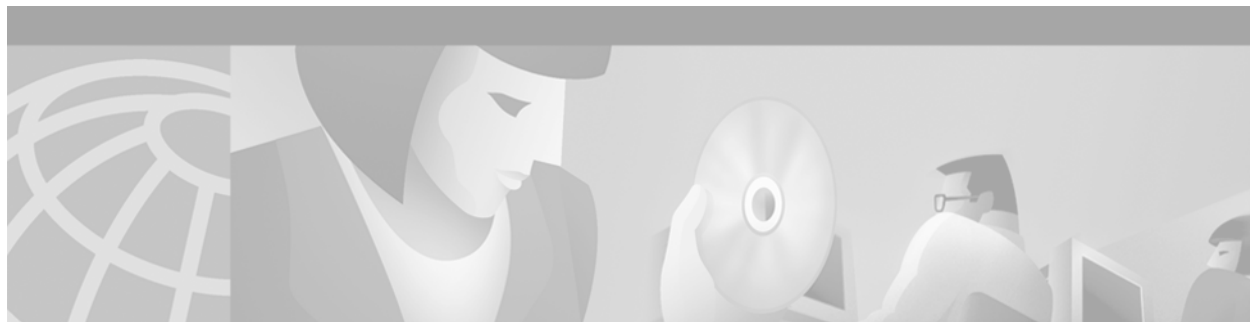




About Cisco IOS Software Documentation

This chapter discusses the objectives, audience, organization, and conventions of Cisco IOS software documentation. It also provides sources for obtaining documentation from Cisco Systems.

Documentation Objectives

Cisco IOS software documentation describes the tasks and commands necessary to configure and maintain Cisco networking devices.

Audience

The Cisco IOS software documentation set is intended primarily for users who configure and maintain Cisco networking devices (such as routers and switches) but who may not be familiar with the tasks, the relationship between tasks, or the Cisco IOS software commands necessary to perform particular tasks. The Cisco IOS software documentation set is also intended for those users experienced with Cisco IOS software who need to know about new features, new configuration options, and new software characteristics in the current Cisco IOS software release.

Documentation Organization

The Cisco IOS software documentation set consists of documentation modules and master indexes. In addition to the main documentation set, there are supporting documents and resources.

Documentation Modules

The Cisco IOS documentation modules consist of configuration guides and corresponding command reference publications. Chapters in a configuration guide describe protocols, configuration tasks, and Cisco IOS software functionality and contain comprehensive configuration examples. Chapters in a command reference publication provide complete Cisco IOS command syntax information. Use each configuration guide in conjunction with its corresponding command reference publication.

