



Preface

This section provides general information about the Cisco 6700 series EMS 1.4 user guide and includes the following sections:

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Document Objectives

This document, the EMS 1.4 User Guide, is to help you configure your Cisco 6700 series network element (NE) using the element management system (EMS) software. This version of the EMS user guide adds the procedures necessary to provision the Cisco IAD1101 integrated access device.

Audience

This guide is intended primarily for the following audiences:

- Customers with technical networking background and experience
- Customers who support dial-in users
- System administrators who are familiar with the fundamentals of the Cisco 6700 series, but who might not be familiar with EMS
- System administrators who are responsible for installing and configuring internetworking equipment, and who are familiar with EMS

Document Organization

This document describes software installation, configuration, and troubleshooting instructions, which are included in the following chapters

Table 1 Document Organization

Chapter 1	Overview	Provides a functional overview of EMS, including basic navigation and interface tips.
Chapter 2	Installing EMS	Describes the EMS installation process for Windows NT, Windows 95, and UNIX workstations.
Chapter 3	Launching EMS	Describes the EMS launch process for Windows NT, Windows 95/97, and UNIX workstations.
Chapter 4	Initial Node Provisioning	Provides a series of procedures for the initial configuration of an NE.
Chapter 5	NetView	Provides network provisioning procedures, including creation of nodes.
Chapter 6	NodeView	Provides provisioning procedures for an individual NE.
Chapter 7	Provisioning Lines	Provides card and line provisioning procedures for all Cisco 6700 series cards.
Chapter 8	Inter Node Links	Lists procedures for creating links between two nodes in the network.
Chapter 9	Cross Connects	Lists procedures for creating internal or inter-node cross connects on the NE.
Chapter 10	GR-303	Lists procedures for provisioning interface groups and call reference values (CRV) for GR-303 and TR-008 operation.
Chapter 11	IP Services	Lists procedures for provisioning IP routing and IP routing services on the NE.
Chapter 12	Frame Relay	Lists procedures for provisioning Frame Relay on the NE.
Chapter 13	ATM	Lists procedures for provisioning ATM virtual circuits, virtual circuits, and cross connects on the NE.
Chapter 14	Backups, Upgrades, and Node Critical Commands	Describes software upgrades and database backup/restore procedures.
Chapter 15	Element Management System Utilities	Describes management utilities such as the EMS activity scheduler.
Chapter 16	System Maintenance and Monitoring	Provides instructions for gathering information about the NE, including alarms, events, and node logs.
Chapter 17	Cisco 6700 Series Element Management System Alarm Server	Describes the EMS alarm server.

Document Conventions

The EMS user guide uses the following conventions:

Table 2 Conventions

Convention	Description
boldface	Boldface is used to call out EMS text, such as menu items, clickable text buttons, and data entry fields.
>	A greater-than sign is used to show multiple levels of menu selections. For example, File > Exit indicates that you should click File in the menu bar, then click Exit in the pull-down menu.

The following conventions are used to attract reader attention:



Note

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



Caution

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



Timesaver

Means the described action saves time. You can save time by performing the action described in the paragraph.



Tips

Means the following information might help you solve a problem.

Related Documentation

Refer to the following documents for detailed site planning and system hardware installation information:

- *Cisco 6705 Integrated Access Device Hardware Installation Guide*
- *Cisco 6732 Multi-Service Access Platform Hardware Installation Guide*
- *Cisco IAD1101 Integrated Access Device Hardware Installation Guide*

Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- <http://www.cisco.com>
- <http://www-china.cisco.com>
- <http://www-europe.cisco.com>

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships 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 as 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, in North America, by calling 800 553-NETS(6387).

Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

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

To submit your comments by mail, for your convenience many documents contain a response card behind the front cover. Otherwise, you can mail your comments to the following address:

Cisco Systems, Inc.
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. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

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

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

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

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

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

Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

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

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

