



Release Notes for Cisco 7000 Family for Cisco IOS Release 12.2 YJ

June 24, 2002

Cisco IOS Release 12.2(8)YJ

OL-2850-01

These release notes for the Cisco 7000 family describe the enhancements provided in Cisco IOS Release 12.2(8)YJ. These release notes are updated as needed.

For a list of the software caveats that apply to Cisco IOS Release 12.2(8)YJ, see the [“Caveats for Cisco IOS Release 12.2” section on page 6](#) and *Caveats for Cisco IOS Release 12.2*. The caveats document is updated for every maintenance release and is located on Cisco.com and the Documentation CD-ROM.

Use these release notes with *Cross-Platform Release Notes for Cisco IOS Release 12.2* located on Cisco.com and the Documentation CD-ROM.

Cisco recommends that you view the field notices for this release to see if your software or hardware platforms are affected. If you have an account on Cisco.com, you can find field notices at <http://www.cisco.com/warp/customer/770/index.shtml>. If you do not have a Cisco.com login account, you can find field notices at <http://www.cisco.com/warp/public/770/index.shtml>.

Contents

These release notes describe the following topics:

- [System Requirements, page 2](#)
- [New and Changed Information, page 4](#)
- [MIBs, page 4](#)
- [Important Notes, page 5](#)
- [Caveats for Cisco IOS Release 12.2, page 6](#)
- [Related Documentation, page 7](#)



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- [Obtaining Documentation, page 12](#)
- [Obtaining Technical Assistance, page 13](#)

System Requirements

This section describes the system requirements for Cisco IOS Release 12.2 YJ and includes the following sections:

- [Memory Recommendations, page 2](#)
- [Supported Hardware, page 2](#)
- [Determining the Software Version, page 3](#)
- [Upgrading to a New Software Release, page 3](#)
- [Feature Set Tables, page 3](#)

Memory Recommendations

Table 1 Images and Memory Recommendations for Cisco IOS Release 12.2 YJ

Platforms	Feature Sets	Image Name	Software Image	Flash Memory Recommended	DRAM Memory Recommended	Runs From
Cisco 7200 Series	SSG Standard Feature Set	Enterprise SSG	c7200-g4js-mz	20 MB	128 MB	RAM

Supported Hardware

Cisco IOS Release 12.2(8)YJ supports the following Cisco 7000 family platforms:

- Cisco 7200 series routers

For detailed descriptions of the new hardware features, see the [“New and Changed Information” section on page 4](#).

For additional information about supported hardware for this platform and release, please refer to the Hardware/Software Compatibility Matrix in the Cisco Software Advisor at the following location:

<http://www.cisco.com/cgi-bin/front.x/Support/HWSWmatrix/hswmatrix.cgi>

Determining the Software Version

To determine the version of Cisco IOS software running on your Cisco 7000 family router, log in to the Cisco 7000 family router and enter the **show version** EXEC command. The following sample **show version** command output is from a router running a Cisco 7200 software image with Cisco IOS Release 12.2(8)YJ:

```
Router> show version
Cisco Internetwork Operating System Software
IOS (tm) 12.2 YJ Software (c7200-g4js-mz), Version 12.2(8)YJ, RELEASE SOFTWARE
```

Upgrading to a New Software Release

For general information about upgrading to a new software release, refer to *Software Installation and Upgrade Procedures* located at the following URL:

http://www.cisco.com/warp/public/130/upgrade_index.shtml

Feature Set Tables

The Cisco IOS software is packaged in feature sets consisting of software images—depending on the platform. Each feature set contains a specific set of Cisco IOS features.

Cisco IOS Release 12.2(8)YJ supports the same feature sets as Cisco IOS Release 12.2, but Cisco IOS Release 12.2(8)YJ can include new features supported by the Cisco 7000 family.



