



## Preface

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### Audience

This guide is for the networking professional managing the Catalyst 3560 switch, hereafter referred to as the *switch*. Before using this guide, you should have experience working with the Cisco IOS software and be familiar with the concepts and terminology of Ethernet and local area networking.

### Purpose

The Catalyst 3560 switch is supported by either the standard multilayer image (SMI) or the enhanced multilayer image (EMI). The SMI provides Layer 2+ features including access control lists (ACLs), quality of service (QoS), static routing, and the Routing Information Protocol (RIP). The EMI provides a richer set of enterprise-class features. It includes Layer 2+ features and full Layer 3 routing (IP unicast routing, IP multicast routing, and fallback bridging). To distinguish it from the Layer 2+ static routing and RIP, the EMI includes protocols such as the Enhanced Interior Gateway Routing Protocol (EIGRP) and the Open Shortest Path First (OSPF) Protocol.

This guide provides procedures for using the commands that have been created or changed for use with the Catalyst 3560 switch. It does not provide detailed information about these commands. For detailed information about these commands, see the *Catalyst 3560 Switch Command Reference* for this release. For information about the standard Cisco IOS Release 12.2 commands, see the Cisco IOS documentation set available from the Cisco.com home page at **Service and Support > Technical Documents**. On the Cisco Product Documentation home page, select **Release 12.2** from the Cisco IOS Software drop-down list.

This guide does not provide detailed information on the embedded device manager and Network Assistant graphical user interfaces (GUIs) that you can use to manage the switch. However, the concepts in this guide are applicable to the GUI user. For information about the device manager, see the switch online help. For information about the Network Assistant application, see *Getting Started with Cisco Network Assistant*, available on Cisco.com

This guide does not describe system messages you might encounter or how to install your switch. For more information, see the *Catalyst 3560 Switch System Message Guide* for this release and to the *Catalyst 3560 Switch Hardware Installation Guide*.

# Conventions

This publication uses these conventions to convey instructions and information:

Command descriptions use these conventions:

- Commands and keywords are in **boldface** text.
- Arguments for which you supply values are in *italic*.
- Square brackets ( [ ] ) mean optional elements.
- Braces ( { } ) group required choices, and vertical bars ( | ) separate the alternative elements.
- Braces and vertical bars within square brackets ( [ { | } ] ) mean a required choice within an optional element.

Interactive examples use these conventions:

- Terminal sessions and system displays are in `screen` font.
- Information you enter is in **boldface screen** font.
- Nonprinting characters, such as passwords or tabs, are in angle brackets (< >).

Notes, cautions, and timesavers use these conventions and symbols:




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**Note**

Means *reader take note*. Notes contain helpful suggestions or references to materials not contained in this manual.

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**Caution**

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

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## Related Publications

These documents provide complete information about the switch and are available from this Cisco.com site:

<http://www.cisco.com/univercd/cc/td/doc/product/lan/cat3560/index.htm>




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**Note**

Before installing, configuring, or upgrading the switch, see these documents:

- For initial configuration information, see the “Using Express Setup” chapter in the getting started guide or to the “Configuring the Switch with the CLI-Based Setup Program” appendix in the hardware installation guide.
- For device manager requirements, see the “System Requirements” section in the release notes (not orderable but available on Cisco.com).
- For Network Assistant requirements, see *Getting Started with Cisco Network Assistant* (not orderable but available on Cisco.com).

- For cluster requirements, see the *Release Notes for Cisco Network Assistant* (not orderable but available on Cisco.com).
- For upgrading information, see the “Downloading Software” section in the release notes.

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You can order printed copies of documents with a DOC-xxxxxx= number from the Cisco.com sites and from the telephone numbers listed in the “Obtaining Documentation” section on page xxxvii.

- *Release Notes for the Catalyst 3750, 3560, and 2970 Switches* (not orderable but available on Cisco.com)
- *Catalyst 3560 Switch Software Configuration Guide* (order number DOC-7816404=)
- *Catalyst 3560 Switch Command Reference* (order number DOC-7816405=)
- *Catalyst 3560 Switch System Message Guide* (order number DOC-7816406=)
- Device manager online help (available on the switch)
- *Catalyst 3560 Switch Hardware Installation Guide* (not orderable but available on Cisco.com)
- *Catalyst 3560 Switch Getting Started Guide* (order number DOC-7816660=)
- *Regulatory Compliance and Safety Information for the Catalyst 3560 Switch* (order number DOC-7816665)
- *Getting Started with Cisco Network Assistant* (not orderable but available on Cisco.com)
- *Release Notes for Cisco Network Assistant* (not orderable but available on Cisco.com)
- *Cisco Small Form-Factor Pluggable Modules Installation Notes* (order number DOC-7815160=)
- *Cisco CWDM GBIC and CWDM SFP Installation Note* (not orderable but available on Cisco.com)

## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain 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 at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Documentation DVD

Cisco documentation and additional literature are available in a Documentation DVD package, which may have shipped with your product. The Documentation DVD is updated regularly and may be more current than printed documentation. The Documentation DVD package is available as a single unit.

Registered Cisco.com users (Cisco direct customers) can order a Cisco Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

Cisco Marketplace:

<http://www.cisco.com/go/marketplace/>

## Ordering Documentation

You can find instructions for ordering documentation at this URL:

[http://www.cisco.com/univercd/cc/td/doc/es\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm)

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:  
<http://www.cisco.com/en/US/partner/ordering/>
- 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 1 800 553-NETS (6387).

## Documentation Feedback

You can send comments about technical documentation to [bug-doc@cisco.com](mailto: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.

# Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—[security-alert@cisco.com](mailto:security-alert@cisco.com)
- Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one that has the most recent creation date in this public key server list:

<http://pgp.mit.edu:11371/pks/lookup?search=psirt%40cisco.com&op=index&exact=on>

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

## Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

## Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support Website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request 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 list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—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.

Severity 2 (S2)—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.

Severity 3 (S3)—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.

Severity 4 (S4)—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.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *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 at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. 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:

<http://www.cisco.com/ipj>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

