



CHAPTER 1

Getting Started

This chapter provides information about how to get started to use Cisco IP Solution Center (ISC) and gives a structural overview of this manual. It contains the following sections:

- [System Recommendations, page 1-1](#)
- [Introduction, page 1-1](#)
- [Structural Overview, page 1-2](#)
- [Service Inventory, page 1-10](#)
- [Service Design, page 1-12](#)
- [Monitoring, page 1-13](#)
- [Diagnostics, page 1-14](#)
- [Administration, page 1-15](#)

System Recommendations

The system recommendations and requirements are listed in Chapter 1, “System Recommendations” of the [Cisco IP Solution Center Installation Guide, 5.0](#). The recommendation is to thoroughly review this list before even planning your installation, to be sure that you have all the hardware and software you must successfully install.



Note

There is no direct way to upgrade from ISC 3.0 or ISC 3.1 to ISC 4.2. To upgrade from ISC 3.0 or ISC 3.1 to ISC 4.2, you *must* contact ISC Marketing, e-mail: isc-mktg@cisco.com.

Introduction

Cisco IP Solution Center, 4.2 (ISC 4.2) is a follow-on release to Cisco IP Solution Center, 4.1 (ISC 4.1), with the changes listed in the [Release Notes for Cisco IP Solution Center, 5.0](#).

This guide lists many features that are common among multiple applications, which are sold and licensed separately. The applications and their respective *User Guides* reference this document for setup steps necessary before creating a policy and then a service request specific to the application and for other common features.

Before explaining the tabs in the Graphical User Interface (GUI), see the “[Structural Overview](#)” section on page 1-2. It explains elements common to many windows in ISC.

The GUI is separated into the following large sections (tabs):

- “[Service Inventory](#)” section on page 1-10
- “[Service Design](#)” section on page 1-12
- “[Monitoring](#)” section on page 1-13
- “[Diagnostics](#)” section on page 1-14
- “[Administration](#)” section on page 1-15

The remaining sections in this chapter explain the sections and subsections of this manual that explain the functionality available from these tabs.

Structural Overview

After you log in to Cisco IP Solution Center (ISC), the first window to appear is the Home window, as shown in [Figure 1-1](#), “[Home Window](#).”

Figure 1-1 Home Window



Note

The tabs and the choices navigating within the tabs that appear depend on the user permission, explained in [Chapter 9, “Administration”](#) ([Administration](#) > [Security](#) > [User Roles](#)). The choices shown in this manual are for all permissions (**admin**).

This overview includes the following sections:

- [Product Category Tabs](#), page 1-3
- [Links](#), page 1-3
- [Common GUI Components](#), page 1-7

Product Category Tabs

The organization of this manual is based on the tabs shown in [Figure 1-1](#), “Home Window.” Click either the specific tab or the name in the data pane:

- **Service Inventory** An overview is given in the “Service Inventory” section on page 1-10 and detailed information is given in [Chapter 3](#), “Service Inventory — Inventory and Connection Manager,” [Chapter 4](#), “Service Inventory—Discovery,” and [Chapter 5](#), “Service Inventory—Device Console.”
- **Service Design** An overview is given in the “Service Design” section on page 1-12 and detailed information is given in [Chapter 6](#), “Service Design.”
- **Monitoring** An overview is given in the “Monitoring” section on page 1-13 and detailed information is given in [Chapter 7](#), “Monitoring.”
- **Diagnostics** An overview is given in the “Diagnostics” section on page 1-14 and a pointer to detailed information is given in [Chapter 8](#), “Diagnostics.”
- **Administration** An overview is given in the “Administration” section on page 1-15 and detailed information is given in [Chapter 9](#), “Administration.”

Links

In the upper right-hand corner of the Home window ([Figure 1-1](#)), additional links appear that function as follows:

- [Home](#), page 1-3
- [Shortcuts](#), page 1-3
- [Account](#), page 1-5
- [Index](#), page 1-5
- [Help](#), page 1-6
- [About](#), page 1-6
- [Logout](#), page 1-6

On the far right of the **You are Here:** line on the Home window ([Figure 1-1](#)), is the name of a Customer Context, which is explained in the “Customer” section on page 1-6.

