



Quad-Port Flexi ATU-C Line Card FRU Installation and Replacement Notes

Product Number for 4xflexis with Seven-Notched Edge Connector Keys: ATUC-4-FLX-2=

Product Number for 4xflexis with Six-Notched Edge Connector Keys: ATUC-4-FLX-1=

This document provides an overview of and installation and replacement procedures for the quad-port flexi asymmetric digital subscriber line (ADSL) transmission unit—central office (ATU-C) line card. The quad-port flexi ATU-C line card (4xflexi) is a field-replaceable unit (FRU) for the following chassis:

- Cisco 6015 (installed in a commercial environment only)
- Cisco 6100 with NI-1 or NI-2
- Cisco 6130 with NI-1 or NI-2
- Cisco 6160
- Cisco 6260



Only trained and qualified personnel should be allowed to install, replace, or service this equipment.

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Introduction

The 4xflexi is designed for use in one of the following system configurations:

- With a POTS splitter chassis—Provisions one modem directly and is physically connected to one specific subscriber line through the POTS splitter chassis.
- Without a POTS splitter chassis—Provisions one modem directly and is physically connected to one specific subscriber line through the main distribution frame (MDF) connections.

The 4xflexi

- Supports four ADSL modem connections.
- Supports CAP, DMT, and G.lite line encoding.
- Converts ADSL modulation from the line into digital data streams to and from the NI-1 or NI-2 card.
- Negotiates the line rate with the customer premises equipment (CPE) when it trains and bases the rate on line quality and distance.

If provisioned, the 4xflexi rate adapts to the maximum bit rate negotiable on the line. The maximum bit rate settings are provisioned in the management software.

The edge connector key, located on the rear of the 4xflexi, connects the 4xflexi to the backplane of the chassis. Two edge connector keys are available for the 4xflexi: one has six notches and one has seven notches. You can install either version in the Cisco 6100/6130. However, you can only install the edge connector key with seven notches in the Cisco 6015, Cisco 6160, and Cisco 6260.

[Table 1](#) details the total available ADSL modem connections for each chassis.

Table 1 *Number of Available Modem Connections for Each Chassis*

Chassis	Number of Available 4xflexi Slots	Chassis Slot Numbers for 4xflexis	Total ADSL Modem Connections
Cisco 6015	6	1 through 6	24
Cisco 6100/6130	32	1 through 8, 13 through 28, and 31 through 38	128
Cisco 6160	32	1 through 9 and 12 through 34	128
Cisco 6260	30	1 through 9 and 12 through 32	120



Note

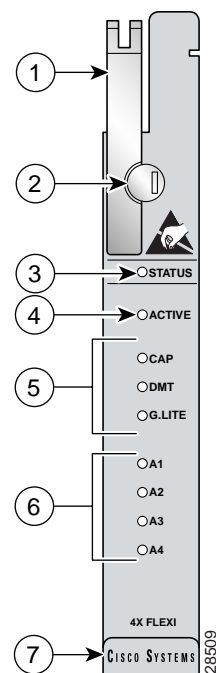
The 4xflexi cannot be used in an outside-plant environment.

For line card intermixing information, refer to the appropriate hardware installation guide for your chassis.

Faceplate Features

Figure 1 shows a close-up of the 4xflexi faceplate.

Figure 1 4xflexi Faceplate



1	Ejector lever	5	Line card mode LEDs
2	Locking tab	6	Modem port status LEDs
3	STATUS LED	7	Extraction tab
4	ACTIVE LED		

Table 2 describes the LEDs on the 4xflexi.

Table 2 4xflexi LEDs

LED	State	Function
STATUS	Green slow blinking	No errors, but no connection established.
	Green fast blinking	The image download is in progress.
	Green solid	NI-2 communication established.
	Red	The self-test or line card has failed.
	Off	The ATU-C line card has a power failure.
ACTIVE	Green solid	The line card is activated.
	Off	The line card is not in service.

Table 2 *4xflexi LEDs (continued)*

LED	State	Function
CAP	Green solid	The line card is in CAP mode.
	Off	The line card is not in CAP mode.
DMT	Green solid	The line card is in DMT mode.
	Off	The line card is not in DMT mode.
G.LITE	Green solid	The line card is in G.lite mode.
	Off	The line card is not in G.lite mode.
A1	Green solid	Modem 1 is trained.
	Green blinking	Training is in progress for modem 1.
	Off	Modem 1 is idle.
A2	Green solid	Modem 2 is trained.
	Green blinking	Training is in progress for modem 2.
	Off	Modem 2 is idle.
A3	Green solid	Modem 3 is trained.
	Green blinking	Training is in progress for modem 3.
	Off	Modem 3 is idle.
A4	Green solid	Modem 4 is trained.
	Green blinking	Training is in progress for modem 4.
	Off	Modem 4 is idle.

