



## About This Guide

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This preface describes the objectives, audience, organization, and conventions of the *Cisco Mobile Wireless Transport Manager User Guide 5.0*. It refers you to related publications and describes online sources of technical information.

The Cisco Mobile Wireless Transport Manager (MWTM) is a network management software product that enables network administrators to discover, manage, and troubleshoot networks that include Cisco RAN-O devices. See the [“MWTM Overview” section on page 1](#) for a more detailed description of SGM.

The following information is included in this preface:

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## Document Objectives

This guide describes the architecture, supporting hardware and software, and MWR management procedures for MWTM. Using the information provided in this guide, you can complete the tasks that are necessary to use MWTM in your RAN-O system environment.

## Document Audience

This guide is for network administrators or operators who use the MWTM software to manage RAN-O installations. Network administrators or operators should have the following skills:

- Basic network management skills
- Basic Solaris system administrator skills

- Basic IP knowledge

## Document Organization

This guide is divided into the following chapters:

- [“MWTM Overview”](#) provides brief descriptions of Cisco RAN-O network, MWTM, and MWTM’s client/server architecture, and an overview of how to use MWTM to manage your RAN-O installation.
- [“Discovering Your RAN-O Networks Using MWTM”](#) provides procedures for configuring SNMP settings, working with seed files, and running Discovery.
- [“Getting Started with MWTM”](#) provides basic information and procedures for using MWTM, with links to more detailed information and procedures in following chapters and appendixes.
- [“Working with Views”](#) provides information about using MWTM to create, change, and load views and subviews, and view basic and detailed information for views and subviews.
- [“Working with Events”](#) provides information about using MWTM to view basic and detailed information for events, and change the way MWTM processes events.
- [“Working with Nodes”](#) provides information about using MWTM to view basic and detailed information for nodes, and change some aspects of nodes.
- [“Working with Interfaces”](#) provides information about using MWTM to view detailed information for interfaces.
- [“Viewing the Topology of the Network”](#) provides procedures for viewing the topology of your network, changing the way MWTM displays the topology, and saving customized topology displays.
- [“Working with MWTM Statistics Reports”](#) provides procedures for creating and viewing MWTM statistics reports.
- [“Configuring MWTM Security”](#) provides information about configuring MWTM security and limiting access to MWTM.
- [“Configuring MWTM for Your Network”](#) provides figures and detailed descriptions of how MWTM is configured on a variety of network configurations, and for operation with other NMS systems.
- [“Troubleshooting MWTM and the Network”](#) provides information for troubleshooting basic MWTM and network problems, including how to verify Discovery, clearing a locked-up MWTM display, and using MWTM to diagnose a typical RAN-O network problem.
- [“Accessing MWTM Data from a Web Browser”](#) describes how to access MWTM data from a Web browser.
- [“MWTM Status Definitions”](#) defines the default status settings for all MWTM network objects.
- [“MWTM FAQs”](#) provides a list of frequently asked questions and troubleshooting tips for MWTM.
- [“MWTM Command Reference”](#) describes the IOS Commands used to set up and operate MWTM.
- [“MWTM MIB Reference”](#) lists and describes the MIB variables that are polled by MWTM.
- [“MWTM Trap Reference”](#) lists and describes the traps that MWTM supports.
- [“Configuring MWTM to Run with Various Networking Options”](#) describes communication between the MWTM client and the MWTM server in different networking environments, including Virtual Private Network (VPN), Network Address Translation (NAT), firewall, port-forwarding, and Secure Sockets Layer (SSL).
- [“MWTM Statistics Export File Formats”](#) lists the formats for MWTM statistics export files.

- “[MWTM and Ports](#)” lists MWTM services ports, port type and descriptions.

## Document Conventions

This guide uses basic conventions to represent text and table information.

Command descriptions use the following conventions:

- Commands and keywords are in `font`.
- Arguments for which you supply values are in *italic font*.
- Elements in square brackets ([ ]) are optional.
- Alternate but required keywords are grouped in braces ({ }) and separated by a vertical bar (|).

Examples use the following conventions:

- Terminal sessions and information that the system displays are printed in `screen font`.
- Information that you enter is in **boldface screen** font. Variables for which you enter actual data are printed in *italic screen* font.
- Nonprinting characters, such as passwords, are shown in angle brackets (< >).
- Information that the system displays is in `screen` font, with default responses in square brackets ([ ]).

This publication also uses the following conventions:

- Menu items and button names are in **boldface** font.
- Directories and filenames are in *italic* font.
- If items such as buttons or menu options are grayed out on application windows, it means that the items are not available either because you do not have the correct permissions or because the item is not applicable at this time.



### Note

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

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### Caution

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Means *reader be careful*. You are capable of doing something that might result in equipment damage or loss of data.

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### Tip

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Means *the following are useful tips*.

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## Related Documentation

Additional information can be found in the following publications of the SGM documentation set:

- *Cisco Mobile Wireless Transport Manager Installation Guide*
- *Cisco Mobile Wireless Transport Manager Release Note*
- *Cisco Mobile Wireless Transport Manager Online Help System*

Information about Cisco IOS software-related functions can be found in the following publication:

- *Cisco Management Information Base (MIB) User Quick Reference*

Information about Cisco Mobile Wireless Router (MWR), including procedures for configuring MWR objects, can be found in the following publication:

- *Cisco MWR 1941-DC-A Mobile Wireless Edge Router Software Configuration Guide*

Information about the Cisco MWRs can be found in the documentation that shipped with the MWR.

You can find answers to frequently asked questions about MWTM in the MWTM online help or in the *Cisco Mobile Wireless Transport Manager User Guide*.

MWTM includes a browser-based online help system that provides overviews, related information, procedures, and glossary terms for MWTM. You can select underlined text to access additional help topics that provide related information.

When you access online help for MWTM the first time there might be a slight pause while your client browser loads the online help.

## 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 on the World Wide Web at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](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](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 800 553-NETS (6387).

# Documentation Feedback

You can submit e-mail comments about technical documentation to [bug-doc@cisco.com](mailto: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, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

### Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

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

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

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

### Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

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

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case 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 listing of Cisco TAC contacts, go to this URL:

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

## TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—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.

Priority 2 (P2)—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.

Priority 3 (P3)—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.

Priority 4 (P4)—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. Go to this URL to visit the company store:  
<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 online at this URL:  
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:  
<http://www.cisco.com/packet>
- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. 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>
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:  
<http://www.cisco.com/en/US/learning/index.html>