Caution

Cisco IOS images with strong encryption (including, but not limited to, 168-bit Triple Data Encryption Standard [3DES] data encryption feature sets) are subject to United States government export controls and have limited distribution. Strong encryption images to be installed outside the United States are likely to require an export license. Customer orders may be denied or subject to delay because of United States government regulations. When applicable, purchaser and user must obtain local import and use authorizations for all encryption strengths. Please contact your sales representative or distributor for more information, or send an e-mail to export@cisco.com.

Table 2 lists the features and feature sets supported by the Cisco 7200 series routers in Cisco IOS Release 12.2(8)YJ and uses the following conventions:

- Yes—The feature is supported in the software image.
- No—The feature is not supported in the software image.
- In—The number in the “In” column indicates the Cisco IOS release in which the feature was introduced. For example, (8)YJ means a feature was introduced in 12.2(8)YJ.

Table 2 Feature List by Feature Set for the Cisco 7200 Series (continued)

Features	In	Software Images by Feature Sets			
		SSG Standard Feature Set			
SSG Suppression of Unused Accounting Records	(8)YJ	Yes			
SSG Unique Session ID	(8)YJ	Yes			

New and Changed Information

The following sections list the new hardware and software features supported by the Cisco 7000 family for Cisco IOS Release 12.2(8)YJ.

New Hardware Features in Cisco IOS Release 12.2(8)YJ

There are no new hardware features supported by the Cisco 7000 family for Cisco IOS Release 12.2(8)YJ.

New Software Features in Cisco IOS Release 12.2(8)YJ

The following new software features are supported by the Cisco 7000 family for Cisco IOS Release 12.2(8)YJ:

SSG Suppression of Unused Accounting Records

Platforms: Cisco 7200 series routers

SSG currently creates multiple accounting records for a given user session -- one for the subscriber and one for the service. The SSG Suppression of Unused Accounting Records feature provides the ability to turn off those accounting records that are not needed.

SSG Unique Session ID

Platforms: Cisco 7200 series routers

SSG currently does not support a totally unique accounting session ID in the RADIUS accounting records. The SSG Unique Session ID feature provides a unique format in this field in order to be compatible with a customer's existing backend billing systems.

MIBs

Current MIBs

To obtain lists of supported MIBs by platform and Cisco IOS release, and to download MIB modules, go to the Cisco MIB website on Cisco.com at <http://www.cisco.com/public/sw-center/netmgmt/cmtk/mibs.shtml>.

Deprecated and Replacement MIBs

Old Cisco MIBs will be replaced in a future release. Currently, OLD-CISCO-* MIBs are being converted into more scalable MIBs without affecting existing Cisco IOS products or network management system (NMS) applications. You can update from deprecated MIBs to the replacement MIBs as shown in [Table 3](#).

Table 3 *Deprecated and Replacement MIBs*

Deprecated MIB	Replacement
OLD-CISCO-APPLETALK-MIB	RFC1243-MIB
OLD-CISCO-CHASSIS-MIB	ENTITY-MIB
OLD-CISCO-CPUK-MIB	To be determined
OLD-CISCO-DECNET-MIB	To be determined
OLD-CISCO-ENV-MIB	CISCO-ENVMON-MIB
OLD-CISCO-FLASH-MIB	CISCO-FLASH-MIB
OLD-CISCO-INTERFACES-MIB	IF-MIB CISCO-QUEUE-MIB
OLD-CISCO-IP-MIB	To be determined
OLD-CISCO-MEMORY-MIB	CISCO-MEMORY-POOL-MIB
OLD-CISCO-NOVELL-MIB	NOVELL-IPX-MIB
OLD-CISCO-SYS-MIB	(Compilation of other OLD* MIBs)
OLD-CISCO-SYSTEM-MIB	CISCO-CONFIG-COPY-MIB
OLD-CISCO-TCP-MIB	CISCO-TCP-MIB
OLD-CISCO-TS-MIB	To be determined
OLD-CISCO-VINES-MIB	CISCO-VINES-MIB
OLD-CISCO-XNS-MIB	To be determined

Important Notes

The following sections contain important notes about Cisco IOS Release 12.2 YJ that can apply to the Cisco 7000 family.

