What’s New in Cisco Product Documentation

October 2009

What’s New in Cisco Product Documentation lists new and revised Cisco documentation since the last release of this monthly publication. To subscribe to the What’s New in Cisco Product Documentation RSS feed, paste the following URL into your RSS reader:

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Cisco Product Documentation Announcements

Stay Current on Cisco Products


The September 2009 edition of the Cisco Product Quick Reference Guide will be available to pre order starting September 14, 2009. This guide presents an overview of Cisco products, services and solutions for every part of your business. It meets information needs for companies of all sizes.

The portable and easy-to-use reference guide includes brief product overviews, important features, technical specifications, part numbers, and ordering information for many Cisco products and services. It is ideal for end users, networking professionals, Cisco Networking Academy members, and those studying for Cisco certification who need a broad, high-level overview.

To place your pre order on September 14, 2009, visit the Cisco Product Quick Reference Guide website at www.cisco.com/go/guide and click the Ordering link.

Cisco Product Documentation Collaboration Tools

Cisco DocWiki

Collaborate on Cisco product documentation using Cisco DocWiki:

http://docwiki.cisco.com

New on the Cisco DocWiki:

Cisco Internetworking Technology Handbook

This handbook provides guidance for understanding Cisco internetworking technology and describes different components of an internetwork and the protocols used.
NetPro Ideas Forum

Talk with other customers and Cisco technical writers. Share your ideas about Cisco documentation on the NetPro Ideas Forum.

http://forum.cisco.com/eforum/servlet/NetProf?page=Idea_Center_discussion

Application Networking Services

Revised Documents

- Release Note for the Cisco Application Control Engine Module (Software Version A2(1.X))
  Describes the resolved and open caveats and CLI command changes for software version A2(1.6) of the ACE module.

- Release Note for the Cisco Application Control Engine Module (Software Version A2(2(X))
  Describes the resolved and open caveats and CLI command changes for software version A2(2.2) of the ACE module.

Cisco Interfaces and Modules

Revised Documents

- Cisco uBR10-MC5X20S/U/H Cable Interface Line Card Hardware Installation Guide
  Describes Cisco uBR10-MC5X20S/U/H cable interface line card installation and cabling procedures.

- Installing Cisco uBR10-MC5X20S/U/H Cable Interface Line Cards—Quick Start Guide
  Describes how to install Cisco uBR10-MC5X20S/U/H cable interface line cards on a Cisco uBR10012 router.

Cisco IOS and NX-OS Software

None at this time.

Network Management

New Documents

- Release Notes for Cisco Secure ACS Express 5.0.1
  Provides information on installing or upgrading to ACS Express 5.0.1 and lists the bugs that are resolved in this release.
• **User Guide for the Cisco Secure ACS Express 5.0.1**
  Provides information to configure network resources, users, identity stores, access policies, and to troubleshoot the Cisco Secure ACS Express 5.0.1.

**Revised Documents**

• **Cisco Unified Operations Manager User Guide 2.2**
  Describes how to use the product.

• **Release Notes for Cisco Secure ACS 4.2**
  Provides information on installing or upgrading to ACS 4.2, new features in this release, and lists the bugs that are resolved in this release.

• **Installation Guide for Cisco Unified Operations Manager 2.2**
  Describes how to install the product.

• **Release Notes for Cisco Unified Operations Manager 2.2**
  Provides late-breaking information and known and resolved product problems for this release.

• **Supported Devices and Interoperable Software Table for Cisco Unified Operations Manager 2.2**
  Describes devices and software with which Operations Manager works or supports.

**Data Center Management**

**New Documents**

• **Cisco Fabric Manager Fabric Configuration Guide, Release 4.2(1)**
  Describes how to use the Cisco Fabric Manager to configure and manage features such as VSANs, SAN device virtualization, dynamic VSANs, zones, distributed device alias services, Fibre Channel routing service and protocols, FLOGI, name server, FDMI, name server, FDMI, RSCN database, SCSI targets, FICON, and other advanced features.