Home

When you click **Home**, you always return to the first window to appear, as shown in [Figure 1-1](#), “Home Window.”

Shortcuts

When you click **Shortcuts**, you can define shortcuts to help quickly choose day to day operations. In addition, by grouping these shortcuts together into folders, you can create work flows specific to your operating environment. To get more information about shortcuts, follow these steps:

-
- Step 1** After you click **Shortcuts**, you receive a window as shown in [Figure 1-2](#), “ISC Shortcuts.”

Figure 1-2 *ISC Shortcuts*

Showing 1 - 5 of 5 records

#	☐	Folder Name	Shortcut Name	Description
1.	☐		test1	
2.	☐		test2	
3.	☐		test3	
4.	☒	testfolder1	testf1	
5.	☐	testfolder1	test4	

Rows per page: All Go to page: 1 of 1 Go

Go Create Edit Delete Close

Step 2 To create a shortcut, click the **Create** button in [Figure 1-2](#) and you receive a window as shown in [Figure 1-3](#), “New ISC Shortcut.”

Figure 1-3 *New ISC Shortcut*

Name :

URL :

Type or paste the desired URL into the field above. If the URL is external to ISC, it must begin with "http://". Or, select an internal URL from the list below and click "Set":

Choose...

Description:

Folder:

Folder Shortcut Ordering:

- test1
- test2
- test3

Step 3 Fill in the required **Name** and **URL** (you can type in the URL, in which case if it is external to ISC, you must start the URL name with **http://**, or you can click the drop-down list and choose a path internal to ISC and then click the **Set** button) and optionally the **Description**, **Folder**, and **Folder Shortcut Ordering**. Then click **Save**.

- Step 4** You return to [Figure 1-2](#) and can repeat [Step 2](#) and [Step 3](#) to **Create** more shortcuts or you can select a shortcut to proceed to **Go**, select a shortcut to **Edit**, select one or more shortcuts to **Delete**, or select **Close**.
- Step 5** Any time you want to go directly to a URL, you can click **Shortcuts** on the **Home** page and from [Figure 1-2](#) select the shortcut of your choice and click **Go**.

Account

When you click **Account**, you can change your password without the SysAdmin or UserAdmin privileges. This allows you to edit the user profile, including changing the password.

Index

When you click **Index**, you receive an overall picture of all choices from which you can click and jump to, as shown in [Figure 1-4](#), “[Index of all Choices](#).”

Figure 1-4 *Index of all Choices*

Index				
Service Inventory	Service Design	Monitoring	Diagnostics	Administration
<i>Inventory and Connection Manager</i> Service Requests Traffic Engineering Management Inventory Manager Topology Tool Devices Device Groups Customers Customer Sites CPE Devices Providers Provider Regions PE Devices Access Domains Resource Pools CE Routing Communities VPNs Named Physical Circuits NPC Rings <i>Discovery</i> <i>Device Console</i>	<i>Policies</i> <i>Templates</i>	<i>Task Manager</i> Task Logs <i>Ping</i> <i>SLA</i> Probes Reports <i>TE Performance Report</i> <i>Reports</i>	<i>MPLS Diagnostics Expert</i> CE to CE PE to attached CE CE to PE across Core PE to PE (in VRF) PE to PE (Core)	<i>Security</i> Users User Groups User Roles Object Groups <i>Control Center</i> Collection Zones Licensing <i>Active Users</i> <i>User Access Log</i>

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Help

When you click **Help**, you receive a pointer to the documentation set:

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

From that location, you can choose the type of ISC document you want to see.

About

When you click **About**, you receive the product name and version.

Logout

When you click **Logout**, you log out of the product.

Customer

On the far right of the **You are Here** line of the Home page is **Customer:** followed by **None** (default) or a customer name. This is referred to as Customer Context. The advantage of Customer Context is to focus only on information for a specified customer. To set the Customer Context, follow these steps:

- Step 1** Click on the name after **Customer:** on the far right of the line that starts with **You are Here**. The default is **None**. The window shown in [Figure 1-5](#), “Customer Context,” appears.