Field Notices and Bulletins

- **Field Notices**—Cisco recommends that you view the field notices for this release to see if your software or hardware platforms are affected. If you have an account on Cisco.com, you can find field notices at <http://www.cisco.com/warp/customer/770/index.shtml>. If you do not have a Cisco.com login account, you can find field notices at <http://www.cisco.com/warp/public/770/index.shtml>.
- **Product Bulletins**—If you have an account on Cisco.com, you can find product bulletins at <http://www.cisco.com/warp/customer/cc/general/bulletin/index.shtml>. If you do not have a Cisco.com login account, you can find product bulletins at <http://www.cisco.com/warp/public/cc/general/bulletin/iosw/index.shtml>.

- *What's Hot for IOS Releases: Cisco IOS 12.2*—*What's Hot for IOS Releases: Cisco IOS 12.2* provides information about caveats that are related to deferred software images for Cisco IOS Release 12.2. If you have an account on Cisco.com, you can access *What's Hot for IOS Releases: Cisco IOS 12.2* at <http://www.cisco.com/kobayashi/sw-center/sw-ios.shtml> or by logging in and selecting **Software Center: Cisco IOS Software: What's Hot for IOS Releases: Cisco IOS 12.2**.
- *What's New for IOS* — *What's New for IOS* lists recently posted Cisco IOS software releases and software releases that have been removed from Cisco.com. If you have an account on Cisco.com, you can access *What's New for IOS* at <http://www.cisco.com/kobayashi/sw-center/sw-ios.shtml> or by logging in and selecting **Software Center: Cisco IOS Software: What's New for IOS**.

Caveats for Cisco IOS Release 12.2

Caveats describe unexpected behavior in Cisco IOS software releases. Severity 1 caveats are the most serious caveats; severity 2 caveats are less serious. Severity 3 caveats are moderate caveats, and only select severity 3 caveats are included in the caveats document.

This section contains only open and resolved caveats for the current Cisco IOS maintenance release.

All caveats in Cisco IOS Release 12.2 and Cisco IOS Release 12.2 T are also in Cisco IOS Release 12.2(8)YJ.

For information on caveats in Cisco IOS Release 12.2, see *Caveats for Cisco IOS Release 12.2*.

For information on caveats in Cisco IOS Release 12.2 T, see *Caveats for Cisco IOS Release 12.2 T*, which lists severity 1 and 2 caveats and select severity 3 caveats and is located on Cisco.com and the Documentation CD-ROM.



Note

If you have an account on Cisco.com, you can also use the Bug Toolkit to find select caveats of any severity. To reach the Bug Toolkit, log in to Cisco.com and click **Service & Support: Software Center: Cisco IOS Software: BUG TOOLKIT**. Another option is to go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Because Cisco IOS Release 12.2(8)YJ is the initial base release, there are no resolved caveats. For a list of the resolved caveats, refer to the next set of release notes for this release version.

Open Caveats—Cisco IOS Release 12.2(8)YJ

This section documents possible unexpected behavior by Cisco IOS Release 12.2(8)YJ and describes only severity 1 and 2 caveats and select severity 3 caveats.

There are no known open caveats for Cisco IOS Release 12.2(8)YJ.

Related Documentation

The following sections describe the documentation available for the Cisco 7000 family. These documents consist of hardware and software installation guides, Cisco IOS configuration guides and command references, system error messages, feature modules, and other documents.

Documentation is available as printed manuals or electronic documents, except for feature modules, which are available online on Cisco.com and the Documentation CD-ROM.