Specifications

[Table 3](#) lists the specifications for the 4xflexi.

Table 3 *4xflexi Specifications*

Specification	Description
External interfaces	4 (no connectors on card)
Internal hardware	<ul style="list-style-type: none"> • AMD 186-based 3.3V 18-MHz CPU • 128-KB SRAM • 512K Flash
Dimensions	Height: 6.07 in. (15.42 cm) Depth: 8.50 in. (21.59 cm) Width: 0.88 in. (2.24 cm)
Weight	0.875 lb (0.4 kg)

Table 3 4xflexi Specifications (continued)

Specification	Description		
	DMT Mode	CAP Mode	G.lite Mode
Standards supported	<ul style="list-style-type: none"> ITU G.dmt (G.992.1) ANSI T1.413 	<ul style="list-style-type: none"> RADSL¹ 	<ul style="list-style-type: none"> ITU G.lite (G.992.2)
Power consumption	17.5W	13.5W	13W
Maximum data rates (per port)			
Downstream	8.032 Mbps	7.168 Mbps	1.536 Mbps
Upstream	864 kbps	1.088 Mbps	512 kbps

1. RADSL = rate-adaptive digital subscriber line

Table 4 lists the minimum Cisco IOS software and network management requirements for provisioning and managing the 4xflexi.

Table 4 Minimum 4xflexi Software Requirements

Software	Required Minimum Cisco Release
Cisco 6015	
Cisco IOS	Release 12.1(4) DA
CDM ¹	Release 3.2
Cisco 6100 with NI-1	
Cisco 6100 node software	Release 3.0.0
ViewRunner for HP OpenView	Release 3.0.0
ViewRunner for Windows	Release 3.0.0
CDM (CAP only)	Release 3.0
Cisco 6100 with NI-2	
Cisco IOS	Release 12.1(2) DA
CDM	Release 3.2
Cisco 6130 with NI-1	
Cisco 6100 or Cisco 6130 node software	Release 3.0.0
ViewRunner for HP OpenView	Release 3.0.0
ViewRunner for Windows	Release 3.0.0
CDM	Release 3.3
Cisco 6130 with NI-2	
Cisco IOS	Release 12.1(1) DA
CDM	Release 3.2
Cisco 6160	
Cisco IOS	Release 12.1(1) DA
CDM	Release 3.0

Table 4 Minimum 4xflexi Software Requirements (continued)

Software	Required Minimum Cisco Release
Cisco 6260 (DMT mode only)	
Cisco IOS	Release 12.1(5) DA
CDM	Release 3.2

1. CDM = Cisco DSL Manager

Part and Tool Requirements

[Table 5](#) lists the tools and equipment that you need to install and remove a 4xflexi.

Table 5 Tool and Equipment Requirements Checklist

Check	Tools and Equipment
	4xflexi.
	Equipment necessary for ESD protection—You need this equipment whenever you handle Cisco chassis, modules, and cards.
	Flat-head screwdriver
	Cisco IOS or CDM
	Note See Table 3 for minimum software and network management release requirements.



Note

The system has no internal user-serviceable parts. However, you can add or remove a 4xflexi without removing power from the system (hot swapping). See the [“Hot Swapping Line Cards”](#) section on [page 11](#) for more information.

General Safety Precautions and Maintenance Guidelines

This section describes the following areas:

- [General Safety Precautions](#)
- [General Maintenance Guidelines](#)
- [Preventing Electrostatic Discharge Damage](#)

General Safety Precautions

Before working on the equipment, be aware of standard safety practices and the hazards involved in working with electrical circuitry to prevent accidents. Adhere to the following cautions and warnings for safe and hazard-free installation.



Note

To see translations of the warnings that appear in this publication, refer to the appropriate Regulatory Compliance and Safety Information document for your system.



Caution

Before you start the installation procedures, read the entire document for important information and safety warnings.



Caution

Proper ESD protection is required whenever you handle Cisco equipment. Installation and maintenance personnel should be properly grounded by means of grounding straps to eliminate the risk of ESD damage to the equipment. Equipment is subject to ESD damage whenever it is removed from the chassis.