Figure 1-5 Customer Context

- Step 2** Click the **Select** button and you receive a list of all the currently created customers.
- Step 3** Click the radio button for the customer for which you want information and click **Select**.
- Step 4** [Figure 1-5](#), “Customer Context,” reappears with the name of the selected customer. Click **Save** or highlight the customer name and click **Clear** to reset the customer for which you want information.
- Step 5** The customer you chose now appears after **Customer:** on the Home window and it is the only customer for which information appears.
- Step 6** You can reset the Customer Context by clearing and reselecting.

Common GUI Components

GUI components that are common on many windows are as follows:

- [Filters, page 1-7](#)
- [Header Row Check Box, page 1-7](#)
- [Rows per Page, page 1-7](#)
- [Go To Page, page 1-7](#)
- [Auto Refresh, page 1-8](#)
- [Color Coding, page 1-8](#)
- [Icons, page 1-10](#)

Filters

At the top of many windows you can filter information that appears in the window. As shown in [Figure 1-6, “Example of Filtering, Header Row Check Box, Rows per Page, and Changing Pages,”](#) you can click the drop-down list for categories, then in the **matching** field enter the search criteria, using * if you want to indicate anything is a match (you can enter only * or you can place * before other characters, in the middle of other characters, at the end of other characters, or in multiple locations), and click **Find**. In some cases you might also have a field after the **matching** field from which you can select or enter more specifics for your **Find**.

Header Row Check Box

Many windows have a check box in the header row, where the column names exist, as shown in [Figure 1-6, Example of Filtering, Header Row Check Box, Rows per Page, and Changing Pages](#). If you check this check box, then all check boxes in the window are chosen.

Rows per Page

In the bottom left corner of many windows, as shown in [Figure 1-6, “Example of Filtering, Header Row Check Box, Rows per Page, and Changing Pages,”](#) you can change the number of rows shown on this window in **Rows per page**. Click the drop-down list and you can select 5, 10, 20, 30, 40, 50, 100, 500, 1000, or 2500.

Go To Page

Near the bottom in the right corner of many windows, as shown in [Figure 1-6, “Example of Filtering, Header Row Check Box, Rows per Page, and Changing Pages,”](#) there is **Go to page field of y**. In the *field*, you can enter the page you want to choose and then click the **Go** button to get there. The *y* indicates the last page for this topic. Another way to choose a specific page is to use the arrows. You can click the > arrow to choose the next page or the furthest arrow to the right >| to choose the last page. You can click the < arrow to choose the previous page or the furthest arrow to the left |< to choose the first page.

Figure 1-6 Example of Filtering, Header Row Check Box, Rows per Page, and Changing Pages

Devices

ShowDevices with matching

Showing 1 - 8 of 8 records

#	☐	Device Name	Management IP Address	Type	Parent Device Name
1.	☐	pe1		Cisco IOS Device	
2.	☐	pe3		Cisco IOS Device	
3.	☐	sw2		Cisco IOS Device	
4.	☐	sw3		Cisco IOS Device	
5.	☐	sw4		Cisco IOS Device	
6.	☐	ce3		Cisco IOS Device	
7.	☐	ce8		Cisco IOS Device	
8.	☐	ce13		Cisco IOS Device	

Rows per page: Go to page: of 1

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Auto Refresh

At the bottom left corner of several windows, there is a check box used to enable or disable the **Auto Refresh** feature, as shown in [Figure 1-7](#), “[Example of Auto Refresh](#).” Checking this check box causes the window and its data to refresh every **n** milliseconds. The amount of time between refresh cycles can be set in the DCPL property: GUI.srRefreshRate. By default, the **Auto Refresh** feature is enabled to 30000 milliseconds.

Figure 1-7 Example of Auto Refresh

Services

ShowServices with matching of Type

Showing 1 - 2 of 2 records

#	☐	Job ID	State	Type	Operation Type	Creator	Customer Name	Policy Name	Last Modified	Description
1.	☐	1	REQUESTED	MPLS	ADD	admin	Customer1	MPLSPolicy_PECE	10/27/05 5:25 PM	
2.	☐	2	REQUESTED	MPLS	ADD	admin	Customer1	MPLSPolicyNO_CE	10/27/05 5:25 PM	

Rows per page: Go to page: of 1

Auto Refresh: ☒

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Color Coding

In the Service Request table, the Task table, and the Device table, the colors you see indicate the state of the items, as shown in [Figure 1-8](#), “[Colors as Identifiers](#).”