• **Cisco Fabric Manager Fundamentals Configuration Guide, Release 4.2(1)**
  Describes how to manage Cisco MDS 9000 Family switches and how to install and configure Fabric Manager Client, Fabric Manager Server, and Fabric Manager web client. It also explains how to monitor performance and network traffic, how to conduct configuration analysis, and how to troubleshoot the fabric using Fabric Manager.

• **Cisco Fabric Manager Intelligent Storage Services Configuration Guide, Release 4.2(1)**
  Describes how to configure SCSI flow services and statistics and Fibre Channel write acceleration for the Cisco MDS 9000 Family switches.

• **Cisco Fabric Manager Interfaces Configuration Guide, Release 4.2(1)**
  Describes how to configure port guard for multiple failure causes, display the owned ports in device view, and configure external interfaces usage using Fabric Manager.

• **Cisco Fabric Manager Inter-VSAN Routing Configuration Guide, Release 4.2(1)**
  Describes how to configure basic and advanced IVR features using Cisco Fabric Manager. Includes information on manual and auto topology modes, IVR zones, IVR NAT, database merge guidelines, and FC IDs.
Optical Networking

The terms “Unidirectional Path Switched Ring” and “UPSR” may appear in Cisco literature. These terms do not refer to using Cisco ONS 15xxx products in a unidirectional path switched ring configuration. Rather, these terms, and “Path Protected Mesh Network” and “PPMN,” refer generally to Cisco’s path protection feature, which may be used in any topological network configuration. Cisco does not recommend using its path protection feature in any particular topological network configuration.

Physical Security

None at this time.

Routers

None at this time.
Security

New Documents

- **CEPM ACEGI Agent Guide**
  Provides guidelines for deploying the CEPM ACEGI Agent and explains the CEPM customized ACEGI authorization features.

- **CEPM AXIS Agent Guide**
  Provides step-by-step instructions on integrating the CEPM Axis Agent with web applications using the Axis web service.

- **CEPM AXIS2 Agent Guide**
  Provides step-by-step instructions on integrating the CEPM Axis2 Agent with web applications using the Axis2 web service.

- **CEPM Capacity Planning Guide**
  Discusses the different CEPM deployment options, including recommended database size depending on the application parameters protected by CEPM.

- **CEPM Concept Guide**
  Provides general information on CEPM architecture and entitlement management.

- **CEPM Dotnet Agent Guide**
  Provides step-by-step instructions to deploy the CEPM Dotnet Agent used by any .NET based application. It also describes the COM-wrapped agent, which is supported for VB, C++, and other Windows-based applications.

- **CEPM Dotnet Developers Guide**
  Provides guidelines for using the PEP and PAP APIs, and provides instructions for configuring the PEP Agent for Dotnet applications.

- **CEPM Inprocess PDP Deployment Guide**
  Provides guidelines for CEPM In-Process PDP deployment in stand-alone client-side applications.

- **CEPM Installation & Configuration Guide**
  Provides step-by-step instructions on how to install CEPM components, including PAP and PDP, in various supported operating system, database, and application server combinations.

- **CEPM JACC Agent For JBOSS Portal Guide**
  Explains how the CEPM JACC Agent for JBOSS Portal helps implement authorization decisions for portal applications developed using JBOSS Portal.

- **CEPM JACC WAS Agent Guide**
  Explains how the CEPM JACC Agent for WebSphere Application Server helps implement authorization decisions for web applications developed using WebSphere Application Server.

- **CEPM Java Developers Guide**
  Provides guidelines for using the PEP and PAP APIs, and provides instructions for configuring the PEP agent and Java Server Page (JSP) tag libraries.

- **CEPM JAX-RPC Agent Guide**
  Provides an overview of the CEPM JAX-RPC Agent and explains the steps required to configure this Agent in WebSphere Application Server applications.
- **CEPM JAX-WS Agent Guide**
  Provides an overview of the CEPM JAX-WS Agent and explains the steps required to configure the Agent in WebSphere Application Server applications.