Caution

If the power connections are improperly connected and power is applied while the cards are installed, the cards and chassis could be damaged.



Caution

Service is interrupted only for the subscribers assigned to the line card that is being removed.



Caution

It is important that the chassis cooling fans run continuously while the system is powered.



Caution

Any card that is only partially connected to the backplane can disrupt system operation.



Caution

Installing the line cards in the chassis with the power leads reversed can damage the line cards.



Warning

This warning symbol means *danger*. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. To see translations of the warnings that appear in this publication, refer to the *Regulatory Compliance and Safety Information* document that accompanied this device.

Waarschuwing

Dit waarschuwingssymbool betekent gevaar. U verkeert in een situatie die lichamelijk letsel kan veroorzaken. Voordat u aan enige apparatuur gaat werken, dient u zich bewust te zijn van de bij elektrische schakelingen betrokken risico's en dient u op de hoogte te zijn van standaard maatregelen om ongelukken te voorkomen. Voor vertalingen van de waarschuwingen die in deze publicatie verschijnen, kunt u het document *Regulatory Compliance and Safety Information* (Informatie over naleving van veiligheids- en andere voorschriften) raadplegen dat bij dit toestel is ingesloten.

Varoitus

Tämä varoitusmerkki merkitsee vaaraa. Olet tilanteessa, joka voi johtaa ruumiinvammaan. Ennen kuin työskentelet minkään laitteiston parissa, ota selvää sähkökytkentöihin liittyvistä vaaroista ja tavanomaisista onnettomuuksien ehkäisykeinoista. Tässä julkaisussa esiintyvien varoitusten käännökset löydät laitteen mukana olevasta *Regulatory Compliance and Safety Information* -kirjasesta (määräysten noudattaminen ja tietoa turvallisuudesta).

Attention

Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant causer des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers posés par les circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents. Pour prendre connaissance des traductions d'avertissements figurant dans cette publication, consultez le document *Regulatory Compliance and Safety Information* (Conformité aux règlements et consignes de sécurité) qui accompagne cet appareil.

Warnung

Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu einer Körperverletzung führen könnte. Bevor Sie mit der Arbeit an irgendeinem Gerät beginnen, seien Sie sich der mit elektrischen Stromkreisen verbundenen Gefahren und der Standardpraktiken zur Vermeidung von Unfällen bewußt. Übersetzungen der in dieser Veröffentlichung enthaltenen Warnhinweise finden Sie im Dokument *Regulatory Compliance and Safety Information* (Informationen zu behördlichen Vorschriften und Sicherheit), das zusammen mit diesem Gerät geliefert wurde.

Avvertenza

Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infortuni alle persone. Prima di lavorare su qualsiasi apparecchiatura, occorre conoscere i pericoli relativi ai circuiti elettrici ed essere al corrente delle pratiche standard per la prevenzione di incidenti. La traduzione delle avvertenze riportate in questa pubblicazione si trova nel documento *Regulatory Compliance and Safety Information* (Conformità alle norme e informazioni sulla sicurezza) che accompagna questo dispositivo.

Advarsel

Dette varselsymbolet betyr fare. Du befinner deg i en situasjon som kan føre til personskade. Før du utfører arbeid på utstyr, må du være oppmerksom på de faremomentene som elektriske kretser innebærer, samt gjøre deg kjent med vanlig praksis når det gjelder å unngå ulykker. Hvis du vil se oversettelser av de advarslene som finnes i denne publikasjonen, kan du se i dokumentet *Regulatory Compliance and Safety Information* (Overholdelse av forskrifter og sikkerhetsinformasjon) som ble levert med denne enheten.

- Aviso** Este símbolo de aviso indica perigo. Encontra-se numa situação que lhe poderá causar danos físicos. Antes de começar a trabalhar com qualquer equipamento, familiarize-se com os perigos relacionados com circuitos eléctricos, e com quaisquer práticas comuns que possam prevenir possíveis acidentes. Para ver as traduções dos avisos que constam desta publicação, consulte o documento *Regulatory Compliance and Safety Information* (Informação de Segurança e Disposições Reguladoras) que acompanha este dispositivo.
- ¡Advertencia!** Este símbolo de aviso significa peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considerar los riesgos que entraña la corriente eléctrica y familiarizarse con los procedimientos estándar de prevención de accidentes. Para ver una traducción de las advertencias que aparecen en esta publicación, consultar el documento titulado *Regulatory Compliance and Safety Information* (Información sobre seguridad y conformidad con las disposiciones reglamentarias) que se acompaña con este dispositivo.
- Warning!** Denna varningssymbol signalerar fara. Du befinner dig i en situation som kan leda till personskada. Innan du utför arbete på någon utrustning måste du vara medveten om farorna med elkretsar och känna till vanligt förfarande för att förebygga skador. Se förklaringar av de varningar som förkommer i denna publikation i dokumentet *Regulatory Compliance and Safety Information* (Efterrättelse av föreskrifter och säkerhetsinformation), vilket medföljer denna anordning.