In the **Service Request** table, the states have the following colors:

- BROKEN is bright yellow

- CLOSED is no color
- DEPLOYED is bright green
- FAILED AUDIT is bright yellow
- FAILED DEPLOY is bright red
- FUNCTIONAL is bright green
- INVALID is bright red
- LOST is bright yellow
- PENDING is bright green
- REQUESTED is cream
- WAIT DEPLOYED is cream

In the **Task** table, the states have the following colors:

- ABORTED is orange
- RUNNING is bright green
- WAITING_TO_RUN is cream
- errors is bright red
- successfully is bright green
- warnings is cyan

In the **devices** table, the states have the following colors:

- device returns anything else is bright red
- device returns success is bright green
- no result from device is dark blue

Figure 1-8 Colors as Identifiers

Service Requests									
Show Services with Job ID matching * of Type All Find									
Showing 1 - 10 of 11 records									
#	☐	Job ID	State	Type	Operation Type	Creator	Customer Name	Policy Name	Last Modified
1.	☐	3	PENDING	L2VPN	MODIFY	admin	Customer1	L2VpnPolicy1	9/15/05 2:23 PM
2.	☐	4	PENDING	QoS	ADD	admin	Customer1	3550-DSCP	9/15/05 2:23 PM
3.	☐	6	PENDING	VPLS	ADD	admin	Customer2	VPLSPolicy1	9/15/05 2:23 PM
4.	☐	13	DEPLOYED	L2VPN	ADD	admin	Customer1	L2vpnErsCe	9/15/05 2:15 PM
5.	☐	17	INVALID	L2VPN	ADD	admin	Customer1	L2vpnEwsCe	9/15/05 2:51 PM
6.	☐	18	DEPLOYED	L2VPN	ADD	admin	Customer3	L2vpnErsNoCe	9/15/05 3:02 PM
7.	☐	19	REQUESTED	L2VPN	ADD	admin	Customer1	L2vpnEwsNoCe	9/14/05 11:38 AM
8.	☐	22	REQUESTED	L2VPN	ADD	admin	Customer1	L2tpv3AtmCe	9/14/05 3:32 PM
9.	☐	25	REQUESTED	L2VPN	ADD	admin	Customer2	L2tpv3AtmNoCe	9/14/05 3:58 PM
10.	☐	26	REQUESTED	VPLS	ADD	admin	Customer1	VplsMplsErsCe	9/15/05 10:57 AM
Rows per page: 10 Go to page: 1 of 2 Go Previous Next									
Auto Refresh: ☒ Create Details Status Edit Deploy Decommission Purge									

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Icons

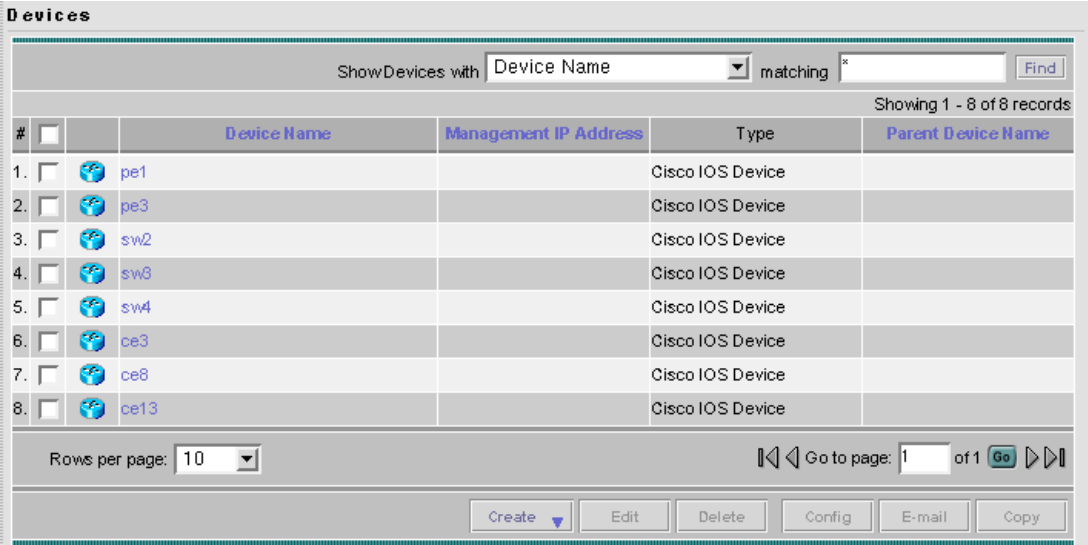
In some windows with tables of information, icons appear to show the type of device, as shown in [Figure 1-9, “Devices—Icons.”](#)



