNIX management station.

---

**Step 1** Initiate an SSH session from a management station to the Pulse Connect Appliance using this command syntax:

```
ssh username@ip-or-host address
```

or

```
ssh ip-or-host address -l username
```

where:

*username* = System administrator username

*ip-or-host address* = IP address or host name of the Pulse Connect Appliance

For example:

```
ssh admin@10.1.0.11
```

or

```
ssh 10.1.0.11 -l admin
```

**Step 2** When prompted, enter the system administrator password provided by the network administrator.

**Step 3** Log into the Pulse Connect Appliance as root by entering this command:

```
[admin@mylocalhost ~]$ su -
```

**Step 4** When prompted, enter the root password provided by the network administrator.

**Step 5** Create a directory in which to place the ISO file on the Pulse Connect Appliance.



**Note** For this and future downloads of application software from Cisco.com, we strongly recommend creating a separate directory for each major and minor release of application software.

For example:

```
mkdir /partB/version1_0_5
```

**Step 6** Change directories to the /partB/version1\_0\_5 directory by entering this command:

```
cd /partB/version1_0_5
```

**Step 7** Copy the ISO file from a management station to the Pulse Connect Appliance using this command syntax or an equivalent command that performs the same function:

```
scp username@ip-or-host address:iso-pathname/iso-name
```

where:

*username* = Name of user that can access the management station

*ip-or-host address* = IP address or host name of the management station

*iso-pathname* = Pathname of the directory in which the ISO file currently resides

*iso-name* = ISO filename

For example

```
scp admin@10.1.0.21:/cisco pulse/download/version1_0_5/connect-iso .
```

After you enter this command, you are prompted to enter a password for the management station.

**Step 8** Enter a password to access the management station.

**Step 9** From any location, invoke the utility that installs the application software using this command syntax:

```
install_connect.sh /directory-pathname
```

where:

*/directory-pathname* = The directory that includes the downloaded ISO file

For example, if the directory pathname is `/partB/version1_0_5`, enter this command:

```
install_connect.sh /partB/version1_0_5
```

**Step 10** After the application is installed, start it by entering this command:

```
service connect start
```

## New Information

Cisco Pulse release 1.0.5 introduces these new features:

**Table 4** *Cisco Pulse Release 1.0.5 Features*

Feature	Description	Where to Find More Information
OpenSocial JavaScript APIs	Cisco Pulse supports OpenSocial JavaScript API extensions, which allow an OpenSocial gadget to access Cisco Pulse's OpenSocial services.	<i>Cisco Pulse API Reference Guide, Release 1.0.5</i>
Gadget development	Allows system and business administrators to create and optionally publish a gadget, which makes the gadget available for all Cisco Pulse users to add to their Home pages.	<i>Cisco Pulse Administrator Guide, Release 1.0.5</i>
Interaction gadget in Home page and Activities tab in the Profile page	Allows Cisco Pulse users to provide feedback to expertise providers who participated in collaboration activities that they initiated.	<i>Cisco Pulse User Guide, Release 1.0.5</i>
User privacy options	Allows Cisco Pulse users who are concerned about Cisco Pulse analyzing and tagging the content they share across the network to adjust the default settings of some privacy options.	
Browser detection and warning	Cisco Pulse detects the usage of unsupported browsers and provides a reminder to use one of the supported browsers.	<i>Cisco Pulse User Guide, Release 1.0.5</i> <i>Cisco Pulse Administrator Guide, Release 1.0.5</i>
Sub-string name search	Allows Cisco Pulse users to enter a partial name string to get information for all other users whose names matches the entered string.	—
Updated search infrastructure	Updated the infrastructure on the Pulse Connect Appliances so that it provides these additional benefits: <ul style="list-style-type: none"> <li>• A more robust search infrastructure</li> <li>• Optimized and better results</li> <li>• Better scaling</li> </ul>	—

## Important Notes

- [Linux FW \(iptables\), page 13](#)
- [Refreshing the Browser, page 13](#)

## Linux FW (iptables)

The Pulse Collect and Connect Appliances ship with the Linux FW (iptables) enabled, which means that each appliance implements firewall rules to protect itself from attacks. One of the rules is that pings from other hosts are dropped, which means that the network on which the appliances exist cannot be verified using the **ping** command because the firewall blocks the pings.

We do not recommend disabling Linux FW (iptables) to restore the ping functionality to a Pulse Appliance. As a workaround, we recommend using Secure Shell (SSH) to verify the network on which the appliances exist.

