About this Guide

This preface describes who should read the *Cisco 6500/7600 Series Manager User Guide*, how it is organized, and its document conventions.

Audience

This guide is written as a technical resource for network managers, system administrators (the people responsible for managing the network), network analysts (those who configure the network), and operators.

It is assumed that you have a basic understanding of network design, operation, and terminology, and that you are familiar with your own network configurations. It is also assumed that you have a basic familiarity with UNIX and have read and understood the *Cisco Element Management Framework User Guide*.

Organization

This guide is organized as follows:

Chapter	Title	Description
Chapter 1	Product Overview	Provides a context for the Cisco 6500/7600 Series Manager.
Chapter 2	Basic Concepts	Describes basic concepts of the Cisco Element Management Framework (CEMF) and the concepts of network and service management associated with the C65/76M using CEMF.
Chapter 3	Getting Started	Describes the order of the tasks you should perform to get started with the C65/76M software.
Chapter 4	Deploying the C65/76M	Describes the deployment and commissioning process for the C65/76M.

Chapter	Title	Description
Chapter 5	Physical Object Dialog Boxes	Describes the C65/76M dialogs for physical objects and the management functions that can be carried out.
Chapter 6	Logical Object Dialog Boxes	Describes the C65/76M dialogs for logical objects and the management functions that can be carried out.
Chapter 7	Profiles	Describes how to create and apply C65/76M profiles.
Chapter 8	Alarms and Alarm Management	Describes the alarms that are raised in CEMF by the C65/76M.

Related Documentation

In addition to this guide, the following documents are available for the Cisco 6500/7600 Series Manager:

- *Cisco 6500/7600 Series Manager Installation Guide*
- Release Notes for the Cisco 6500/7600 Series Manager

The following documents are available for the Catalyst 6000 family switches:

- *Site Preparation and Safety Guide*
- *Catalyst 6000 Family Quick Software Configuration Guide*
- *Catalyst 6000 Family Module Installation Guide*
- *Catalyst 6000 Family Software Configuration Guide*
- *Catalyst 6000 Family System Functional Description*
- *Catalyst 6000 Family Command Reference*
- *Catalyst 6000 Family IOS Software Configuration Guide*
- *Catalyst 6000 Family IOS Command Reference*
- *ATM Software Configuration and Command Reference*—Catalyst 5000 Family and Catalyst 6000 Family Switches
- *System Message Guide*—Catalyst 6000 Family, 5000 Family, 4000 Family, 2926G Series, 2948G, and 2980G Switches

The following documents are available for the Cisco 7600 Internet Router:

- *Site Preparation and Safety Guide*
- *Cisco 7600 Internet Router Quick Software Configuration Guide*
- *Cisco 7600 Internet Router Software Configuration Guide*
- *Cisco 7600 Internet Router Command Reference*
- *Cisco 7603 and 7606 Internet Router Installation Guide*
- *Cisco 7609 Internet Router Installation Guide*
- *Cisco 7600 Internet Router Module Installation Guide*
- *Cisco 7600 Internet Router System Message Guide*

For information about MIBs, refer to this URL:
http://www.cisco.com/public/sw-center/netmgmt/cmtk/mibs.shtml

Conventions and Terminology

This publication uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in **boldface**. Names of onscreen elements that you click or select are in **boldface**. When describing user actions, keystrokes are in **boldface**.
italic font	Arguments for which you supply values are in *italics*.
[ ]	Elements in square brackets are optional.
{ x | y | z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x | y | z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
`screen` font	Terminal sessions and information the system displays are in `screen` font.
`boldface screen` font	Information you must enter is in **`boldface screen`** font.
italic screen font	Arguments for which you supply values are in *italic screen* font.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.

Notes use the following conventions:

Note   Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

The Cisco EMF software supports a three-button mouse. The buttons are configured as follows:

• Left button—Selects objects and activates controls.

• Middle button—Adjusts a selected group of objects, adding to or deselecting part of the group.

• Right button—Displays and selects from menus.

This guide uses the following conventions and terminology:

- *pointer*—Indicates where the mouse action is to occur.
- *select*—To push and hold down the left mouse button.
- *release*—To let up on a mouse button to initiate an action.
- *click*—To select and release a mouse button without moving the pointer.
- *double-click*—To click a mouse button twice quickly without moving the pointer.
- *drag*—To move the pointer by sliding the mouse with one or more buttons selected.

In situations that allow more than one item to be selected from a list simultaneously, the following actions are supported:

- To select a single item in a list, click on the entry. Clicking a second time on a previously selected entry deselects it.
- To select a contiguous block of items, click on the first entry; then, without releasing the mouse button, drag to the last desired entry and release. (A subsequent click anywhere on the screen deselects all previous selections.)
- To extend a currently selected block, hold the **Shift** key down and click on the entry at the end of the group to be added.
- To add a noncontiguous entry to the selection group, hold down the **Ctrl** (Control) key and click on the entry to be added.

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.

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- Registered Cisco.com users (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 Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

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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:

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Attn: Document Resource Connection
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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 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 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, 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). When you call the center, please have available your service agreement number and your product serial number.

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