Note

A list of possible icons can be found in [Table 3-3](#) in the [Topology Tool](#) section of [Chapter 3, “Service Inventory — Inventory and Connection Manager.”](#)

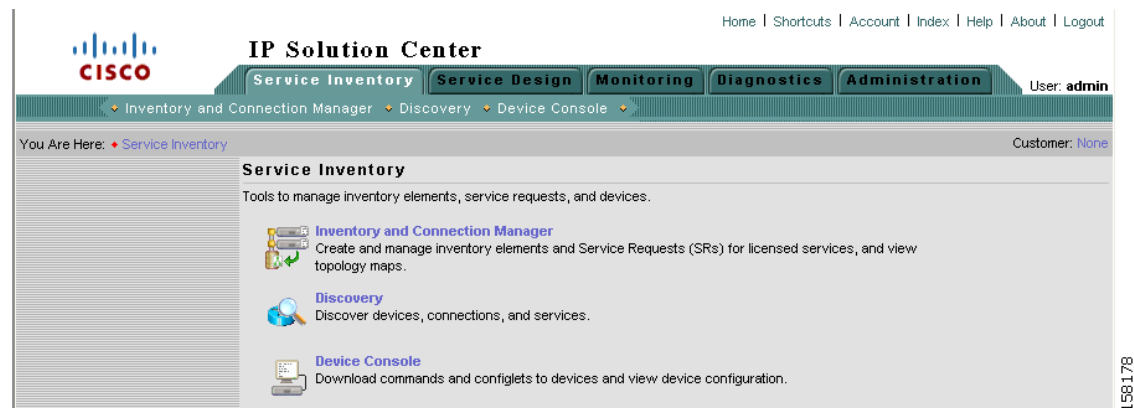
Figure 1-9 Devices—Icons



Service Inventory

Service Inventory contains tools to manage inventory elements, service requests, and devices. This is explained in [Chapter 3, “Service Inventory — Inventory and Connection Manager,”](#) [Chapter 4, “Service Inventory—Discovery,”](#)and [Chapter 5, “Service Inventory—Device Console.”](#)

From the Home window you receive upon logging in, click the **Service Inventory** tab and you receive a window as shown in [Figure 1-10, “Service Inventory Selections.”](#)

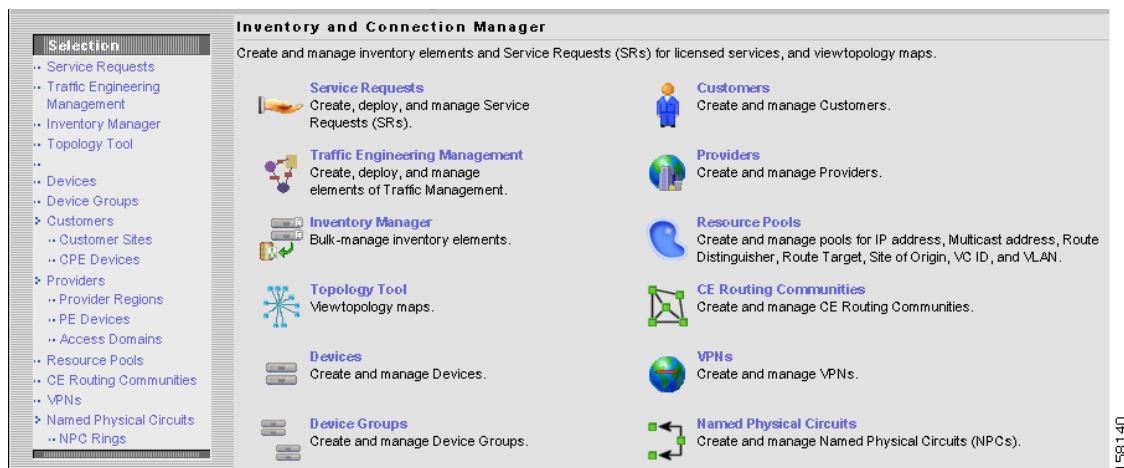
Figure 1-10 Service Inventory Selections

