



# Regulatory Compliance and Safety Information for the Catalyst 5000 Family Switches

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**Product Numbers:** WS-C5000(=), WS-C5002(=), WS-C5500(=), WS-C5505(=), WS-C5509(=)

This document provides international agency compliance, safety, and statutory information for the Catalyst 5000 family switches and modules.

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Corporate Headquarters:  
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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# European Community, Switzerland, Norway, Iceland, and Liechtenstein

## Declaration of Conformity with Regard to the Directives 73/23/EEC and 89/336/EEC as amended by Directive 93/68/EEC

The Declaration of Conformity related to this product is located at the following URL:  
<http://www.ciscofax.com/>

Deutsch:	Dieses Gerät entspricht den wesentlichen Anforderungen und weiteren Bestimmungen der Richtlinien 73/23/EWG und 89/336/EWG mit der Ergänzung durch Richtlinie 93/68/EWG.
Dansk:	Dette udstyr er i overensstemmelse med de ufravigelige hensyn og andre bestemmelser i direktiv 73/23/EEC og 89/336/EEC som ændret i direktiv 93/68/EEC.
English:	This equipment is in compliance with the essential requirements and other provisions of Directives 73/23/EEC and 89/336/EEC as amended by Directive 93/68/EEC.
Español:	Este equipo cumple con los requisitos esenciales y otras disposiciones de las Directrices 73/23/EEC y 89/336/EEC de acuerdo a las modificaciones de la Directriz 93/68/EEC.
Ελληνικά: Ελλάδας:	Αυτός ο εξοπλισμός συμμορφώνεται με τις ουσιαστικές απαιτήσεις και τις λοιπές διατάξεις των Οδηγιών 73/23/ΕΟΚ και 89/336/ΕΟΚ, όπως τροποποιήθηκαν με την Οδηγία 93/68/ΕΟΚ.
Français:	Cet appareil remplit les principales conditions requises et autres dispositions des Directives 73/23/EEC et 89/336/EEC, modifiées par la Directive 93/68/EEC.
Íslenska:	essir búna ur samr mist lögbo num kröfum og ö rum ákvæ um tilskipana 73/23/EBE og 89/336/EBE, me breytingum skv tilskipun 93/68/EBE.
Italiano:	Questa apparecchiatura è conforme ai requisiti essenziali e altre disposizioni delle Direttive 73/23/EEC e 89/336/EEC modificate con la Direttiva 93/68/EEC.
Nederlands:	Deze apparatuur voldoet aan de belangrijkste eisen en andere voorzieningen van richtlijnen 73/23/EEC en 89/336/EEC zoals gewijzigd door richtlijn 93/68/EEC.
Norsk:	Dette utstyret samsvarer med de vesentligste kravene og andre regler i direktivene 73/23/EEC og 89/336/EEC samt i tilleggskravene 93/68/EEC.
Português:	Este equipamento satisfaz os requisitos essenciais e outras provisões das Directivas 73/23/EEC e 89/336/EEC, conforme amendados pela Directiva 93/68/EEC.
Suomalainen:	Tämä laite on direktiivien 73/23/ETY ja 89/336/ETY (kuten muutettu direktiivissä 93/68/ETY) keskeisten vaatimusten ja määräysten mukainen.
Svenska:	Denna utrustning uppfyller de väsentliga kraven och andra villkor i direktiven 73/23/EEC och 89/336/EEC enligt ändringarna i direktiv 93/68/EEC.

# Regulatory Standards Compliance

Catalyst 5000 family products are in compliance with the national and international standards that are described in [Table 1](#).

**Table 1** *Regulatory Standards Compliance*

Specification	Standard
Regulatory Compliance	Products bearing the CE mark indicate compliance with the 72/23/EEC and 89/339/EEC directives, which include the safety and EMC standards in this table.
Safety	UL 1950 CAN/CSA-C22.2 No. 950 EN 60950 IEC 60950 TS 001 AS/NZS 3260
EMC	FCC Part 15 (CFR 47) Class A ICES-003 Class A EN 55022 Class A w/UTP Cable, CLASS B w/FTP Cable CISPR 22 Class A w/UTP Cable, CLASS B w/FTP Cable AS/NZS 3548 Class A w/UTP Cable, CLASS B w/FTP Cable VCCI Class A w/UTP Cable, CLASS B w/FTP Cable EN 50082-1 EN55024 EN 61000-3-2 EN 61000-3-3
Industry EMC, Safety, and Environmental Standards	GR-63-Core NEBS Level 3 GR-1089-Core NEBS Level 3 ETS 300 386
Telecom (E1) <sup>1</sup>	CTR 12/13 CTR 4 ACA TS016
Telecom (T1) <sup>1</sup>	FCC Part 68 Canada CS-03 JATE Green Book

