

**A) GENERAL**

[A1. What is Cisco Transport Gateway - AN Connector?](#)

**B) TRANSPORT GATEWAY INSTALLATION REQUIREMENTS**

[B1. What are the system requirements to install Transport Gateway for Solaris?](#)

[B2. What are the system requirements to install Transport Gateway for Windows?](#)

**C) TRANSPORT GATEWAY INSTALLATION/UN-INSTALLATION**

[C1. Do I have to configure the registration again whenever I re-install Transport Gateway?](#)

[C2. How can I stop the installation of Transport Gateway?](#)

[C3. What should I do if un-installation failed?](#)

[C4. What are the causes for installation/un-installation failures?](#)

[C5. Is the restart of my PC required after un-installation?](#)

**D) TRANSPORT GATEWAY SERVICE**

[D1. How can I start/stop the Transport Gateway service?](#)

[D2. What is the difference between 'Stop Service' and 'Close' buttons in the Transport Gateway Configuration Settings Panel?](#)

[D3. How can I know whether the Transport Gateway Service is running or not?](#)

**E) REGISTRATION**

[E1. How can I create the Transport Gateway Registration?](#)

[E2. Where can I see the registration install status?](#)

[E3. Is the installed Transport Gateway ID and password in the Transport Gateway transferable?](#)

[E4. When will the Transport Gateway registration fail?](#)

**F) PROXY SETTINGS**

[F1. How can I configure proxy settings in the Transport Gateway?](#)

[F2. What is the default Proxy, and how can I use it?](#)

[F3. How can I find whether the Transport Gateway is able to connect to the Internet or not?](#)

[F4. How can I re-configure the Transport Gateway?](#)

**G) CONFIGURE TRANSPORT GATEWAY FOR CALL HOME MAILBOX**

[G1. How can I configure the Transport Gateway with the Call Home Mailbox?](#)

[G2. Do I need to configure the Call Home Mailbox every time after I start the service?](#)

[G3. How can I know whether the Transport Gateway started receiving the Call Home Messages?](#)

[G4. How can I know whether Call Home Messages are forwarded to the Cisco backend or not?](#)

[G5. Are the Call Home Messages that are forwarded to the Cisco backend, forwarded securely?](#)

[G6. What details are forwarded to the Cisco backend?](#)

[G7. How can I reconfigure the Mailbox Call Home Messages polling frequency?](#)

[G8. How can I stop forwarding my Call Home Messages to the Cisco backend?](#)

[G9. Does the Transport Gateway forward the Call Home Messages again, if it failed the first time? If so, how long does it take to retry?](#)

[G10. How can I reconfigure the Send Call Messages retry time?](#)

**H) LOGS**

[H1. Is there a quick way to see the status of the Transport Gateway?](#)

**I) MAILBOX**

[I1. What is the purpose of using Mail Store in the Transport Gateway application?](#)

[I2. When will Call Home Messages, in the Mail Store, be forwarded to the Cisco backend?](#)

[I3. What is the time limit after which Call Home messages will not be forwarded /deleted from the Mailbox of the Transport Gateway?](#)

**J) TEST CONNECTION AND RESET PASSWORD**

[J1. What is the purpose of Test Connection/Reset Password button on the left panel of the Transport Gateway?](#)

## **A1. What is Cisco Transport Gateway - AN Connector?**

This Cisco Transport Gateway securely forwards Call Home messages, which are generated by devices in the Customer's network, to Smart Call Home on the Cisco backend. The Transport Gateway is the best solution to forward the Call Home messages.

[^top^](#)

## **B1. What are the system requirements to install Transport Gateway for Solaris?**

- Operating System - Solaris 5.8 (5.8 or Higher is recommended).
- CDE or Xterm (Display supported).
- Netscape Navigator 4.76 or later.
- Textedit or dtpad application for viewing log files from the User Interface of Transport Gateway.
- Sun sparc Processor.
- PC or laptop with 512 MB of RAM (1 GB recommended).
- Hard disk: 60 MB + (15KB for every Call Home message).
- Broadband Internet connectivity for faster response to the Cisco servers (recommended).

[^top^](#)

## **B2. What are the system requirements to install Transport Gateway for Windows?**

- Operating System
  - Windows 2000 Professional
  - Windows 2003
  - Windows XP Professional
- Pentium 4 or later (Pentium M recommended)
- PC or laptop with 512 MB of RAM (1 GB recommended)
- Hard disk: 60 MB + (15KB for every Call Home message).

[^top^](#)

## **C1. Do I have to configure the registration again whenever I re-install Transport Gateway?**

No, the configured registration settings are backed up during un-installation and restored when the Transport Gateway is installed again. This is true as long as you do not select an option to un-register the Transport Gateway during uninstallation; the backup will not be performed and the user will be required to re-register or configure the re-installed Transport Gateway.