- **CEPM PDP and PEP Cache Clustering Guide**
  Describes caching and cache clustering in the PDP and PEP components.

- **CEPM PDP Configurations Guide**
  Provides guidelines to configure the PDP configuration parameters available in the pdp_config.xml file.

- **CEPM PEP Configurations Guide**
  Provides guidelines to configure the PEP configuration parameters available in the pep_config.xml file.

- **CEPM Quickstart Guide**
  Provides a quick, step-by-step procedure for starting up and using CEPM. This guide also walks you through basic application setup, and resource policy creation and verification.

- **CEPM Release Notes V3.3.0.0**
  Provides CEPM V3.3.0.0 release information including new features, known caveats, and related documents.

- **CEPM Resource Models**
  Describes concepts related to basic policy-based application entitlement.

- **CEPM SharePoint Agent Guide**
  Provides a step-by-step procedure to install CEPM SharePoint Agent and integrate the Policy Administration Point (PAP) with your web applications running on SharePoint Server 2007.

- **CEPM Spring Security Agent Guide**
  Provides guidelines for deploying the CEPM ACEGI Agent and explains using CEPM customized Spring Security authorization features.

- **CEPM Spring Security2 Agent Guide**
  Provides guidelines for deploying the CEPM Spring Security2 Agent and explains the CEPM customized Spring Security2 authorization features.

- **CEPM SSPI Agent Guide**
  Provides guidelines for deploying the CEPM SSPI Agent, and explains the features supported by CEPM customized authorization provider for applications running in the WebLogic (BEA WebLogic V9.2).

- **CEPM User Guide**
  Provides detailed information about various user features and functions available in CEPM.

- **CEPM VPD Agent Guide**
  Explains how CEPM compliments the Oracle Database Server VPD feature for enforcing database table access control.

- **CEPM XMLACCESS Agent Guide**
  Provides guidelines for deploying the CEPM XMLAccess Agent and explains the CEPM customized XMLAccess authorization features.
- **Cisco ASA 5510 Adaptive Security Appliance Memory Upgrade**
  Describes how to upgrade memory in a Cisco ASA 5510 chassis.

- **Cisco NAC Appliance—Clean Access Server Configuration Guide, Release 4.7**
  Describes configuration of the Clean Access Server (including DHCP, AD SSO, and VPN concentrator integration) for Cisco NAC Appliance, Release 4.7.

- **Cisco NAC Appliance Hardware Installation Guide, Release 4.7**
  Describes Clean Access Manager and Clean Access Server (including high availability) for Cisco NAC Appliance, Release 4.7.

- **Cisco NAC Guest Server Installation and Configuration Guide, Release 2.0.1**
  Describes installation and configuration of the Cisco NAC Guest Server appliance, Release 2.0.1.

- **How to Install the Cisco ASA 5580-20 to a Cisco ASA 5580-40 Upgrade Kit (ASA5580-20-40-UPG=)**
  Describes how to upgrade the Cisco ASA 5580-20 to a Cisco ASA 5580-40 using the upgrade kit (ASA5580-20-40-UPG=).

- **Release Notes for Cisco NAC Appliance (Cisco Clean Access), Version 4.7(0)**
  Provides late-breaking and cumulative release, upgrade, and bug fix information for Release 4.7.

**Revised Documents**

- **Release Notes for Cisco NAC Guest Server, Release 2.0.1**
  Provides information on list of bugs that are open and the work around for Cisco NAC Guest Server, Release 2.0.1.

- **Support Information for Cisco NAC Appliance Agents, Release 4.5 and Later**
  Provides support and compatibility information (OS, browser, Java) for Cisco NAC Appliance Agents, Release 4.5 and later.

**Service Exchange**

None at this time.