1. Applies to WAN modules only.

## GR-1089 Intrabuilding Lightning-Immunity Requirements



### Caution

To comply with GR-1089-Core intrabuilding lightning-immunity requirements, you must use grounded, foil twisted-pair (FTP), Category 5 cabling.

## FCC Part 68 Notice

The equipment complies with Part 68 of the FCC rules. A label on the bottom of the chassis contains the FCC registration number among other information. If requested, this information must be provided to the telephone company.

This equipment cannot be used on telephone company-provided coin services. Connection to the Party Line Service is subject to state tariffs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify you as soon as possible. You will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that might affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications to maintain uninterrupted service.

If you experience trouble with this equipment, please contact Cisco Systems for repair and warranty information. If the problem is causing harm to the telephone network, the telephone company might request that you remove the equipment from the network until the problem is resolved. All repairs should be handled by authorized Cisco Systems service personnel.

We recommend that you install an AC surge arrester in the AC outlet to which this device is connected. This action will help to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

This equipment uses the Uniform Service Order Code (USOC) jacks that is described in [Table 2](#).

*Table 2 USOC Jacks*

Model Name	Facility Interface Code	Service Order Code	Jack Type
PA-MC-2T1	04DU9-BN/DN/1KN/ 1SN/1ZN	6.0N/F	RJ-48C

## CS-03 Certification

The equipment is CS-03 certified. [Table 3](#) provides the CS03 approval number for the equipment. Observe the following general information and safety precautions:

- The industry Canada label identifies CS-03 certified equipment. This certification means that the equipment meets certain telecommunications network protection, operation, and safety requirements as described in the appropriate terminal equipment requirements document(s). The department does not guarantee the equipment will operate to the user's satisfaction.
- Before installing the equipment, check that you have permission to connect it to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.
- Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or any equipment malfunctions, may cause the telecommunications company to request that the user disconnect the equipment.
- Ensure that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.



**Warning**

**Do not attempt to make such connections yourself. Contact the appropriate electric inspection authority or electrician as appropriate.**

*Table 3 CS03 Approval*

Model Number	Approval Number
PA-MC-2T1	2461 9227 A

## JATE

The equipment meets the requirements of the Japan Approvals Institute for Telecommunications Equipment (JATE). [Table 4](#) provides the JATE approval number for modules.

*Table 4 JATE Approval*

Applicant Name	Model Number	Approval Number
Cisco Systems	PA-MC-2T1	C99-0657JP,L99-1159

## EMC Environmental Conditions

This section applies to products to be installed in the European Union.

The equipment is intended to operate under the following environmental conditions with respect to EMC:

- A separate defined location under user's control.
- Earthing and bonding shall meet the requirements of ETS 300 253 or CCITT K27.
- Where applicable, AC power distribution shall be one of the following types: TN-S and TN-C (as defined in IEC 364-3).

If the equipment is operated in a domestic environment, interference may occur.

## FCC Class A Compliance Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense.

Modifying the equipment without Cisco's authorization may result in the equipment no longer complying with FCC requirements for Class A or Class B digital devices. In that event, your right to use the equipment may be limited by FCC regulations, and you may be required to correct any interference to radio or television communications at your own expense.

You can determine whether your equipment is causing interference by turning it off. If the interference stops, it was probably caused by the Cisco equipment or one of its peripheral devices. If the equipment causes interference to radio or television reception, try to correct the interference by taking one or more of the following actions:

- Rotate the television or radio antenna until the interference stops.
- Move the equipment to one side or the other of the television or radio.
- Move the equipment farther away from the television or radio.
- Plug the equipment into an outlet that is on a different circuit from the television or radio. (That is, make certain the equipment and the television or radio are on circuits controlled by different circuit breakers or fuses.)

