



Preface

This preface describes the audience, organization, and conventions of the *Cisco Virtual Security Gateway for VMware vSphere Troubleshooting Guide, Release 4.2(1)VSG2(1.1)*. It also provides information on how to obtain related documentation.

This chapter includes the following sections:

- [Audience, page ix](#)
- [Organization, page ix](#)
- [Document Conventions, page x](#)
- [Related Documentation, page xi](#)
- [Documentation Feedback, page xi](#)
- [Obtaining Documentation and Submitting a Service Request, page xii](#)

Audience

This publication is for experienced network administrators who configure and maintain a Cisco Virtual Security Gateway (VSG).

Organization

This document is organized into the following chapters:

Title	Description
Chapter 1, “Overview”	Describes basic troubleshooting information.
Chapter 2, “Using Troubleshooting Tools”	Describes the available troubleshooting tools.
Chapter 3, “Troubleshooting Installation Issues”	Describes how to troubleshoot installation problems.
Chapter 4, “Troubleshooting Licensing Issues”	Describes how to identify and resolve problems related to licensing for the Cisco VSG.
Chapter 5, “Troubleshooting Module Issues”	Describes how to identify and resolve problems with modules.

Title	Description
Chapter 6, “Troubleshooting Policy Engine Issues”	Describes policy engine troubleshooting issues.
Chapter 7, “Troubleshooting High Availability Issues”	Describes how to identify and resolve problems related to High Availability (HA).
Chapter 8, “Troubleshooting System Issues”	Describes how to identify and resolve system-related problems in Cisco VSG.
Chapter 9, “Before Contacting Technical Support”	Describes the steps to take before requesting technical support.

Document Conventions

Command descriptions use these conventions:

Convention	Description
boldface font	Commands and keywords are in boldface.
<i>italic font</i>	Arguments for which you supply values are in italics.
[]	Elements in square brackets are optional.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.

Screen examples use these conventions:

<code>screen font</code>	Terminal sessions and information that the switch displays are in screen font.
<code>boldface screen font</code>	Information that you must enter is in boldface screen font.
<i><code>italic screen font</code></i>	Arguments for which you supply values are in italic screen font.
< >	Nonprinting characters, such as passwords, are in angle brackets.
[]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.

This document uses the following conventions:



Note

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



Caution

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

Related Documentation

This section contains information about the documentation available for Cisco Virtual Security Gateway and related products.

Cisco Virtual Security Gateway Documentation

The following Cisco Virtual Security Gateway for VMware vSphere documents are available on Cisco.com at the following URL:

http://www.cisco.com/en/US/products/ps13095/tsd_products_support_series_home.html

- *Cisco Virtual Security Gateway for VMware vSphere Release Notes, Release 4.2(1)VSG2(1.1)*
- *Cisco VSG for VMware vSphere, Release 4.2(1)VSG2(1.1) and Cisco VNMC, Release 2.1 Installation and Upgrade Guide*
- *Cisco Virtual Security Gateway for VMware vSphere License Configuration Guide, Release 4.2(1)VSG2(1.1)*
- *Cisco Virtual Security Gateway for VMware vSphere Configuration Guide, Release 4.2(1)VSG2(1.1)*
- *Cisco Virtual Security Gateway for VMware vSphere Command Reference, Release 4.2(1)VSG2(1.1)*
- *Cisco Virtual Security Gateway for VMware vSphere Troubleshooting Guide, Release 4.2(1)VSG2(1.1)*
- *Cisco vPath and vServices Reference Guide for VMware vSphere*

Cisco Virtual Network Management Center Documentation

The following Cisco Virtual Network Management Center documents are available on Cisco.com at the following URL:

http://www.cisco.com/en/US/products/ps11213/tsd_products_support_series_home.html

Cisco Nexus 1000V Series Switch Documentation

The Cisco Nexus 1000V Series Switch documents are available on Cisco.com at the following URL:

http://www.cisco.com/en/US/products/ps9902/tsd_products_support_series_home.html

Documentation Feedback

To provide technical feedback on this document, or to report an error or omission, please send your comments to vsg-docfeedback@cisco.com. We appreciate your feedback.

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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.