Warning

Read the installation instructions before you connect the system to its power source.



Warning

Use copper conductors only.



Warning

Never install telephone wiring during an electrical storm.



Warning

Do not reach into a vacant slot or chassis while you install or remove a module or a fan. Exposed circuitry could constitute an energy hazard.



Warning

Blank faceplates and cover panels serve three important functions: they prevent exposure to hazardous voltages and currents inside the chassis; they contain electromagnetic interference (EMI) that might disrupt other equipment; and they direct the flow of cooling air through the chassis. Do not operate the system unless all cards, faceplates, front covers, and rear covers are in place.



Warning

Do not work on the system or connect or disconnect cables during periods of lightning activity.



Warning

Use caution when installing or modifying telephone lines.



Warning

Ultimate disposal of this product should be handled according to all national laws and regulations.



Warning

This unit is intended for installation in restricted access areas. A restricted access area is where access can only be gained by service personnel through the use of a special tool, lock and key, or other means of security, and is controlled by the authority responsible for the location.



Warning

Connect the unit only to DC power source that complies with the Safety Extra-Low Voltage (SELV) requirements in IEC 60950 based safety standards.



Warning

This product requires short-circuit (overcurrent) protection, to be provided as part of the building installation. Install only in accordance with national and local wiring regulations.



Warning

Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.



Warning

Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.



Warning

Do not use a telephone to report a gas leak in the vicinity of the leak.



Warning

Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.



Warning

Do not use this product near water; for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.



Warning

During this procedure, wear grounding wrist straps to avoid ESD damage to the card. Do not directly touch the backplane with your hand or any metal tool, or you could shock yourself.



Warning

Before opening the chassis, disconnect the telephone-network cables to avoid contact with telephone-network voltages



Warning

This equipment is to be installed and maintained by service personnel only as defined by AS/NZS 3260 Clause 1.2.14.3 Service Personnel.



Warning

To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord.

General Maintenance Guidelines

This section covers the following topics:

- [Installation and Replacement Suggestions, page 11](#)
- [Hot Swapping Line Cards, page 11](#)

Installation and Replacement Suggestions

The following examples list recommended installation and replacement practices for the 4xflexis.



Caution

Any line card that is only partially connected to the backplane can disrupt system operation.

- Do not force the line card into its slot. This action can damage the pins on the backplane if they are not aligned properly with the line card.
- Ensure that the line card is straight and not at an angle when you install the line card in the slot. Installing the line card at an angle can damage the card. Use the guide rails to install the line card correctly.
- Fully depress the ejector levers to ensure that the card connector mates with the backplane correctly. Firmly seat the line card in the slot.

Hot Swapping Line Cards

The 4xflexi can be hot swapped. Hot swapping allows you to remove, replace, and rearrange the line cards without disconnecting the system power. When the system detects that you have added or removed a 4xflexi, it automatically runs diagnostic and discovery routines and acknowledges the presence or absence of the line card.

If you remove and replace a 4xflexi with another 4xflexi, the newly installed line card receives the same provisioning as the original line card. The system resumes operation without any operator intervention.



Note

If you are using a Cisco 6100/6130 with NI-1 system and you remove a dual-port CAP ATU-C line card (2xCAP), a quad-port DMT ATU-C (4xDMT), or a quad-port STU-C line card (4xSDSL) and replace it with a 4xflexi, you must follow the upgrade procedure in either the *Cisco 6130 with NI-1 Direct Connect Installation Guide* or the *Cisco 6100 with NI-1 Direct Connect Installation Guide*.

If an unprovisioned line card is installed for the first time, the system identifies it as present but unprovisioned. Instructions for provisioning the line card are found in the appropriate software guide for your chassis.