**Storage Networking**

**New Documents**

- **Cisco MDS 9000 Family I/O Accelerator Configuration Guide, Release 4.2(1)**
  Provides information about the Cisco I/O Accelerator feature, including the software and hardware requirements, required preconfigurations, and various deployment scenarios. Also describes how to use the CLI commands and Fabric Manager to configure and monitor Cisco IOS clusters. Describes SCSI write acceleration, the cluster management guidelines, and the cluster recovery procedures.
- **Cisco MDS 9000 Family NX-OS Fabric Configuration Guide, Release 4.2(1)**
  Describes how to use the NX-OS command-line interface (CLI) to configure and manage features such as VSANs, SAN device virtualization, dynamic VSANs, zones, distributed device alias services, Fibre Channel routing service and protocols, FLOGI, name server, FDMI, name server, FDMI, RSCN database, SCSI targets, FICON, and other advanced features.

- **Cisco MDS 9000 Family NX-OS Fundamentals Configuration Guide, Release 4.2(1)**
  Describes Cisco MDS NX-OS software, the command-line interface, and device file settings, and explains how to configure terminal settings, work with configuration files, and manage system hardware.

- **Cisco MDS 9000 Family NX-OS High Availability and Redundancy Configuration Guide, Release 4.2(1)**
  Describes how to configure the high availability (HA) software framework and redundancy features using the command-line interface (CLI). Includes new information about Call Home HTTPs support and the SNMP Central Infra feature.

- **Cisco MDS 9000 Family NX-OS Intelligent Storage Services Configuration Guide, Release 4.2(1)**
  Describes how to configure SCSI flow services and statistics and Fibre Channel write acceleration for the Cisco MDS 9000 Family switches.

- **Cisco MDS 9000 Family NX-OS Interfaces Configuration Guide, Release 4.2(1)**
  Describes how to configure policies and monitor port groups and how to configure port guard for multiple types of port failure causes.

- **Cisco MDS 9000 Family NX-OS Inter-VSAN Routing Configuration Guide, Release 4.2(1)**
  Describes how to configure basic and advanced IVR features using Cisco NX-OS software. Includes information on manual and auto topology modes, IVR zones, IVR NAT, database merge guidelines, and FC IDs.

- **Cisco MDS 9000 Family NX-OS IP Services Configuration Guide, Release 4.2(1)**
  Describes how to configure several IP services features, including FCIP, SAN Extension Tuner, iSCSI, IP storage, and IPv4 and IPv6 for Gigabit Ethernet interfaces for the Cisco MDS 9000 Family switches. Includes new information about the CPP and IP route.

- **Cisco MDS 9000 Family NX-OS Licensing Guide**
  Describes the licensing model for Cisco MDS NX-OS software, and explains licensing types, options, procedures, installation, and management.

- **Cisco MDS 9000 Family NX-OS Quality of Service Configuration Guide, Release 4.2(1)**
  Describes how to configure quality of service (QoS) features to control network and application traffic. These features include setting up ingress port rating, creating and enforcing service policy definitions, and configuring data traffic using Fabric Manager.

- **Cisco MDS 9000 Family NX-OS Security Configuration Guide, Release 4.2(1)**
  Describes how to configure security features for the Cisco MDS 9000 Family switches. Includes information about FIPS, users and common roles, RADIUS and TACACS+, IP ACLs, PKI, IPsec, FS-SP and DHCHAP, port security, fabric binding, and TrustSec Fibre Channel Link Encryption. Includes new information about user authorization on a TACACS+ server, TrustSec Fibre Channel Link Encryption, MSCHAP version 2 for authentication on a RADIUS server, and AAA enhancements.
Switches

- **Cisco MDS 9000 Family NX-OS System Management Configuration Guide, Release 4.2(1)**
  Describes the system management features that you can use to monitor and manage a switch using the command-line interface (CLI).

Revised Documents

- **Cisco Data Center Interoperability Support Matrix**
  Lists the storage systems qualified by the Original Storage Vendors (OSMs), Cisco's Partners, Cisco's Data Center Interoperability Engineering for supporting seamless deployment of Storage Area Networks using the MDS 9000 family of Fibre Channel Switch and Director class products.