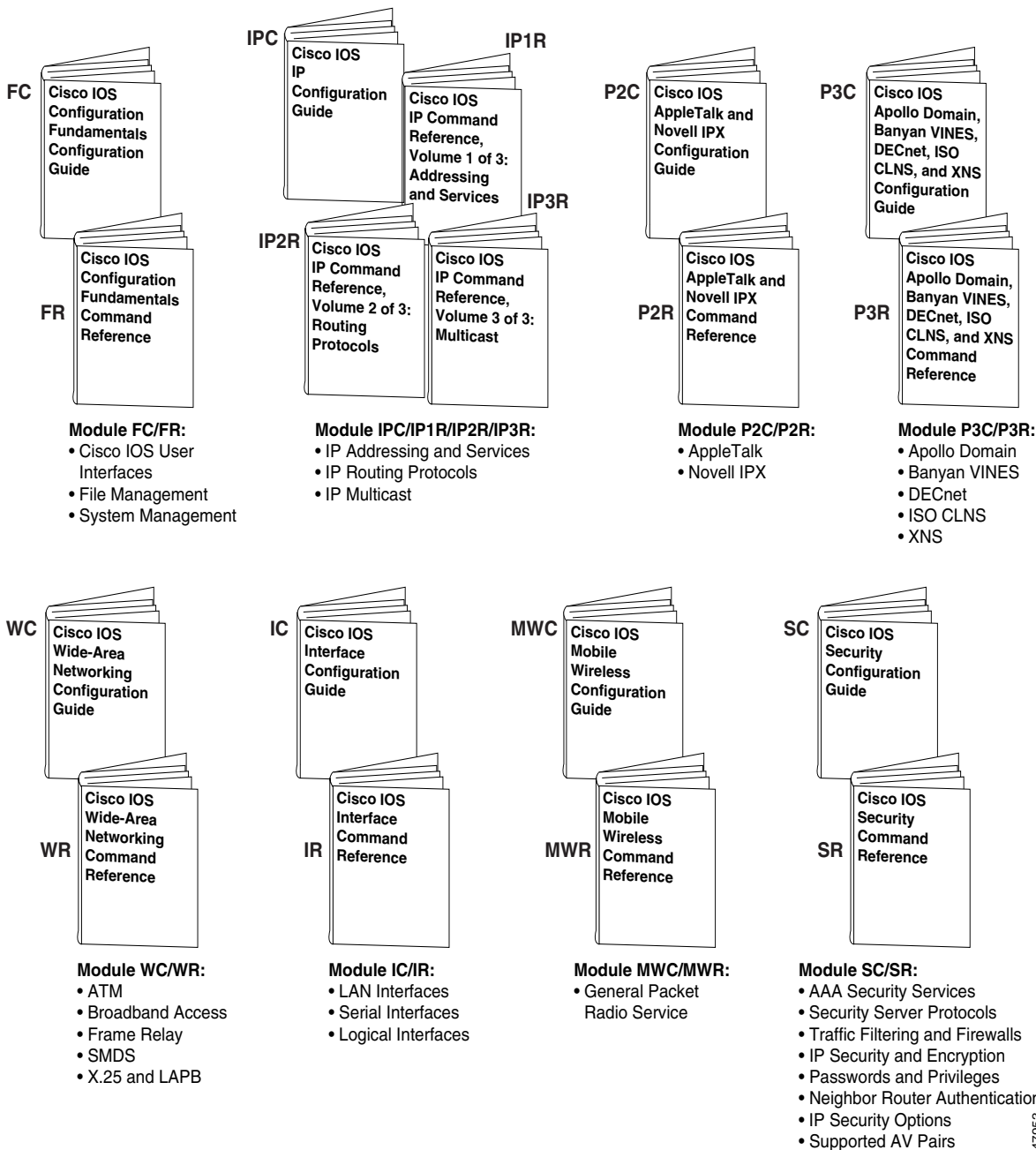
Figure 1 shows the Cisco IOS software documentation modules.



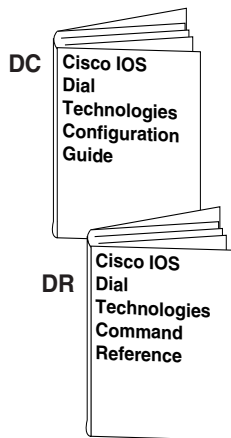
Note

The abbreviations (for example, FC and FR) next to the book icons are page designators, which are defined in a key in the index of each document to help you with navigation. The bullets under each module list the major technology areas discussed in the corresponding books.

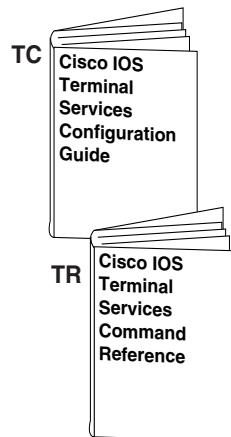
Figure 1 Cisco IOS Software Documentation Modules



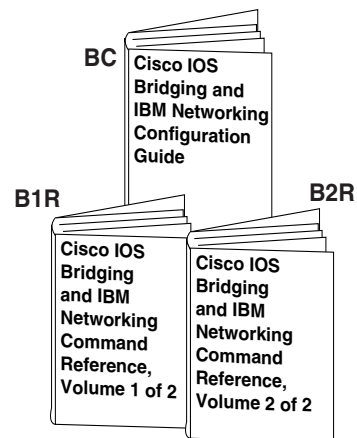
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**Module DC/DR:**

- Preparing for Dial Access
- Modem and Dial Shelf Configuration and Management
- ISDN Configuration
- Signalling Configuration
- Dial-on-Demand Routing Configuration
- Dial-Backup Configuration
- Dial-Related Addressing Services
- Virtual Templates, Profiles, and Networks
- PPP Configuration
- Callback and Bandwidth Allocation Configuration
- Dial Access Specialized Features
- Dial Access Scenarios

