Preface

This document describes how to use the Network Analysis Module Traffic Analyzer.

Audience

This guide is designed for network administrators who are responsible for setting up and configuring Network Analysis Modules (NAMs) monitor traffic and diagnose emerging problems on network segments. As a network administrator, you should be familiar with:

- Basic concepts and terminology used in internetworking.
- Network topology and protocols.
- Basic UNIX commands or basic Windows operations.

Conventions

This document uses the following conventions:

<table>
<thead>
<tr>
<th>Item</th>
<th>Convention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commands and keywords</td>
<td><strong>boldface</strong> font</td>
</tr>
<tr>
<td>Variables for which you supply values</td>
<td><em>italic</em> font</td>
</tr>
<tr>
<td>Item</td>
<td>Convention</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>Displayed session and system information</td>
<td>screen font</td>
</tr>
<tr>
<td>Information you enter</td>
<td>boldface screen font</td>
</tr>
<tr>
<td>Variables you enter</td>
<td>italic screen font</td>
</tr>
<tr>
<td>Menu items and button names</td>
<td>boldface</td>
</tr>
<tr>
<td>Selecting a menu item in paragraphs</td>
<td>Option &gt; Network Preferences</td>
</tr>
<tr>
<td>Slecting a menu item in tables</td>
<td>Option &gt; Network Preferences</td>
</tr>
</tbody>
</table>

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

**Product Documentation**

**Note**

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

Table 1 describes the product documentation that is available.
### Table 1  Product Documentation

<table>
<thead>
<tr>
<th>Document Title</th>
<th>Available Formats</th>
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</thead>
</table>
| *Release Notes for Catalyst 6500 Series Switch and Cisco 7600 Series Internet Router Network Analysis Module Software Release 3.1* | • Printed document that was included with the product.  
• On Cisco.com:  
  a. Log into Cisco.com.  
  b. Select **Products & Services > Cisco Switches > Cisco Catalyst 6500 Series Switches > Technical Documentation > Release Notes**. |
| *Catalyst 6500 Series Switch and Cisco 7600 Series Internet Router Network Analysis Module Installation and Configuration Note Release 3.1* | • Printed document that was included with the product.  
• On Cisco.com:  
  a. Log into Cisco.com.  
  b. Select **Products & Services > Cisco Switches > Cisco Catalyst 6500 Series Switches > Technical Documentation > Installation and Configuration Guides**. |
• On Cisco.com:  
  a. Log into Cisco.com.  
  b. Select **Products & Services > Cisco Interfaces and Modules > Cisco Service Modules > Models > Cisco Catalyst 6500 Series Network Analysis Module Software v 3.1**.  
• Printed document available by order (part number DOC-7815352=).¹ |
| Context-sensitive online help                                                | • Select an option from the navigation tree, then click **Help**.                                                                                   |

¹. See the “Obtaining Documentation” section on page xviii.
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:


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:


All users can order monthly 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:

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:
- 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. On the Cisco Documentation home page, click Feedback at the top of the page.

You can e-mail your comments 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

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

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com 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

To obtain customized information and service, you can self-register on Cisco.com at this URL:


Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The type of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.
Obtaining Technical Assistance

We categorize Cisco TAC inquiries according to urgency:

- **Priority level 4 (P4)**—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration. There is little or no impact to your business operations.

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

- **Priority level 2 (P2)**—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

- **Priority level 1 (P1)**—An existing 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.

Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. To access the Cisco TAC website, 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 website. Some services on the Cisco TAC website require 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:


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

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

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation and attach any necessary files.
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:


Before calling, please check with your network operations center to determine the 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.

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.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:


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