Use these release notes with these documents:

- [Release-Specific Documents, page 7](#)
- [Platform-Specific Documents, page 8](#)
- [Feature Modules, page 9](#)
- [Cisco IOS Software Documentation Set, page 9](#)
- [Cisco IOS Software Documentation Set, page 9](#)

Release-Specific Documents

The following documents are specific to Cisco IOS Release 12.2 and are located on Cisco.com and the Documentation CD-ROM:

- *Cross-Platform Release Notes for Cisco IOS Release 12.2*

On Cisco.com at:

Technical Documents: Cisco IOS Software: Cisco IOS Release 12.2: Release Notes: Cross-Platform Release Notes



Note *Cross-Platform Release Notes for Cisco IOS Release 12.2 T* are located on Cisco.com at:
Technical Documents: Cisco IOS Software: Cisco IOS Release 12.2: Release Notes: Cisco IOS Release 12.2 T.

On the Documentation CD-ROM at:

Cisco Product Documentation: Cisco IOS Software Configuration: Cisco IOS Release 12.2: Release Notes: Cross-Platform Release Notes

- Product bulletins, field notices, and other release-specific documents on Cisco.com at:

Technical Documents

- *Caveats for Cisco IOS Release 12.2*

As a supplement to the caveats listed in “[Caveats for Cisco IOS Release 12.2](#)” in these release notes, see *Caveats for Cisco IOS Release 12.2* which contains caveats applicable to all platforms for all maintenance releases of Cisco IOS Release 12.2.

On Cisco.com at:

Technical Documents: Cisco IOS Software Configuration: Cisco IOS Release 12.2: Release Notes: Caveats

On the Documentation CD-ROM at:

Cisco Product Documentation: Cisco IOS Software Configuration: Cisco IOS Release 12.2: Caveats

- *Caveats for Cisco IOS Release 12.2 T*

As a supplement to the caveats listed in “[Caveats for Cisco IOS Release 12.2](#)” in these release notes, see *Caveats for Cisco IOS Release 12.2 T* which contains caveats applicable to all platforms for all maintenance releases of Cisco IOS Release 12.2 T.

On Cisco.com at:

Technical Documents: Cisco IOS Software Configuration: Cisco IOS Release 12.2: Release Notes: Caveats

On the Documentation CD-ROM at:

Cisco Product Documentation: Cisco IOS Software Configuration: Cisco IOS Release 12.2: Caveats



Note

If you have an account on Cisco.com, you can also use the Bug Toolkit to find select caveats of any severity. To reach the Bug Toolkit, log in to Cisco.com and click **Service & Support: Software Center: Cisco IOS Software: BUG TOOLKIT**. Another option is to go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.

Platform-Specific Documents

These documents are available for the Cisco 7000 family of routers on Cisco.com and the Documentation CD-ROM:

- *Cisco 7000 User Guide*
- *Cisco 7000 Hardware Installation and Maintenance*
- *Cisco 7200 VXR Installation and Configuration Guide*
- Cisco 7200 VXR Quick Start Guide
- *Cisco 7202 Installation and Configuration Guide*
- *Cisco 7204 Installation and Configuration Guide*
- *Cisco 7206 Installation and Configuration Guide*
- Cisco 7206 Quick Start Guide

On Cisco.com at:

Technical Documents: Documentation Home Page: Core/High-End Routers

On the Documentation CD-ROM at:

Cisco Product Documentation: Core/High-End Routers

Feature Modules

Feature modules describe new features supported by Cisco IOS Release 12.2(8)YJ and are updates to the Cisco IOS documentation set. A feature module consists of a brief overview of the feature, benefits, configuration tasks, and a command reference. As updates, the feature modules are available online only. Feature module information is incorporated in the next printing of the Cisco IOS documentation set.

On Cisco.com at:

Technical Documents: Cisco IOS Software: Cisco IOS Release 12.2: New Feature Documentation

On the Documentation CD-ROM at:

Cisco Product Documentation: Cisco IOS Software Configuration: Cisco IOS Release 12.2: New Feature Documentation

Cisco IOS Software Documentation Set

The Cisco IOS software documentation set consists of the Cisco IOS configuration guides, Cisco IOS command references, and several other supporting documents. The Cisco IOS software documentation set is shipped with your order in electronic form on the Documentation CD-ROM—unless you specifically ordered the printed versions.