## Canada Class A Statement

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This class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

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## CISPR22 Class A Warning



Warning

This is a class A product. In a domestic environment, this product may cause radio interference, in which case, the user may be required to take adequate remedial measures.

## VCCI Class A Statement (Japan)

This is a Class A product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may arise. When such trouble occurs, the user may be required to take corrective actions.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

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## Class A Warning for Taiwan and Other Traditional Chinese Markets



Warning

This is a Class A Information Product. When used in a residential environment, it may cause radio frequency interference. Under such circumstances, the user may be requested to take appropriate countermeasures.

警告使用者

這是甲類資訊產品，在居住環境中使用時，可能會造成射頻干擾，在這種情況下，使用者會被要求採取某些適當的對策。

## Korean Class A Warning



Warning

This is a Class A Device and is registered for EMC requirements for industrial use. The seller or buyer should be aware of this. If this type was sold or purchased by mistake, it should be replaced with a residential-use type.

주의

A급 기기 이 기기는 업무용으로 전자파 적합 등록을 한 기기이  
오니 판매자 또는 사용자는 이 점을 주의하시기 바라며 만약  
잘못 판매 또는 구입하였을 때에는 가정용으로 교환하시기 바랍니다.

## Hungarian Class A Warning

This equipment is a class A product and should be used and installed properly according to the Hungarian EMC Class A requirements (MSZEN55022), the Class A equipment are derived for typical commercial establishments for which special conditions of installation and protection distance are used.

Figyelmeztetés a felhasználói kézikönyv számára: Ez a berendezés "A" osztályú termék, felhasználására és üzembe helyezésére a magyar EMC "A" osztályú követelményeknek (MSZ EN 55022) megfelelően kerülhet sor, illetve ezen "A" osztályú berendezések csak megfelelő kereskedelmi forrásból származhatnak, amelyek biztosítják a megfelelő speciális üzembe helyezési körülményeket és biztonságos üzemelési távolságok alkalmazását.

## Translated Safety Warnings

This section repeats in multiple languages the basic warnings appropriate for the Catalyst 5000 family switches. These warnings can be used with other documents related to this publication.

## Backplane Voltage Warning



Warning

Voltage is present on the backplane when the system is operating. To reduce risk of an electric shock, keep hands and fingers out of the power supply bays and backplane areas.

Waarschuwing

Er is spanning aanwezig op de achterplaat wanneer het systeem bediend wordt. Om mogelijke elektrische schokken te vermijden, dient u uw handen en vingers uit de buurt van de stroomtoevoercompartimenten en het gebied rondom de achterplaat te houden.

Varoitus

Taustalevyssä on jännitettä laitteen ollessa toiminnassa. Sähköiskun välttämiseksi on sormet ja kädet pidettävä poissa virtalähdetelineistä ja taustalevyn alueelta.

Attention

Lorsque le système est en fonctionnement, des tensions électriques circulent sur le fond de panier. Pour éviter tout risque de choc électrique, ne touchez pas aux baies des blocs d'alimentation ni au fond de panier.

Warnung

Wenn das System in Betrieb ist, herrscht Spannung auf der Rückwandplatine. Um das Risiko eines elektrischen Schlags zu verringern, dürfen Hände und Finger nicht in die Anschlußstellen der Stromversorgung und in den Bereich der Rückwandplatine gesteckt werden.

Avvertenza

Quando il sistema è in funzione, il pannello posteriore è sotto tensione. Onde evitare il rischio di scosse elettriche, tenere le mani e le dita lontano dalle parti sotto tensione e dall'area del pannello posteriore.



Advarsel	Spenning er til stede på bakpanelet når systemet kjøres. Hold hender og fingre borte fra strømforsyningsåpningene og bakpanelområdet.
Aviso	Existem tensões na placa traseira quando o sistema está a operar. Para reduzir o risco de choque eléctrico, mantenha as mãos e os dedos fora das baias das fontes de energia e das áreas da placa traseira.
¡Advertencia!	Quando el sistema está en funcionamiento el voltaje está presente en el plano trasero. Para reducir el riesgo de choque eléctrico mantenga las manos y los dedos fuera de los puertos de alimentación eléctrica y de las áreas del plano trasero.
Varning!	Spänning föreligger på bakplattan när systemet körs. Minska risken för elektriska stötar genom att hålla händer och fingrar borta från områdena kring strömförsörjningsenhetens fack och bakplattan.

