Preface

This guide 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) to 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></td>
</tr>
<tr>
<td>Variables for which you supply values</td>
<td><em>italic</em></td>
</tr>
<tr>
<td>Displayed session and system information</td>
<td><em>screen</em></td>
</tr>
</tbody>
</table>
Table 1 describes the product documentation that is available.
Table 1  **Product Documentation**

<table>
<thead>
<tr>
<th>Document Title</th>
<th>Available Formats</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Quick Start Guide for the Cisco 2600, 3660, and 3700 Series Network Analysis Module</em></td>
<td>• Printed document that was included with the product.</td>
</tr>
<tr>
<td></td>
<td>• On Cisco.com:</td>
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<tr>
<td></td>
<td>a. Log into Cisco.com.</td>
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<tr>
<td></td>
<td>b. Select <strong>Products &amp; Services &gt; Network Management CiscoWorks&gt; Cisco Network Analysis Module Software &gt; Technical Documentation &gt; Quick Start</strong>.</td>
</tr>
<tr>
<td><em>Release Notes for the Network Analysis Module Software Release 3.2</em></td>
<td>• Printed document that was included with the product.</td>
</tr>
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<td></td>
<td>• On Cisco.com:</td>
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<td></td>
<td>a. Log into Cisco.com.</td>
</tr>
<tr>
<td><em>Network Analysis Module (NM-NAM) Feature Module</em></td>
<td>• On Cisco.com:</td>
</tr>
<tr>
<td></td>
<td>a. Log into Cisco.com.</td>
</tr>
<tr>
<td></td>
<td>b. Select <strong>Products &amp; Services &gt; IOS Software&gt; Cisco IOS Software Releases 12.3 Special and Early Deployments &gt; Technical Documentation &gt; Feature Guides</strong>.</td>
</tr>
<tr>
<td><em>User Guide for the Network Analysis Module Traffic Analyzer Release 3.2</em></td>
<td>• PDF in the product online help.</td>
</tr>
<tr>
<td></td>
<td>• On Cisco.com:</td>
</tr>
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<td></td>
<td>a. Log into Cisco.com.</td>
</tr>
<tr>
<td></td>
<td>b. Select <strong>Products &amp; Services &gt; Network Management CiscoWorks&gt; Cisco Network Analysis Module Software &gt; Technical Documentation &gt; User Guides</strong>.</td>
</tr>
<tr>
<td></td>
<td>• Printed document available by order (part number DOC-7815958=).¹</td>
</tr>
<tr>
<td>Context-sensitive online help</td>
<td>• Select an option from the navigation tree, then click <strong>Help</strong>.</td>
</tr>
</tbody>
</table>

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 annual or quarterly subscriptions through the online Subscription Store:

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

Click Subscriptions & Promotional Materials in the left navigation bar.
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, USA) at 408 526-7208 or, elsewhere in North America, by
calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation 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-a-day, 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. If you do not hold a valid Cisco service contract, please
contact your reseller.
Cisco TAC Website

The Cisco TAC website 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. The Cisco TAC website is located at this URL:

http://www.cisco.com/tac

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:


Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which 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 the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

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

For P1 or P2 cases (P1 and P2 cases are those in which 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:

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:
  

- Cisco Press publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. 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/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: