



About This Guide

This chapter describes the objectives, audience, and organization of *Cisco IP Solution Center MPLS VPN User Guide, 4.0*. It also provides sources for obtaining documentation and technical assistance from Cisco Systems. This chapter contains the following sections:

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Objective of this Guide

This guide describes how to use Cisco IP Solution Center (ISC) to configure and provision Multiprotocol Label Switching (MPLS) Virtual Private Network (VPN). This guide explains the concepts, tasks, and screen information that you need to set up the MPLS VPN network infrastructure in ISC and deploy the MPLS VPN service on the network.

Audience

This guide is designed for network engineers, service operators, and business managers who are responsible for configuring, provisioning, and managing MPLS VPN services on a network. Users of this documentation should be familiar with the following content:

- Basic concepts and terminology used in internetworking
- MPLS VPN terms and technology
- IP Network topologies and protocols

Organization

This guide contains the following chapters:

Title	Description
IP Solution Center—MPLS VPN	Presents an overview of ISC MPLS VPN features and technology.
Provisioning an Unmanaged Multi-VRF CE	Describes how to use the Inventory Manager and ISC GUI to implement unmanaged Multi-VRF CE from Device set up to Service Request.
MPLS VPN Service Policies	Describes the Policy Manager GUI and work flow for MPLS VPN.
MPLS VPN Service Requests	Describes the Service Requests GUI and work flow for MPLS VPN.
Provisioning Regular PE-CE Links	Describes an end-to-end scenario for creating a Regular PE-CE link.
Provisioning MVRFCE PE-CE Links	Describes an end-to-end scenario for creating an MVRFCE PE-CE link.
Provisioning Management VPN	Describes how to provision a management VPN in ISC.
Provisioning Cable Services	Describes how to provision MPLS VPN cable services.
Provisioning Carrier Supporting Carrier	Describes how to provision Carrier Supporting Carrier.
Provisioning Multiple Devices	Describes how to provision Ethernet to the Home, Hub and Spoke, and Ring Topologies.
Spanning Multiple Autonomous Systems	Describes the network configuration for Spanning Multiple Autonomous Systems.
Setting Up the Network	Describes how to configure network devices prior to provisioning MPLS VPN.
Service Request Transition States	Describes the ISC Service Request Transition States.
Troubleshooting MPLS VPN	Describes how to troubleshoot MPLS VPN.

Related Documentation

The entire documentation set for Cisco IP Solution Center, 4.0 can be accessed at:

http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/isc/4_0

The following documents comprise the ISC 4.0 documentation set.

General documentation (in suggested reading order):

- [Cisco IP Solution Center Documentation Guide, 4.0](#)
- [Cisco IP Solution Center Release Notes, 4.0](#)
- [Cisco IP Solution Center Installation Guide, 4.0](#)
- [Cisco IP Solution Center Infrastructure Reference, 4.0](#)
- [Cisco IP Solution Center System Error Messages, 4.0](#)

Application and technology documentation (listed alphabetically):

- [Cisco IP Solution Center L2VPN User Guide, 4.0](#)
- [Cisco IP Solution Center MPLS VPN User Guide, 4.0](#)
- [Cisco IP Solution Center Quality of Service User Guide, 4.0](#)
- [Cisco IP Solution Center Traffic Engineering Management User Guide, 4.0](#)

API documentation:

- [Cisco IP Solution Center API Programmer Guide, 4.0](#)
- Index: [Cisco IP Solution Center API Programmer Reference, 4.0](#)

**Note**

All documentation *might* be upgraded.

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

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/index.shtml>

- 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.

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.

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/>

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

<http://cisco.com/univercd/cc/td/doc/pcat/>

- *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>