- **Cisco MDS 9000 Family Data Mobility Manager Configuration Guide**
  Describes how to configure Data Mobility Manager (DMM) for the Cisco MDS 9000 Family switches. Describes the capabilities and features that simplify data migration and minimizes service disruptions. Includes new information on Method 3 topologies and on configuring CPP interface default-gateway on Fabric Manager.

- **Cisco MDS 9100 Series Hardware Installation Guide**
  Describes how to install and connect Cisco MDS 9100 Series switches. Includes new information on Cisco 10-Gbps Ethernet X2 Transceivers.

- **Cisco MDS 9200 Series Hardware Installation Guide**
  Describes how to install and connect Cisco MDS 9200 Series switches. Includes new information on Cisco MDS 16-Port Storage Services Node (SSN-16).

- **Cisco MDS 9500 Series Hardware Installation Guide**
  Describes how to install and connect Cisco MDS 9500 Series switches. Includes new information on Cisco MDS 16-Port Storage Services Node (SSN-16).

Switches

None at this time.

TelePresence

None at this time.

Universal Gateways and Access Servers

None at this time.
Video, Cable, and Content Delivery

Revised Documents

- **Cabling the Cisco uBR10-MC5X20S/U/H Cable Interface Line Card with UCH2—Quick Start Guide**
  Describes how to cable Cisco uBR10-MC5X20S/U/H cable interface line cards with UCH2.

- **Cabling Cisco uBR 3x10 RF Switches to Cisco uBR10-MC5X20S/U Cable Interface Line Cards in a Cisco uBR10012 CMTS**
  Describes the procedures used to connect the cables between the Cisco uBR 3x10 RF Switch and the working and protect cable interface line cards installed on a Cisco uBR10012 router.

- **Cabling the Cisco uBR 3x10 RF Switch**
  Describes how to cable the Cisco uBR 3x10 RF switch.

- **Caveats for the Cisco uBR10012 Universal Broadband Router in Cisco IOS Release 12.2SC**
  Describes the open and closed caveats for Cisco IOS Release 12.2(33)SCB4.

- **Caveats for the Cisco uBR7200 Series Universal Broadband Routers in Cisco IOS Release 12.2SC**
  Describes the open and closed caveats for Cisco IOS Release 12.2(33)SCB4.

- **Cisco RF Gateway 10 Hardware Installation Guide**
  Describes Cisco RF Gateway 10 Universal Edge QAM (U-EQAM) installation and replacement or upgrading of field-replaceable units (FRUs).

- **Cisco RF Gateway 10 Quick Start Guide**
  Describes the Cisco RF Gateway 10 installation, cabling, and system requirements.

- **Cross-Platform Release Notes for Cisco Universal Broadband Routers in Cisco IOS Release 12.2SC**
  Lists the new hardware and software features supported by the Cisco universal broadband routers in Cisco IOS Release 12.2(33)SCB4.

- **Rack-Mounting the Cisco uBR 3x10 RF Switch with the Cisco uBR10012 CMTS—Quick Start Guide**
  Provides basic instructions for rack-mounting a Cisco uBR 3x10 RF Switch in a 4-post equipment rack with the Cisco uBR10012 router.

- **Regulatory Compliance and Safety Information for the Cisco uBR10012 Universal Broadband Router**
  Describes regulatory, compliance, safety information, and safety warning translations for the Cisco uBR10012 router, supporting modules in the chassis, cable interface line cards, and uplink cards.

- **Regulatory Compliance and Safety Information guide for Cisco RF Gateway 10**
  Provides regulatory, compliance, safety information, and safety warning translations for the Cisco RF Gateway 10 Universal Edge QAM (U-EQAM), supporting modules in the chassis, cable interface line cards, and uplink cards.
Voice and Unified Communications

New Documents

- **Cisco PGW 2200 Softswitch Generic Call Tagging Feature Module**
  Describes the Generic Call Tagging feature that enables a service provider to configure the Cisco PGW 2200 Softswitch to perform additional routing operations beyond the pre-existing manner of route selection.