The selections are as follows:

- **Inventory and Connection Manager** (explained in detail in [Chapter 3, “Service Inventory — Inventory and Connection Manager”](#))

The functions within **Inventory and Connection Manager** are shown in [Figure 1-11, “Inventory and Connection Manager Selections,”](#) and are as follows:

- **Service Requests** Create, deploy, and manage service requests (SRs). Details are explained in *User Guides*.
- **Traffic Engineering Management** Create, deploy, and manage elements of Traffic Engineering Management (explained in detail in the *Cisco IP Solution Center Traffic Engineering Management User Guide, 5.0*).
- **Inventory Manager** Bulk-manage inventory elements.
- **Topology Tool** View topology maps.
- **Devices** Create and manage devices.
- **Device Groups** Create and manage device groups.
- **Customers** Create and manage customers.
- **Providers** Create and manage Providers.
- **Resource Pools** Create and manage pools for IP address, multicast address, route distinguisher, route target, site of origin, VC ID, and VLAN.
- **CE Routing Communities** Create and manage CE Routing Communities.
- **VPNs** Create and manage VPNs.
- **Named Physical Circuits** Create and manage Named Physical Circuits (NPCs).

Figure 1-11 *Inventory and Connection Manager Selections*

- **Discovery** Discover devices, connections, and services (explained in detail in [Chapter 4, “Service Inventory—Discovery”](#)).
- **Device Console** Download commands and configlets to devices and view device configuration (explained in detail in [Chapter 5, “Service Inventory—Device Console”](#)).

The functions with Device Console are as follows:

- **Download Commands**
- **Download Template**
- **Device Configuration Manager**
- **EXEC Commands**
- **Reload**

Service Design

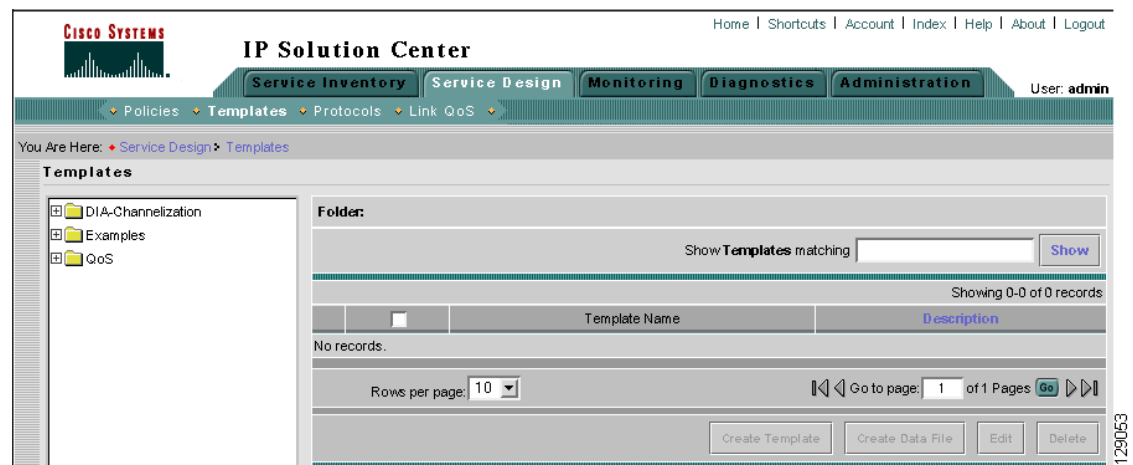
Service Design contains management tools for creating and managing policies and templates. This is explained in [Chapter 6, “Service Design.”](#)

