



About This Guide

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Objective

This guide lists the hardware and software recommendations for running this product, and it describes how to install, manage, and log in to Cisco IP Solution Center (ISC).

Related Documentation

The entire documentation set for Cisco IP Solution Center, 4.2 can be accessed at:

http://www.cisco.com/en/US/products/sw/netmgts/ps4748/tsd_products_support_series_home.html



Tip

To cut and paste a two-line URL into the address field of your browser, you must cut and paste each line separately to get the entire URL without a break.

The following documents comprise the ISC 4.2 documentation set.

General documentation (in suggested reading order)

- *Cisco IP Solution Center Getting Started and Documentation Guide, 4.2.*
http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_documentation_roadmap09186a008069c214.html
- *Release Notes for Cisco IP Solution Center, 4.2.*
http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/prod_release_note09186a008069c20c.html
- *Cisco IP Solution Center Installation Guide, 4.2.*
http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_installation_guide_book09186a00806923f0.html
- *Cisco IP Solution Center Infrastructure Reference, 4.2.*
http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_technical_reference_book09186a00806923f6.html
- *Cisco IP Solution Center System Error Messages, 4.2.*
http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_system_message_guide_book09186a008069240e.html

Application and technology documentation (listed alphabetically)

- *Cisco IP Solution Center Metro Ethernet and L2VPN User Guide, 4.2.*
http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_user_guide_book09186a0080692411.html
- *Cisco IP Solution Center MPLS VPN User Guide, 4.2.*
http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_user_guide_book09186a00806907c5.html
- *Cisco IP Solution Center Quality of Service User Guide, 4.2.*
http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_user_guide_book09186a0080692413.html
- *Cisco IP Solution Center Traffic Engineering Management User Guide, 4.2.*
http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_user_guide_book09186a0080692414.html
- *Cisco MPLS Diagnostics Expert 2.0 User Guide on ISC 4.2.*
http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_user_guide_book09186a0080692425.html

API Documentation

- *Cisco IP Solution Center API Programmer Guide, 4.2.*
http://www.cisco.com/en/US/products/sw/netmgtsw/ps4748/products_programming_usage_guide_book09186a0080692428.html
- *Cisco IP Solution Center API Programmer Reference, 4.2.*
http://www.cisco.com/application/x-zip-compressed/en/us/guest/products/ps6910/c1667/ccmigration_09186a008072368f.zip

**Note**

All documentation *might* be upgraded over time. All upgraded documentation will be available at the same URLs specified in this document.

Audience

This guide is intended primarily for the following audiences:

- System administrators who are familiar with Sun Solaris and are responsible for installing software on Solaris servers.
- System administrators who are familiar with Cisco devices and their company's network topology.

How This Book is Organized

This guide contains the following chapters:

- [Chapter 1, “System Recommendations,”](#) describes the hardware and software recommendations and requirements to run ISC.
- [Chapter 2, “Installing and Logging In to ISC,”](#) explains what is packaged with ISC, prerequisites for installing ISC, how to install ISC, configuring HTTPS, logging in for the first time, remote installation and uninstallation of Processing Server, Collection Server, or Interface Server, how to install license keys, repository migration and upgrading, launching the Topology Tool, and uninstalling ISC.
- [Appendix A, “Setting Up Oracle for ISC,”](#) describes how to set up an Oracle Database 10g, Enterprise Edition Release 10.2.0.1.0 - 64 bit Production server that works with ISC.
- [Appendix B, “Setting Up Cisco CNS IE2100 Appliances with ISC,”](#) describes how to set up a Cisco CNS IE2100 appliance, configure a TIBCO Rendezvous Routing Daemon (rvrd), and check router configurations for Cisco CNS IE2100 appliances running Cisco CNS Configuration Engine 1.3.x, 1.4, or 1.5 software with ISC.
- [Appendix C, “Backup and Restore of ISC Repository and Standby System,”](#) describes the objectives of backup and restore and a standby system and how to set them up for Sybase and for Oracle.
- [Appendix D, “ISC Runtime Configuration Information,”](#) specifies the default ports and command-line interfaces (CLIs) used by ISC.
- [Appendix E, “Troubleshooting,”](#) describes the major areas in the Cisco IP Solution Center installation in which troubleshooting might be necessary
- [Index](#)

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

Cisco.com

You can access the most current Cisco documentation at this URL:

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

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

Product Documentation DVD

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

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

The Product Documentation DVD is created and released regularly. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

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

Ordering Documentation

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

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

If you do not have a user ID or password, you can register at this URL:

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

Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Technical Support & Documentation site area by entering your comments in the feedback form available in every online document.

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

From this site, you will find information about how to do the following:

- 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, security notices, and security responses for Cisco products is available at this URL:

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

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

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 have identified a vulnerability in a Cisco product, contact PSIRT:

- For emergencies only—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For nonemergencies—psirt@cisco.com

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

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



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive Cisco Product Alerts and Cisco Field Notices by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. (To register as a Cisco.com user, go to this URL: <http://tools.cisco.com/RPF/register/register.do>) Registered users can access the tool at this URL: <http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation 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 at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation 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 Tool** to locate your product serial number before submitting a request for service online or by phone. You can access this tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This 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.



Tip

Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing F5.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. On the Cisco.com home page, click the **Advanced Search** link under the Search box

and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

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 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 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)—An existing 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 operations 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 the network is impaired while 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.

- The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:
<http://www.cisco.com/offer/subscribe>
- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:
<http://www.cisco.com/go/guide>
- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, 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>
- *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>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:
<http://www.cisco.com/discuss/networking>
- “What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:
<http://www.cisco.com/univercd/cc/td/doc/abtunlcd/136957.htm>
- 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>