- **Cisco PGW 2200 Softswitch Release 9.8 Dial Plan Guide**
  Describes the information that users need to create, implement, and deploy dial plans for the Cisco PGW 2200 Softswitch Release 9.8.

- **Cisco PGW 2200 Softswitch Usability Enhancements—Phase 1 Feature Module**
  Describes the Usability Enhancements—Phase 1 feature that encompasses additions and modifications to the software that enable customers to monitor the operation of the system more fully.

- **User Guide for Cisco IP Communicator Release 7.0 (Chinese-Traditional)**
  Contains information for end users about how to use Cisco IP Communicator Release 7.0 and later in Traditional Chinese.

- **User Guide for Cisco IP Communicator Release 7.0 (Chinese-Simplified)**
  Contains information for end users about how to use Cisco IP Communicator Release 7.0 and later in Simplified Chinese.

- **User Guide for Cisco IP Communicator Release 7.0 (Danish)**
  Contains information for end users about how to use Cisco IP Communicator Release 7.0 and later in Danish.

- **User Guide for Cisco IP Communicator Release 7.0 (Dutch)**
  Contains information for end users about how to use Cisco IP Communicator Release 7.0 and later in Dutch.

- **User Guide for Cisco IP Communicator Release 7.0 (French)**
  Contains information for end users about how to use Cisco IP Communicator Release 7.0 and later in French.

- **User Guide for Cisco IP Communicator Release 7.0 (German)**
  Contains information for end users about how to use Cisco IP Communicator Release 7.0 and later in German.

- **User Guide for Cisco IP Communicator Release 7.0 (Italian)**
  Contains information for end users about how to use Cisco IP Communicator Release 7.0 and later in Italian.

- **User Guide for Cisco IP Communicator Release 7.0 (Japanese)**
  Contains information for end users about how to use Cisco IP Communicator Release 7.0 and later in Japanese.

- **User Guide for Cisco IP Communicator Release 7.0 (Korean)**
  Contains information for end users about how to use Cisco IP Communicator Release 7.0 and later in Korean.
Voice and Unified Communications

- **User Guide for Cisco IP Communicator Release 7.0 (Portuguese-Brazil)**
  Contains information for end users about how to use Cisco IP Communicator Release 7.0 and later in Portuguese-Brazilian.

- **User Guide for Cisco IP Communicator Release 7.0 (Russian)**
  Contains information for end users about how to use Cisco IP Communicator Release 7.0 and later in Russian.

- **User Guide for Cisco IP Communicator Release 7.0 (Spanish)**
  Contains information for end users about how to use Cisco IP Communicator Release 7.0 and later in Spanish.

- **User Guide for Cisco IP Communicator Release 7.0 (Swedish)**
  Contains information for end users about how to use Cisco IP Communicator Release 7.0 and later in Swedish.

Revised Documents

- **Cisco PGW 2200 Softswitch Full Number Translations Feature Module**
  Describes the Full Number Translations (FNT) feature that provides a large-scale, number translation function on the Cisco PGW 2200 Softswitch.

- **Cisco PGW 2200 Softswitch Release 9 Dial Plan Guide (through Release 9.7)**
  Describes the information that users need to create, implement, and deploy dial plans for the Cisco PGW 2200 Softswitch Release 9 through Release 9.7.

- **Cisco PGW 2200 Softswitch Release 9.7 Software Installation and Configuration Guide**
  Describes the steps necessary to install and configure the Cisco PGW 2200 Softswitch Release 9.7 and the Sun Solaris 10 operating system on the Cisco PGW 2200 Softswitch host, and the migration procedure from previous releases to Release 9.7.

- **Cisco PGW 2200 Softswitch Release 9.7(3) Quick Links**
  Provides quick links to Cisco PGW 2200 Softswitch Release 9.7(3) user documents.

- **Cisco PGW 2200 Softswitch Release 9.8 Software Installation and Configuration Guide**
  Describes the steps necessary to install and configure the Cisco PGW 2200 Softswitch Release 9.8 and the Sun Solaris 10 operating system on the Cisco PGW 2200 Softswitch host, and the migration procedure from previous releases to Release 9.8.

