



About This Guide

This preface introduces the *Cisco Subscriber Edge Services Manager Solutions Guide*. The preface contains the following sections:

- [Document Objectives](#)
- [Audience](#)
- [Document Organization](#)
- [Document Conventions](#)
- [Related Documentation](#)
- [Obtaining Documentation](#)
- [Obtaining Technical Assistance](#)

Document Objectives

This guide describes the features, capabilities, and deployment options of the Cisco Subscriber Edge Services Manager (Cisco SESM) product.

Audience

This guide is intended for anyone who is planning, managing, or customizing an SESM deployment or requires an understanding of SESM capabilities.

Document Organization

This guide includes the chapters shown in the following table:

Chapter	Title	Description
Chapter 1	SESM Introduction	Describes the components in the SESM product.
Chapter 2	SESM Features	Describes the features and capabilities of the SESM applications.

Chapter	Title	Description
Chapter 3	SESM Solutions for Service Selection and Connection with SSG	Describes the main features of the service selection and connection solution.
Chapter 4	SESM Solutions for Subscriber Self-Care	Describes the main features of the self-care solutions.
Appendix A	Establishing a Testing Environment for SESM	Describes the tools for establishing a testing environment for SESM deployments.
Appendix B	Using the SESM Web Services Gateway	Describes how to install, start, and use the WSG application and example client.
Index	Index	

Document Conventions

The following conventions are used in this guide:

- *Italic* font is used for parameters for which you supply a value, emphasis, and to introduce new terms.
- **Bold** font is used for user entry and command names.
- Computer font is used for examples.



Note

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



Caution

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

Related Documentation

Documentation for the Cisco SESM includes:

- *Release Notes for the Cisco Subscriber Edge Services Manager, Release 3.1(9)*
- *Cisco Subscriber Edge Services Manager Solutions Guide*
- *Cisco Subscriber Edge Services Manager Quick Start Guide*
- *Cisco Subscriber Edge Services Manager Installation Guide*
- *Cisco Subscriber Edge Services Manager Deployment Guide*
- *Cisco Subscriber Edge Services Manager Web Portal Guide*
- *Cisco Subscriber Edge Services Manager Captive Portal Guide*
- *Cisco Subscriber Edge Services Manager RADIUS Data Proxy Guide*
- *Cisco Subscriber Edge Services Manager Troubleshooting Guide*
- *Cisco Subscriber Edge Services Manager Application Management Guide*

- *Cisco Distributed Administration Tool Guide*
- *Cisco Subscriber Edge Services Manager Web Developer Guide*

The Cisco SESM documentation is online at:

<http://www.cisco.com/univercd/cc/td/doc/solution/sesm/index.htm>

Documentation for the Cisco SSG is online at:

http://www.cisco.com/univercd/cc/td/doc/product/software/ios122/122newft/122limit/122b/122b_4/122b4_sg/

Information related to configuring the SSG authentication, authorization, and accounting features is included in the following locations:

- *Cisco IOS Security Configuration Guide, Release 12.2*
- *Cisco IOS Security Command Reference, Release 12.2*

If you are including the Cisco Access Registrar (a RADIUS server) in your SESM deployment, see the following documents:

- *Cisco Access Registrar 1.6 Release Notes*
- *Cisco Access Registrar User Guide*

Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com>

Translated documentation is available at this URL:

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

Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

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

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: 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 online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is a global, world-class, customer-focused, easy-to-use, highly integrated application for doing business with Cisco anytime, anywhere. Cisco.com helps you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

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

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

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

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

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

Before calling, check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, have your service agreement number and your product serial number available.

