



# Preface

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## Document Objectives

This user guide provides step-by-step instructions for most of the tasks you perform using Cisco Media Gateway Controller Node Manager (CMNM). It contains information you need to install and configure CMNM and to prepare the system for users. It also contains reference information that may be needed by administrators, service technicians, and users.

CMNM provides a means to manage fault, configuration, and performance of the service provider's Cisco MGC nodes. CMNM is based on the Cisco Element Manager Framework (CEMF).

This document describes how to:

- Provide fault and performance management of the Cisco MGC node and its subcomponents
- Configure network elements using CiscoView and other tools
- Display and manage the Cisco MGC, Cisco SLT, and LAN connectivity network

## Audience

This document has two primary audiences:

- System administrators who install and configure CMNM
- Network Operations Center (NOC) personnel who use CMNM to monitor the network and respond to events and alarms

## Document Organization

This document contains the following chapters:

*Table 1 Document Contents*

Chapters	Title	Content
Chapter 1	Overview of Cisco Media Gateway Controller Node Manager	This chapter provides an overview of CMNM and the various tasks you perform.

**Table 1** *Document Contents*

Chapter 2	Installing CMNM	This chapter contains information about hardware and software requirements for CMNM and instructions for installing the software.
Chapter 3	Configuring Network Devices for Management	This chapter shows you how to configure each network device so that it can be managed by CMNM.
Chapter 4	Getting Started with CMNM	This chapter describes CMNM concepts.
Chapter 5	Setting Up CMNM Security	The administrator must set up security for the system and users. CMNM provides a number of security features necessary for a typical service provider's environment, such as user login IDs and alphanumeric passwords and per-user privileges and control of administrative functions. This chapter shows you how to set up defaults for users and security for the system.
Chapter 6	Deploying a Site, Object, or Network	CMNM provides two methods to configure Cisco MGC nodes and subobjects: manual and seed file. This chapter shows you how to deploy using either method.
Chapter 7	Using Polling to Monitor Network Performance	CMNM collects performance information from the Cisco MGC node, allowing you to monitor the health and performance of the network. CMNM allows you to view performance data associated with a given object and graph that data over time. This chapter shows you how to monitor performance data.
Chapter 8	Managing Traps and Events	CMNM provides fault management of the Cisco MGC, including the Cisco MGC host, Cisco SLT, and LAN switch. This chapter shows you how to view, acknowledge, and clear alarms for a given object.
Chapter 9	Viewing Information About Network Devices	This chapter shows you how to view a variety of different information about network devices.
Appendix A	BAMS, Cisco MGC, and CMNM Messages	This appendix supplements the information in Chapter 8. It provides references to documentation explaining BAMS and Cisco MGC alarm messages and it describes CMNM's own internal alarms.

# Documentation Suite

Consult the following related documentation for additional information about the Cisco MGC software.

## Cisco MGC Documentation

- *Cisco Media Gateway Controller Hardware Installation Guide*
- *Regulatory Compliance and Safety Information for Cisco Media Gateway Controller Hardware*
- *Cisco Media Gateway Controller Software Release 8 Installation and Configuration Guide*
- *Cisco Media Gateway Controller Software Release 8 Provisioning Guide*
- *Cisco Media Gateway Controller Software Release 8 Reference Guide*
- *Cisco Media Gateway Controller Software Release 8 Operations, Maintenance, and Troubleshooting Guide*
- *Release Notes for Cisco Media Gateway Controller Software Release 8*
- *Cisco Media Gateway Controller Online Documentation Notice*
- *Cisco Media Gateway Controller SLT Documentation Notice*
- *Cisco Media Gateway Installation and Configuration Guide*

## Cisco Element Management Framework Documentation

Consult the following related documentation for additional information about the Cisco Element Management Framework (CEMF):

- *Cisco Element Management Framework Installation and Administration Guide*
- *Cisco Element Management Framework Release Notes*
- *Cisco Element Management Framework User Guide*

## Billing and Measurements Server Documentation

Consult the following related documentation for additional information about the Billing and Measurements Server (BAMS):

- *Billing and Measurements Server (BAMS) User's Manual*

# Document Conventions

Command descriptions use the following conventions:

<b>boldface font</b>	Commands and keywords are in <b>boldface</b> .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[ ]	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 examples use the following conventions:

screen font	Terminal sessions and information the system displays are in <i>screen font</i> .
<b>boldface screen font</b>	Information you must enter is in <b>boldface screen font</b> .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
→	This pointer highlights an important line of text in an example.
^	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.
[ ]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.



## Note

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



## 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*. The tips information might not be troubleshooting or even an action, but could be useful information, similar to a Timesaver.



## Caution

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

# 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](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 CCO 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](mailto: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.