[^top^](#)

## C2. What process do I follow for installing a new Transport Gateway on top of an existing Transport Gateway ?

Stop the Transport Gateway Service. Re-install the package in the previous Transport Gateway installed location.

[^top^](#)

## C3. What should I do if un-installation failed?

- Go to **Control Panel -> Add/Remove Programs**. Select Cisco Transport Gateway and click **Remove**.
- If the prior option does not work, then manually remove the Transport Gateway installed directories.

[^top^](#)

## C4. What are the causes for Installation/Un-installation failures?

The following causes are related with Installation failures:

- Low disk space
- User does not have administrative privilege

The following causes are related with Un-installation failures:

- Deletion of uninstall.dat from the Transport Gateway installed location
- On top of installation may create another un-installation directory

[^top^](#)

## C5. Is the restart of my PC required after un-installation?

It is advised that you restart the PC after a un-installation.

[^top^](#)

## D1. How can I start/stop the Transport Gateway service?

- Starting/Stopping from the Start Menu:
  - Start the service from the Start Menu -> Programs or All Programs -> Cisco Transport Gateway -> Start Cisco Transport Gateway service.
  - Stop the service from Start Menu -> Programs or All Programs -> Cisco Transport Gateway -> Stop Cisco Transport Gateway service
- Starting/Stopping from Windows Services:
  - Go to Windows services, start/stop service Cisco Transport Gateway.
- Starting/Stopping from Transport Gateway UI:
  - Click on Transport Gateway Configure icon placed in the desktop. This starts the service and launches the configure settings UI.
  - Clicking 'Stop Service' from configure settings UI stops the service.

[^top^](#)

## D2. What is the difference between 'Stop Service' and 'Close' buttons in the Transport Gateway Configuration Settings Panel?

- Clicking **Stop Service** from the Configuration Settings Panel stops the Transport Gateway service. The secure forwarding of Call Home messages to Smart Call Home, on the Cisco backend, will be stopped.

- Clicking **Close** from the Configuration Settings Panel closes only the configuration settings UI. The service continues to securely forward the Call Home messages to Smart Call Home, on the Cisco backend, even after closing the UI.

[^top^](#)

### D3. How can I know whether the Transport Gateway Service is running or not?

Go to Windows services, select service Cisco Transport Gateway and check the running status of the service.

[^top^](#)

### E1. How can I create the Transport Gateway Registration?

If the Transport Gateway is not registered or is unregistered, perform the following steps on the Transport Gateway application:

- Enter the user's Cisco.com user id, password, Transport Gateway name and Transport Gateway description (optional) in the respective text fields
- Click **Apply**.

[^top^](#)

### E2. Where can I see the registration install status?

Launch Transport Gateway Configuration Settings UI. Click **Registration** from the left pane. Check the registered status on the right side of the UI panel.

[^top^](#)

### E3. Is the installed Transport Gateway ID and password in the Transport Gateway transferable?

No, the installed Transport Gateway ID and password in the Transport Gateway is not transferable to other machines.

[^top^](#)

### E4. When will the Transport Gateway registration fail?

The Transport Gateway registration fails when the:

1. Entered Cisco.com ID and password are not valid.
2. Connection to the Cisco backend could not be established.
3. Connection with the internet failed.

[^top^](#)

### F1. How can I configure proxy settings in the Transport Gateway?

Launch Transport Gateway Configuration Settings UI, Click **Proxy Settings** from the left pane. Give the appropriate proxy server details and click **Apply**.

[^top^](#)

### F2. What is the default Proxy, and how can I use it?

Default Proxy settings are the proxy settings that are configured by default in the system. The Transport Gateway can be configured to use default proxy settings by selecting **Use default proxy** from the Proxy Settings Configuration UI (It assigns IP address/hostname and port number attached with the Internet Explorer.)

[^top^](#)

### F3. How can I find whether the Transport Gateway is able to connect to the Internet or not?

Launch Transport Gateway Configuration Settings UI, and check the internet connection status icon at the right bottom corner of the UI.

[^top^](#)

#### **F4. How can I re-configure the Transport Gateway?**

Launch Transport Gateway Configuration Settings UI and reconfigure all the settings.

[^top^](#)

#### **G1. How can I configure the Transport Gateway with the Call Home Mailbox?**

After installing the Transport Gateway, configure “Proxy Settings” (if needed) and complete the registration. Once the registration has been successfully completed perform the following steps:

- Select **Configuration** from the left pane.
- Configure the Mail Server Type, Mail Server Hostname or IP address, Account Name, Password, Mail Server Port Number, Send Call Home Messages, Mail Store Size, Notify Email Address
- Click **Save**; the Transport Gateway starts collecting the Call Home Messages and continuously forwards them to the Cisco backend, as long as the Transport Gateway service stays operational.