Preventing Electrostatic Discharge Damage

Proper ESD protection is required whenever you handle Cisco equipment. ESD damage, which can occur when electronic cards or components are improperly handled, results in complete or intermittent failures. Use an antistatic strap when you handle any card or component.

Follow these guidelines to prevent ESD damage:

- Always use an ESD ankle or wrist strap and ensure that the wrist strap makes good skin contact.
- Connect the equipment end of the strap to the ESD jack on the front of the chassis.
- When you install a component, use available ejector levers or captive installation screws to properly seat the bus connectors in the backplane or midplane. These devices prevent accidental removal, provide proper grounding for the system, and help ensure that bus connectors are properly seated.
- When you remove a component, use available ejector levers or captive installation screws to release the bus connectors from the backplane or midplane.
- Avoid touching the printed circuit boards or connectors on the NI-2 cards or line cards.
- Place a removed component board-side-up on an antistatic surface or in a static-shielding container. If you plan to return the component to the factory, immediately place it in a static-shielding container.
- Avoid contact between the printed circuit boards and clothing. The wrist strap protects components from ESD voltages on the body only; ESD voltages on clothing can still cause damage.



Caution

Periodically check the resistance value of the antistatic strap. Ensure that the measurement is between 1 and 10 megohms.

Removing and Installing the 4xflexi

The following sections describe how to remove or install a 4xflexi.



Caution

Proper ESD protection is required whenever you handle Cisco equipment. Installation and maintenance personnel should be properly grounded by means of grounding straps to eliminate the risk of ESD damage to the equipment. Equipment is subject to ESD damage whenever it is removed from the chassis.



Note

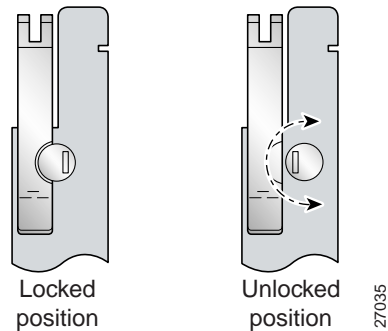
All cards must be fully seated in the chassis. Push on the faceplate of each card to be sure that the card is fully seated.

Removing a 4xflexi

Complete the following steps to remove a 4xflexi from the chassis:

- Step 1** Connect a grounding strap to the ESD grounding jack on the chassis.
- Step 2** Use a flat-head screwdriver to move the locking tab from the locked to the unlocked position. Be sure to turn the locking tab so that it does not overlap the line card ejector lever as shown in [Figure 2](#).

Figure 2 Positioning the Locking Tab for the 4xflexi



- Step 3** Lift the ejector lever to disconnect the line card from the backplane.
- Step 4** Carefully slide the line card out of the slot.

Either replace the line card that you remove, or insert a blank faceplate in the empty slot. See the [“Installing a 4xflexi”](#) section on page 13 for 4xflexi installation instructions. See the [“Installing a Blank Faceplate”](#) section on page 14 for blank faceplate installation instructions.



Warning

Blank faceplates and cover panels serve three important functions: they prevent exposure to hazardous voltages and currents inside the chassis; they contain electromagnetic interference (EMI) that might disrupt other equipment; and they direct the flow of cooling air through the chassis. Do not operate the system unless all cards, faceplates, front covers, and rear covers are in place.

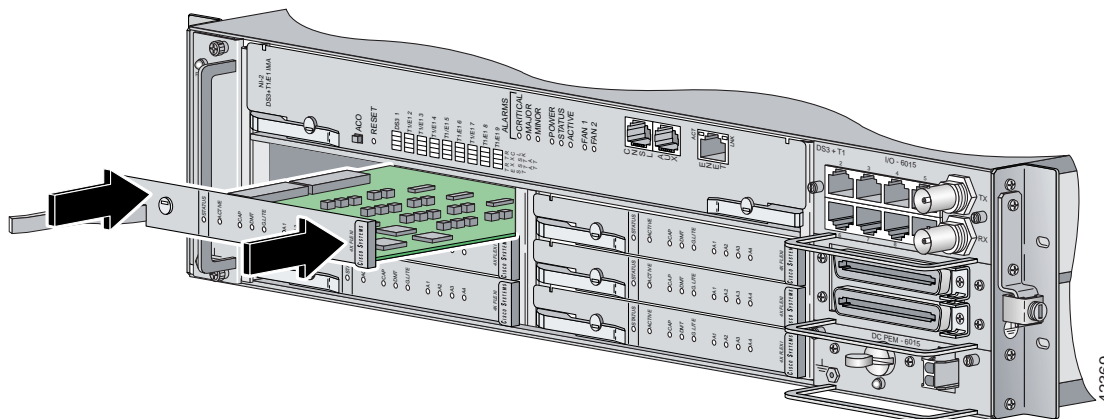
Installing a 4xflexi

Complete the following steps to install a 4xflexi in the chassis:

- Step 1** Connect a grounding strap to the ESD grounding jack on the chassis.
- Step 2** Hold the line card horizontally (Cisco 6015) or vertically (Cisco 6100, Cisco 6130, Cisco 6160, or Cisco 6260), with the faceplate toward you and the connectors facing the chassis slot.
- Step 3** Align the line card edge with the guides at the left and right (Cisco 6015) or top and bottom (Cisco 6100, Cisco 6130, Cisco 6160, or Cisco 6260) of the slot in the chassis.

- Step 4** Lift the ejector lever and gently apply pressure to the faceplate while pushing the line card into the slot. [Figure 3](#) shows an example of the 4xflexi installation. The installation procedures will be similar for the other chassis.

Figure 3 Installation of the 4xflexi



- Step 5** Push on the faceplate of the line card to fully seat the card.
- Step 6** Press down on the ejector lever to secure the line card and connect it to the backplane.
- Step 7** Use a flat-head screwdriver to turn the locking tab so that it overlaps the line card ejector lever to prevent inadvertent dislodging. [Figure 2](#) shows how to position the locking tabs.



Note It is not necessary to lock the 4xflexis in the Cisco 6100 or Cisco 6130 chassis.

- Step 8** Verify that the STATUS LED is solid green after the brief self-test. If the STATUS LED is not green after the self-test, see the appropriate hardware guide for your chassis for troubleshooting procedures.



Note If you are installing the line card for the first time, refer to the provisioning procedures in the appropriate software guide for your chassis.

Installing a Blank Faceplate

Complete the following steps to install a blank faceplate in the chassis:



Note Blank faceplates should occupy any empty line card slots in the chassis. The blank faceplate installation is similar to the line card installation.

- Step 1** Connect a grounding strap to the ESD grounding jack.
- Step 2** Align the blank faceplate edge with the slot guides in the chassis.

- Step 3** Lift the ejector lever and gently apply pressure to the faceplate while pushing the blank faceplate into the slot.
- Step 4** Push on the faceplate to fully seat the blank faceplate.
- Step 5** Press down on the ejector lever to secure the faceplate.

Traffic Handling

Table 6 shows the downstream and upstream rates that the 4xflexi supports.

Table 6 *Maximum Downstream and Upstream Rates for the 4xflexi*

Line-Encoding Technology	Maximum Downstream Rate	Maximum Upstream Rate
CAP	7.168 Mbps	1.088 Mbps
DMT	8.032 Mbps	864 kbps
G.lite	1.536 Mbps	512 kbps

Downstream refers to data that is coming from the NI-1 card and NI-2 card to the subscriber lines. *Upstream* refers to data that is coming from the subscriber lines to the NI-1 card and NI-2 card.

System Controller Card Microprocessor



Note

This section applies to the Cisco 6100 or Cisco 6130 with NI-1 system only.

When the 4xflexi is reset, the system controller executes boot code that is stored in Flash memory. The boot code initializes the serial management bus (SMB). If the current image in the 4xflexi flash is not the latest image available, the system controller sends the correct image for the 4xflexi over the SMB. The image is loaded and run from Flash memory. The system controller also sends a new image if you place either a 4xflexi with a DMT image in a slot that is preprovisioned for CAP or a 4xflexi with a CAP image in a slot that is preprovisioned for DMT.

Standards and Certifications

Table 7 lists 4xflexi standards and certifications.

Table 7 *Standards and Certifications*

Category	Description
International Telecommunication Union	G.992.2 (G.lite)
ANSI	T1.413 Issue 2
NEBS Level 3	Bellcore GR-63-CORE, GR-1089-CORE

Table 7 Standards and Certifications (continued)

Category	Description
EMI	FCC Part 15, Class A
Safety	UL 1950, 3rd Edition

Related Documentation

A complete list of all DSL product related documentation is available on the World Wide Web at http://www.cisco.com/univercd/cc/td/doc/product/dsl_prod/index.htm

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

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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.

This document is to be used in conjunction with the documents listed in the “[Related Documentation](#)” section.

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