From the Home window you receive upon logging in, click the **Service Design** tab and you receive a window as shown in [Figure 1-12, “Service Design Selections.”](#)

Figure 1-12 Service Design Selections

The selections are as follows:

- **Policies** Create and manage policies for licensed services. Details are explained in *User Guides*.
- **Templates** Create and manage templates and associated data. The available choices are shown in the left column of [Figure 1-13](#), “[Templates Selections](#).”

Figure 1-13 Templates Selections

Monitoring

Monitoring contains tools to manage tasks, ping parameters, Service Level Agreement (SLA) probes, Traffic Engineering performance reports, and other reports. This is explained in [Chapter 7](#), “[Monitoring](#).”

From the Home window you receive upon logging in, click the **Monitoring** tab and you receive a window as shown in [Figure 1-14](#), “[Monitoring Selections](#).”

Figure 1-14 Monitoring Selections

The selections are as follows:

- **Task Manager** Create and schedule tasks and monitor task run details.
- **Ping** Perform Ping connectivity tests.
- **SLA** Manage probes and view reports.
- **TE Performance Report** TE Performance report.
- **Reports** Create and schedule reports.

Diagnostics

Diagnostics contains automated troubleshooting and diagnostics for MPLS VPNs. This is explained in the [Cisco MPLS Diagnostics Expert 2.1 User Guide on ISC 5.0](#).

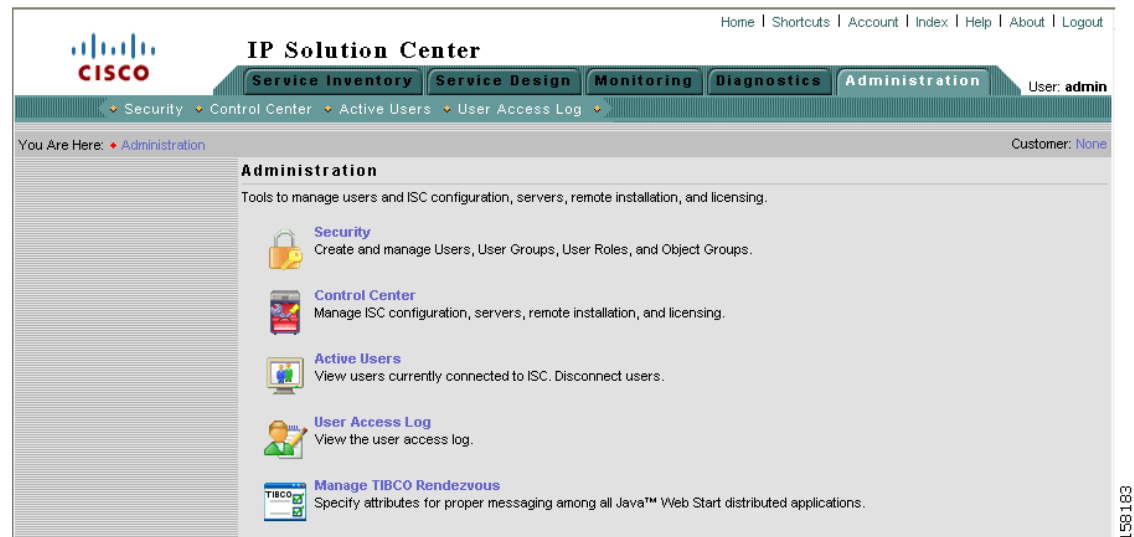
From the Home window you receive upon logging in, click the **Diagnostics** tab and you receive a window as shown in [Figure 1-15, “Diagnostics Selections.”](#)

Figure 1-15 **Diagnostics Selections**

Administration

Administration contains tools to manage users, ISC configuration, servers, and licensing, to view users and the user access log, and to specify attributes for some messages. This is explained in detail in [Chapter 9, "Administration."](#)