Documentation Modules

Each module in the Cisco IOS documentation set consists of one or more configuration guides and one or more corresponding command references. Chapters in a configuration guide describe protocols, configuration tasks, and Cisco IOS software functionality, and contain comprehensive configuration examples. Chapters in a command reference provide complete command syntax information. Use each configuration guide with its corresponding command reference.

On Cisco.com at:

Technical Documents: Cisco IOS Software: Cisco IOS Release 12.2: Configuration Guides and Command References

On the Documentation CD-ROM at:

Cisco Product Documentation: Cisco IOS Software Configuration: Cisco IOS Release 12.2: Configuration Guides and Command References

Cisco IOS Release 12.2 Documentation Set Contents

Table 4 lists the contents of the Cisco IOS Release 12.2 software documentation set, which is available in electronic form and in printed form if ordered.



Note

You can find the most current Cisco IOS documentation on Cisco.com and the Documentation CD-ROM.

On Cisco.com at:

Technical Documents: Cisco IOS Software: Cisco IOS Release 12.2

On the Documentation CD-ROM at:

Cisco Product Documentation: Cisco IOS Software Configuration: Cisco IOS Release 12.2

Table 4 Cisco IOS Release 12.2 Documentation Set

Books	Major Topics
<ul style="list-style-type: none"> • <i>Cisco IOS Configuration Fundamentals Configuration Guide</i> • <i>Cisco IOS Configuration Fundamentals Command Reference</i> 	Cisco IOS User Interfaces File Management System Management
<ul style="list-style-type: none"> • <i>Cisco IOS Bridging and IBM Networking Configuration Guide</i> • <i>Cisco IOS Bridging and IBM Networking Command Reference, Volume 1 of 2</i> • <i>Cisco IOS Bridging and IBM Networking Command Reference, Volume 2 of 2</i> 	Transparent Bridging SRB Token Ring Inter-Switch Link Token Ring Route Switch Module RSRB DLSW+ Serial Tunnel and Block Serial Tunnel LLC2 and SDLC IBM Network Media Translation SNA Frame Relay Access NCI/Client/Server Airline Product Set DSPU and SNA Service Point SNA Switching Services Cisco Transaction Connection Cisco Mainframe Channel Connection CLAW and TCP/IP Offload CSNA, CMPC, and CMPC+ TN3270 Server
<ul style="list-style-type: none"> • <i>Cisco IOS Dial Technologies Configuration Guide: Dial Access</i> • <i>Cisco IOS Dial Technologies Configuration Guide: Large-Scale Dial Applications</i> • <i>Cisco IOS Dial Technologies Command Reference, Volume 1 of 2</i> • <i>Cisco IOS Dial Technologies Command Reference, Volume 2 of 2</i> 	Dial Access Modem and Dial Shelf Configuration and Management ISDN Configuration Signaling Configuration Point-to-Point Protocols Dial-on-Demand Routing Dial Backup Dial Related Addressing Service Network Access Solutions Large-Scale Dial Solutions Cost-Control Solutions Internetworking Dial Access Scenarios
<ul style="list-style-type: none"> • <i>Cisco IOS Interface Configuration Guide</i> • <i>Cisco IOS Interface Command Reference</i> 	LAN Interfaces Serial Interfaces Logical Interfaces
<ul style="list-style-type: none"> • <i>Cisco IOS IP Configuration Guide</i> • <i>Cisco IOS IP Command Reference, Volume 1 of 3: Addressing and Services</i> • <i>Cisco IOS IP Command Reference, Volume 2 of 3: Routing Protocols</i> • <i>Cisco IOS IP Command Reference, Volume 3 of 3: Multicast</i> 	IP Addressing IP Services IP Routing Protocols IP Multicast
<ul style="list-style-type: none"> • <i>Cisco IOS AppleTalk and Novell IPX Configuration Guide</i> • <i>Cisco IOS AppleTalk and Novell IPX Command Reference</i> 	AppleTalk Novell IPX