## Refreshing the Browser

While accessing Cisco Pulse from one of the supported browsers described in the “[Client and Browser Requirements](#)” section on page 3, we strongly recommend that you not refresh the browser. Doing so, especially after performing an action, such as a system administrator deleting a Cisco Pulse user or a Cisco Pulse user changing the status of a tag, causes the browser to resend a request to perform the same action that was just completed. Refreshing the browser in this situation can result in a Cisco Pulse error.

## Caveats

- [Cisco Bug Toolkit, page 13](#)
- [Open Caveats, page 14](#)
- [Resolved Caveats, page 14](#)

## Cisco Bug Toolkit

Known problems (bugs) are graded according to their severity level. These release notes contain descriptions of notable severity level 3 bugs.

### Before You Begin

You can search for problems by using the Cisco Bug Toolkit. To access the Cisco Bug Toolkit, you need a Cisco.com user ID and password.

### Procedure

- 
- Step 1** To access the Cisco Bug Toolkit, go to this location:  
<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>
- Step 2** Log in with your Cisco.com user ID and password.

**Step 3** Enter the bug ID number in the “Search for Bug ID” field, and click **Go** to look for information about a specific bug.

For information about how to search for bugs, create saved searches, and create bug groups, click **Help** in the Bug Toolkit page.

## Open Caveats

[Table 5](#) lists open caveats for Cisco Pulse. You can view more information on these caveats by accessing the Cisco Bug Toolkit and entering the associated Bug IDs from [Table 5](#) in the “Search for Bug ID” field.

**Table 5** *Open Caveats for Cisco Pulse*

Bug ID	Severity	Component	Headline
CSCtc22205	3	NCP	“License file not found” message shown when license expires
CSCtc95848	3	NCP	User ignores tag but still appears in search results for tag
CSCtc98942	3	User UI	Can't save mapping updates in the Administration/LDAP page
CSCtd34938	3	OpenSocial	Validations are currently not implemented in OpenSocial APIs
CSCtd59263	3	OpenSocial	Updated user privilege levels not reflected in Admin/User page
CSCtg21104	4	User UI	System accepts IP addresses with alphabetical characters
CSCtg36404	3	User UI	LDAP page does not display error if Role field left blank
CSCtg55368	3	User UI	Tags in Tag Navigator display below bottom of gadget
CSCtg55412	3	User UI	No auto-completion suggestions for terms with special characters
CSCtg60771	3	Text Analyzer	Searching for term with special character returns no Experience Summary
CSCtg65715	3	Text Analyzer	Searching for email address returns user with no Experience Summary
CSCtg66880	3	Text Analyzer	System does not recognize plus character (+) in Pulse Locator search terms
CSCtg69893	3	Text Analyzer	Searching for alphanumeric string returns no Experience Summary
CSCtg76335	3	User UI	Status of profile tag set to Ignored but user is still expert
CSCtg79046	6	User UI	Helpful feedback saved even though user clicks close icon
CSCtg83231	3	User UI	System displays Service 503 page when uploading 4000 users
CSCtf99439	3	User UI	Cisco Pulse page does not display all UI elements

## Resolved Caveats

[Table 6](#) lists caveats that are resolved in Cisco Pulse release 1.0.5. You can view more information on these caveats by accessing the Cisco Bug Toolkit and entering the associated Bug IDs from [Table 6](#) in the “Search for Bug ID” field.

**Table 6** *Resolved Caveats for Cisco Pulse*

Bug ID	Severity	Component	Headline
CSCte25308	3	Sensor	HTTP traffic not being tagged
CSCte79162	3	User UI	Timeframe changes not shown in maximized Tag Navigator

**Table 6** *Resolved Caveats for Cisco Pulse (continued)*

Bug ID	Severity	Component	Headline
CSCte84599	3	User UI	System does not allow new term/synonym in lower- and upper-cases
CSCte90940	3	User UI	LDAP server names with more than two dots considered invalid
CSCtf10053	3	User UI	Data in re-expanded gadget is out of date
CSCtf43065	3	User UI	Cisco Pulse page does not display all UI elements
CSCtf61407	3	NCP	Profile tags disappear from Home page and My Tags tab
CSCtf63073	3	User UI	Pulse Locator search on term with 500 or more characters causes problem

## Documentation Updates

The Cisco Pulse documentation set for release 1.0.5 also includes these documents:

- *Cisco Pulse Administrator Guide*
- *Cisco Pulse User Guide*
- *Cisco Pulse API Reference Guide*

For hardware installation information, see the documentation that ships with the Cisco MCS-7845-I3 servers.

For information on where to find documentation for the new 1.0.5 features, see the “[New Information](#)” section on page 12. These release notes do not include any further updates for the Cisco Pulse documentation set.

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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