**Module TC/TR:**

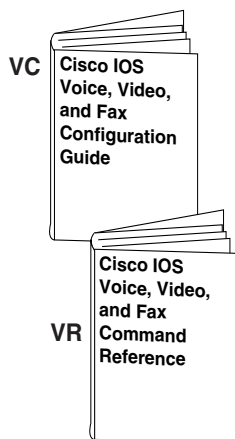
- ARA
- LAT
- NASL
- Telnet
- TN3270
- XRemote
- X.28 PAD
- Protocol Translation

**Module BC/B1R:**

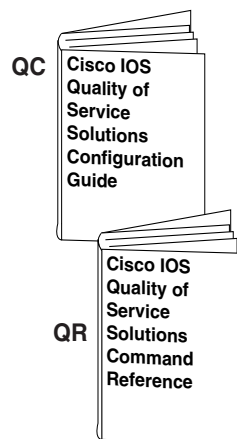
- Transparent Bridging
- SRB
- Token Ring Inter-Switch Link
- Token Ring Route Switch Module
- RSRB
- DLSw+
- Serial Tunnel and Block Serial Tunnel
- LLC2 and SDLC
- IBM Network Media Translation
- SNA Frame Relay Access
- NCIA Client/Server
- Airline Product Set

Module BC/B2R:

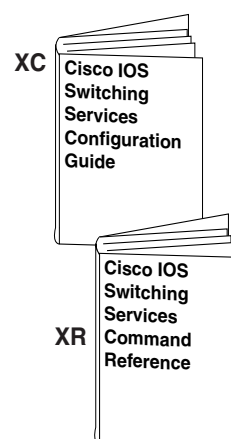
- DSPU and SNA Service Point
- SNA Switching Services
- Cisco Transaction Connection
- Cisco Mainframe Channel Connection
- CLAW and TCP/IP Offload
- CSNA, CMPC, and CMPC+
- TN3270 Server

**Module VC/VR:**

- Voice over IP
- Call Control Signalling
- Voice over Frame Relay
- Voice over ATM
- Telephony Applications
- Trunk Management
- Fax, Video, and Modem Support

**Module QC/QR:**

- Packet Classification
- Congestion Management
- Congestion Avoidance
- Policing and Shaping
- Signalling
- Link Efficiency Mechanisms

**Module XC/XR:**

- Cisco IOS Switching Paths
- NetFlow Switching
- Multiprotocol Label Switching
- Multilayer Switching
- Multicast Distributed Switching
- Virtual LANs
- LAN Emulation

47954

Master Indexes

Two master indexes provide indexing information for the Cisco IOS software documentation set: an index for the configuration guides and an index for the command references. Individual books also contain a book-specific index.

The master indexes provide a quick way for you to find a command when you know the command name but not which module contains the command. When you use the online master indexes, you can click the page number for an index entry and go to that page in the online document.

Supporting Documents and Resources

The following documents and resources support the Cisco IOS software documentation set:

- *Cisco IOS Command Summary* (two volumes)—This publication explains the function and syntax of the Cisco IOS software commands. For more information about defaults and usage guidelines, refer to the Cisco IOS command reference publications.
- *Cisco IOS System Error Messages*—This publication lists and describes Cisco IOS system error messages. Not all system error messages indicate problems with your system. Some are purely informational, and others may help diagnose problems with communications lines, internal hardware, or the system software.
- *Cisco IOS Debug Command Reference*—This publication contains an alphabetical listing of the **debug** commands and their descriptions. Documentation for each command includes a brief description of its use, command syntax, usage guidelines, and sample output.
- *Dictionary of Internetworking Terms and Acronyms*—This Cisco publication compiles and defines the terms and acronyms used in the internetworking industry.
- New feature documentation—The Cisco IOS software documentation set documents the mainline release of Cisco IOS software (for example, Cisco IOS Release 12.2). New software features are introduced in early deployment releases (for example, the Cisco IOS “T” release train for 12.2, 12.2(x)T). Documentation for these new features can be found in standalone documents called “feature modules.” Feature module documentation describes new Cisco IOS software and hardware networking functionality and is available on Cisco.com and the Documentation CD-ROM.
- Release notes—This documentation describes system requirements, provides information about new and changed features, and includes other useful information about specific software releases. See the section “Using Software Release Notes” in the chapter “Using Cisco IOS Software” for more information.
- Caveats documentation—This documentation provides information about Cisco IOS software defects in specific software releases.
- RFCs—RFCs are standards documents maintained by the Internet Engineering Task Force (IETF). Cisco IOS software documentation references supported RFCs when applicable. The full text of referenced RFCs may be obtained on the World Wide Web at <http://www.rfc-editor.org/>.
- MIBs—MIBs are used for network monitoring. For lists of supported MIBs by platform and release, and to download MIB files, see the Cisco MIB website on Cisco.com at <http://www.cisco.com/public/sw-center/netmgmt/cmtk/mibs.shtml>.