[^top^](#)

#### **G2. Do I need to configure the Call Home Mailbox every time after I start the service?**

This is not required. Once the Transport Gateway is configured to collect Call Home Messages from the Mailbox, there is no need to re-configure it when the service is started. However, re-configuring the Transport Gateway can be done at any time.

[^top^](#)

#### **G3. How can I know whether the Transport Gateway started receiving the Call Home Messages?**

View Log files and check for the following lines. (Timestamps will vary)  
[05 Mar 2007 09:39] - Starting/Restarting Message Age Tracking service  
[05 Mar 2007 09:39] - Starting/Restarting Email receiver service  
[05 Mar 2007 09:39] - Starting/Restarting Message Dispatcher service  
[05 Mar 2007 09:40] - New Call Home message found!

[^top^](#)

#### **G4. How can I know whether Call Home Messages are forwarded to the Cisco backend or not?**

View Log files and check for the following lines. (Timestamps will vary)  
[27 Dec 2006 07:11] - [MessageDispatcher]Processing the message: 1167157330.11082.1 [27 Dec 2006 07:11] - Forward status: success

[^top^](#)

#### **G5. Are the Call Home Messages that are forwarded to the Cisco backend, forwarded securely?**

The Call Home Messages are forwarded in a secured manner to the Cisco backend. The Transport Gateway will not forward any data if the registration is not completed.

[^top^](#)

#### **G6. What details are forwarded to the Cisco backend?**

The Transport Gateway ID and Password will be forwarded to the Cisco backend along with the Call Home Messages.

[^top^](#)

## G7. How can I reconfigure the Mailbox Call Home Messages polling frequency?

- Open file anconnector.properties from /Transport Gateway/conf/an/properties directory.
- Set an.thread.mailreceiver.pollfrequency=<Value in milliseconds>.
- Save the changes and stop and start the TG service.

**Note:** The polling time frequency should be provided in milliseconds. For example, provide 60000 to indicate 1 minute (i.e., 1 sec = 1000 milliseconds)

[^top^](#)

## G8. How can I stop forwarding my Call Home Messages to the Cisco backend?

- Launch Transport Gateway Configuration Settings UI.
- Click **Configuration**, from the left pane.
- Uncheck the “Send Call Home Messages” flag.
- Click **Save** to save the changes you have made.

[^top^](#)

## G9. Does the Transport Gateway forward the Call Home Messages again, if it failed the first time? If so, how long does it take to retry?

Transport Gateway makes continuous attempt to forward the C2all Home Messages with a time interval of 1 second between each attempt.

[^top^](#)

## G10. How can I reconfigure the Send Call Messages retry time?

- Open file anconnector.properties from /Transport Gateway/conf/an/properties directory.
- Set an.thread.messageDispatcher.pollfrequency =<Value in milliseconds> For example, provide 60000 to indicate 1 minute (i.e., 1 sec = 1000 milliseconds)

[^top^](#)

## H1. Is there a quick way to see the status of the Transport Gateway?

- Launch Transport Gateway Configuration Settings UI.
- Click **Log Status** from the left pane.
- Select **Status of TG.log** from the List of log file
- Click **View**.

[^top^](#)

## I1. What is the purpose of using Mail Store in the Transport Gateway application?

The Transport Gateway retrieves Call Home messages from the mailbox that receives generated Call Home messages from configured Call Home device(s). The Transport Gateway places these mailbox messages into the Transport Gateway mail store, before sending them to the Cisco backend. The Transport Gateway needs to detect new Call Home messages within 5 seconds after they arrive in the mailbox.

[^top^](#)

## I2. When will Call Home Messages, in the Mail Store, be forwarded to the Cisco backend?

When the Send Call Home Messages flag, in the Configuration window of the Transport Gateway application, is set to 'Yes', the Transport Gateway will forward the messages, in the mail store, to the Cisco backend. When the Send Call Home Messages flag in the Configuration window of the Transport Gateway is set to 'No', the Transport Gateway will not forward the messages in the mail store to the Cisco backend.

[^top^](#)

### **I3. What is the time limit after which Call Home messages will not be forwarded /deleted from the Mailbox of the Transport Gateway?**

If the message send fails, and the message has existed for more than 3 hours in the TG mail store, the TG will not automatically send the message to the Cisco backend; however, the customer can manually send the message, with the help of the Mail box UI. The ability to manually send the messages to the backend are available as long as the failed messages are less than 2 days old. All failed messages that are greater than 2 days will be automatically removed from the Transport Gateway and never get sent to the Cisco backend.

[^top^](#)

### **J1. What is the purpose of Test Connection/Reset Password button on the left panel of the Transport Gateway?**

- Test Connection is used to check whether the Transport Gateway is able to connect to the backend
- Reset Password is used to reset the Transport Gateway password in the backend

[^top^](#)