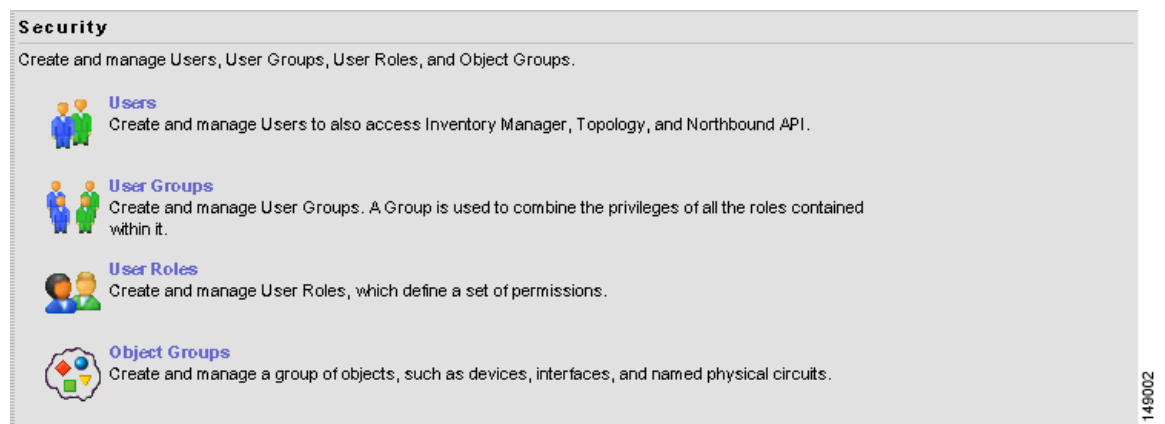
From the Home window you receive upon logging in, click the **Administration** tab and you receive a window as shown in [Figure 1-16, "Administration Selections."](#)

Figure 1-16 **Administration Selections**

The selections are as follows:

- **Security** Create and manage Users, User Groups, User Roles, and Object Groups. The following choices are shown in [Figure 1-17](#), “Security Selections”:
 - **Users** Create and manage Users to also access Inventory Manager, Topology, and Northbound API.
 - **User Groups** Create and manage User Groups. A Group is used to combine the privileges of all the roles contained within it.
 - **User Roles** Create and manage User Roles, which define a set of permissions.
 - **Object Groups** Create and manage a group of objects, such as devices, interfaces, and named physical circuits.

Figure 1-17 Security Selections



- **Control Center** Manage ISC configuration, servers, and licensing. The following choices are shown in the left column of [Figure 1-18](#), “Control Center Selections”:
 - **Hosts**

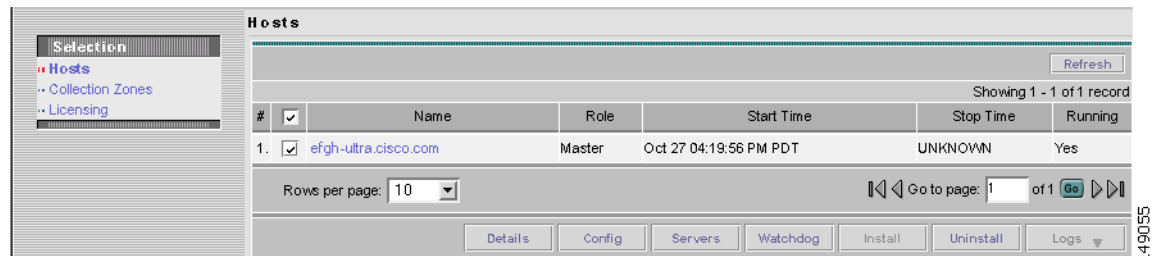


Note

If you want to do a **custom** install, this is only available through the Installation procedure explained in the [Cisco IP Solution Center Installation Guide, 5.0](#).

- **Collection Zones**
- **Licensing**

Figure 1-18 Control Center Selections



- **Active Users** View users currently connected to ISC. Disconnect users.

- **User Access Log** View the user access log.
- **Manage TIBCO Rendezvous** Specify attributes for proper messaging among all Java™ Web Start distributed applications.