Table 4 Cisco IOS Release 12.2 Documentation Set (continued)

Books	Major Topics
<ul style="list-style-type: none"> • <i>Cisco IOS Apollo Domain, Banyan VINES, DECnet, ISO CLNS, and XNS Configuration Guide</i> • <i>Cisco IOS Apollo Domain, Banyan VINES, DECnet, ISO CLNS, and XNS Command Reference</i> 	Apollo Domain Banyan VINES DECnet ISO CLNS XNS
<ul style="list-style-type: none"> • <i>Cisco IOS Voice, Video, and Fax Configuration Guide</i> • <i>Cisco IOS Voice, Video, and Fax Command Reference</i> 	Voice over IP Call Control Signaling Voice over Frame Relay Voice over ATM Telephony Applications Trunk Management Fax, Video, and Modem Support
<ul style="list-style-type: none"> • <i>Cisco IOS Quality of Service Solutions Configuration Guide</i> • <i>Cisco IOS Quality of Service Solutions Command Reference</i> 	Packet Classification Congestion Management Congestion Avoidance Policing and Shaping Signaling Link Efficiency Mechanisms
<ul style="list-style-type: none"> • <i>Cisco IOS Security Configuration Guide</i> • <i>Cisco IOS Security Command Reference</i> 	AAA Security Services Security Server Protocols Traffic Filtering and Firewalls IP Security and Encryption Passwords and Privileges Neighbor Router Authentication IP Security Options Supported AV Pairs
<ul style="list-style-type: none"> • <i>Cisco IOS Switching Services Configuration Guide</i> • <i>Cisco IOS Switching Services Command Reference</i> 	Cisco IOS Switching Paths NetFlow Switching Multiprotocol Label Switching Multilayer Switching Multicast Distributed Switching Virtual LANs LAN Emulation
<ul style="list-style-type: none"> • <i>Cisco IOS Wide-Area Networking Configuration Guide</i> • <i>Cisco IOS Wide-Area Networking Command Reference</i> 	ATM Frame Relay SMDS X.25 and LAPB
<ul style="list-style-type: none"> • <i>Cisco IOS Mobile Wireless Configuration Guide</i> • <i>Cisco IOS Mobile Wireless Command Reference</i> 	General Packet Radio Service

Table 4 Cisco IOS Release 12.2 Documentation Set (continued)

Books	Major Topics
<ul style="list-style-type: none"> • <i>Cisco IOS Terminal Services Configuration Guide</i> • <i>Cisco IOS Terminal Services Command Reference</i> 	ARA LAT NASI Telnet TN3270 XRemote X.28 PAD Protocol Translation
<ul style="list-style-type: none"> • <i>Cisco IOS Configuration Guide Master Index</i> • <i>Cisco IOS Command Reference Master Index</i> • <i>Cisco IOS Debug Command Reference</i> • <i>Cisco IOS Software System Error Messages</i> • <i>New Features in 12.2-Based Limited Lifetime Releases</i> • <i>New Features in Release 12.2 T</i> • <i>Release Notes</i> (Release note and caveat documentation for 12.2-based releases and various platforms) 	

Obtaining Documentation

The following 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 the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

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

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Leave Feedback** at the bottom of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

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

To submit your comments by mail, use the response card behind the front cover of your document, or write 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 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 the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- 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

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

Technical Assistance Center

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

Inquiries to Cisco TAC 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.

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

Cisco TAC Web Site

The Cisco TAC Web Site allows you 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 the following URL:

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

All customers, partners, and resellers who have a valid Cisco services 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 the following URL to register:

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

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

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

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; 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 will automatically open a case.

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

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

Before calling, please 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). In addition, please have available your service agreement number and your product serial number.

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