New and Changed Information

The *Cisco IOS Voice, Video, and Fax Configuration Guide* is the result of reorganizing and renaming the *Cisco IOS Multiservice Applications Configuration Guide*.

The *Cisco IOS Voice, Video, and Fax Configuration Guide* contains information about configuring Voice over IP, Voice over Frame Relay, Voice over ATM, and telephony applications using Interactive Voice Response (IVR), fax, and video. This release adds the following new technologies:

- Media Gateway Control Protocol/Simple Gateway Control Protocol
- Session Initiation Protocol
- T.38-compliant fax relay
- Hoot and holler over IP
- Caller ID

This release of the *Cisco IOS Voice, Video, and Fax Configuration Guide* deletes the following technologies:

- Broadband—covered in a separate configuration guide.
- Voice over HDLC—no longer supported by Cisco routers.

Document Conventions

Within Cisco IOS software documentation, the term *router* is generally used to refer to a variety of Cisco products (for example, routers, access servers, and switches). Routers, access servers, and other networking devices that support Cisco IOS software are shown interchangeably within examples. These products are used only for illustrative purposes; that is, an example that shows one product does not necessarily indicate that other products are not supported.

The Cisco IOS documentation set uses the following conventions:

Convention	Description
^ or Ctrl	The ^ and Ctrl symbols represent the Control key. For example, the key combination ^D or Ctrl-D means hold down the Control key while you press the D key. Keys are indicated in capital letters but are not case sensitive.
<i>string</i>	A string is a nonquoted set of characters shown in italics. For example, when setting an SNMP community string to public, do not use quotation marks around the string or the string will include the quotation marks.

Command syntax descriptions use the following conventions:

Convention	Description
boldface	Boldface text indicates commands and keywords that you enter literally as shown.
<i>italics</i>	Italic text indicates arguments for which you supply values.
[x]	Square brackets enclose an optional element (keyword or argument).
	A vertical line indicates a choice within an optional or required set of keywords or arguments.
[x y]	Square brackets enclosing keywords or arguments separated by a vertical line indicate an optional choice.
{x y}	Braces enclosing keywords or arguments separated by a vertical line indicate a required choice.

Nested sets of square brackets or braces indicate optional or required choices within optional or required elements. For example:

Convention	Description
[x {y z}]	Braces and a vertical line within square brackets indicate a required choice within an optional element.

Examples use the following conventions:

Convention	Description
screen	Examples of information displayed on the screen are set in Courier font.
boldface screen	Examples of text that you must enter are set in Courier bold font.
< >	Angle brackets enclose text that is not printed to the screen, such as passwords.
!	An exclamation point at the beginning of a line indicates a comment line. (Exclamation points are also displayed by the Cisco IOS software for certain processes.)
[]	Square brackets enclose default responses to system prompts.

The following conventions are used to attract the attention of the reader:



Caution

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



Note

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



Timesaver

Means the *described action saves time*. You can save time by performing the action described in the paragraph.

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

The most current Cisco documentation is available on the World Wide Web at the following website:

<http://www.cisco.com>

Translated documentation is available at the following website:

http://www.cisco.com/public/countries_languages.html

Ordering Documentation

Cisco documentation can be ordered in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products Marketplace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems, Inc.
Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

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

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

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

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

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

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