- **Cisco PGW 2200 Softswitch Release 9.8(1) Quick Links**
  Provides quick links to Cisco PGW 2200 Softswitch Release 9.8(1) user documents.

- **Release Notes for Cisco IP Communicator Release 7.0**
  Describes features, caveats and system requirements for Cisco IP Communicator Release 7.0 and later.

- **Release Notes for the Cisco PGW 2200 Softswitch Release 9.7(3)**
  Describes the features and caveats for Cisco PGW 2200 Softswitch Release 9.7(3).

- **Release Notes for the Cisco PGW 2200 Softswitch Release 9.8(1)**
  Describes the features and caveats for Cisco PGW 2200 Softswitch Release 9.8(1).
Cisco MNM and Cisco VSPT

Revised Documents

- *Cisco Media Gateway Controller Node Manager Installation Guide, Release 2.8(1)*
  Describes information that users need to install, and upgrade the Cisco Media Gateway Controller Node Manager (Cisco MNM) Release 2.8(1).

- *Cisco Media Gateway Controller Node Manager User Guide, Release 2.7(3)*
  Describes information that users need to configure, and use the Cisco Media Gateway Controller Node Manager (Cisco MNM) Release 2.7(3).

- *Cisco Voice Services Provisioning Tool User Guide, Release 2.7(3)*
  Describes information that users need to install, configure, use, and upgrade the Cisco Voice Services Provisioning Tool (Cisco VSPT) Release 2.7(3).

Cisco HSI

Revised Documents

- *Release Notes for Cisco H.323 Signaling Interface Release 4.3 and Related Patches*
  Describes the features and caveats for H.323 Signaling Interface Release 4.3 and related patches.

Wireless

None at this time.

Creating Bookmarks to Cisco.com Pages

When you log in using your Cisco.com user ID, you can use the My Cisco tool to save links and documents, and then access the links later from any Cisco.com page. The tool is available on most Cisco.com pages. View the User Guide for help: [http://www.cisco.com/web/help/mycisco.html](http://www.cisco.com/web/help/mycisco.html).

Support from Cisco

Select from Cisco support opportunities at:

Uses for this website include:
- Obtaining technical assistance
- Downloading software
- Reporting security vulnerabilities or obtaining assistance with security involving Cisco products
- Accessing tools and resources
  - Sign up for product alerts
Submitting a Service Request

Open a service request online at:
http://www.cisco.com/techsupport/servicerequest

View a list of Cisco worldwide contacts at:

Obtaining Additional Information

Information about Cisco products, services, technologies, and networking solutions is available from various online sources.

- Sign up for Cisco e-mail newsletters and other communications at the Cisco Subscription Center at:
  http://www.cisco.com/offer/subscribe

- The Cisco Support website provides online resources, including documentation and tools for resolving technical issues with Cisco products. To receive security and technical information about your products, you can subscribe to the Product Alert Tool (accessed from Field Notices), the Cisco Technical Services Newsletter, and Really Simple Syndication (RSS) Feeds. Access to most tools on the Cisco Support website requires a Cisco.com user ID and password.
  http://www.cisco.com/techsupport

- Order the Cisco Product Quick Reference Guide, a portable, easy-to-use reference tool that provides an overview of Cisco products and solutions for each part of your business. Go to:
  http://www.cisco.com/go/guide

- Visit the Cisco Services website to learn the latest technical, advanced, and remote services available to increase the operational reliability of your network. Go to:
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- Visit Cisco Marketplace, the company store, for Cisco collateral, logo merchandise, Cisco Press books, and software at:
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- Obtain general networking, training, and certification titles from Cisco Press publishers at:
  http://www.ciscopress.com

- Read the Internet Protocol Journal, a quarterly journal published by Cisco for engineering professionals who design, develop, and operate internets and intranets. Go to:
  http://www.cisco.com/ipj
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