



## Preface

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This preface describes the audience, organization, and conventions of the *Cisco Virtual Security Gateway for Microsoft Hyper-V Troubleshooting Guide, Release 5.2(1)VSG2(1.1b)*. It also provides information on how to obtain related documentation.

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## Audience

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

## Organization

This document is organized into the following chapters:

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

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

## Document Conventions

Command descriptions use these conventions:

Convention	Description
<b>boldface font</b>	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.
<b><code>boldface screen font</code></b>	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 the Microsoft Hyper-V documents are available on Cisco.com at the following URL:

[http://www.cisco.com/en/US/products/ps13095/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps13095/tsd_products_support_series_home.html)

- *Cisco Virtual Security Gateway for Nexus 1000V Series Switch Release Notes, Release 5.2(1)VSG2(1.1b)*
- *Cisco Virtual Security Gateway, Release 5.2(1)VSG2(1.1b) and Cisco Virtual Network Management Center, Release 2.1 Installation Guide*
- *Cisco Virtual Security Gateway for Microsoft Hyper-V Configuration Guide, Release 5.2(1)VSG2(1.1b)*
- *Cisco Virtual Security Gateway for Microsoft Hyper-V Command Reference Guide, Release 5.2(1)VSG2(1.1b)*
- *Cisco Virtual Security Gateway for Microsoft Hyper-V Troubleshooting Guide, Release 5.2(1)VSG2(1.1b)*
- *Cisco vPath and vServices Reference Guide for Microsoft Hyper-V*

## 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/ps13056/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps13056/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](mailto: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>

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