## Chassis Lifting Warning



### Warning

Two people are required to lift the chassis. Grasp the chassis underneath the lower edge and lift with both hands. To prevent injury, keep your back straight and lift with your legs, not your back.

### Waarschuwing

Er zijn twee mensen nodig om het frame op te tillen. Het frame dient onder de onderste rand vastgegrepen en met beide handen omhooggetild te worden. Om letsel te voorkomen, dient u uw rug recht te houden en met behulp van uw benen, niet uw rug, te tillen.

### Varoitus

Käyttövalmiin asennuspohjan nostamiseen tarvitaan kaksi henkilöä. Tartu asennuspohjan alareunasta ja nosta molemmin käsin. Pidä selkäsi suorana ja nosta jalkojen (ei selän) avulla loukkaantumisen välttämiseksi.

### Attention

Il faut deux personnes pour soulever un châssis entièrement configuré. Saisissez celui-ci sous son bord inférieur et soulevez-le des deux mains. Pour éviter tout risque de traumatisme de la région lombaire, soulevez la charge en gardant le dos droit et en poussant avec les jambes.

### Warnung

Zum Anheben eines vollständig konfigurierten Chassis werden zwei Personen benötigt. Fassen Sie das Chassis unterhalb der unteren Kante an, und heben Sie es mit beiden Händen an. Um Verletzungen zu vermeiden, ist der Rücken gerade zu halten und das Gewicht mit den Beinen, nicht mit dem Rücken, anzuheben.

### Avvertenza

Sono necessarie due persone per sollevare un telaio in configurazione completa. Afferrare il telaio al di sotto del bordo inferiore e sollevare con entrambe le mani. Per evitare infortuni, mantenere la schiena diritta e sollevare il peso con le gambe, non con la schiena.

### Advarsel

Det kreves to personer for å løfte et fullstendig konfigurert understell. Ta tak i understellet under den nedre kanten og løft med begge hender. For å unngå skade må du holde ryggen rett og løfte med benene, ikke ryggen.

Aviso	São necessárias duas pessoas para levantar um chassis integralmente configurado. \Agarre o chassis firmemente por baixo da borda inferior e levante-o com ambas as mãos. Para evitar lesões, mantenha as costas direitas e levante o peso com as pernas, sem forçar as costas.
¡Advertencia!	Se necesitan dos personas para levantar un chasis completamente configurado. Sujete el chasis con las dos manos por debajo del borde inferior y levántelo. Para evitar lesiones, mantenga la espalda recta y levántelo con la fuerza de las piernas y no de la espalda.
Varning!	Det krävs två personer för att lyfta ett fullt konfigurerat chassi. Fatta tag i chassit under den nedre kanten och lyft med båda händerna. För att undvika skador skall du hålla ryggen rak och lyfta med benen, inte ryggen.

## DC Power Disconnection Warning



### Warning

Before performing any of the following procedures, ensure that power is removed from the DC circuit. To ensure that all power is OFF, locate the circuit breaker on the panel board that services the DC circuit, switch the circuit breaker to the OFF position, and tape the switch handle of the circuit breaker in the OFF position.

### Waarschuwing

Voordat u een van de onderstaande procedures uitvoert, dient u te controleren of de stroom naar het gelijkstroom circuit uitgeschakeld is. Om u ervan te verzekeren dat alle stroom UIT is geschakeld, kiest u op het schakelbord de stroomverbreker die het gelijkstroom circuit bedient, draait de stroomverbreker naar de UIT positie en plakt de schakelaarhendel van de stroomverbreker met plakband in de UIT positie vast.

### Varoitus

Varmista, että tasavirtapiirissä ei ole virtaa ennen seuraavien toimenpiteiden suorittamista. Varmistaaksesi, että virta on KATKAISTU täysin, paikanna tasavirrasta huolehtivassa kojetaulussa sijaitseva suojakytkin, käännä suojakytkin KATKAISTU-asentoon ja teippaa suojakytkimen varsi niin, että se pysyy KATKAISTU-asennossa.

### Attention

Avant de pratiquer l'une quelconque des procédures ci-dessous, vérifiez que le circuit en courant continu n'est plus sous tension. Pour en être sûr, localiser le disjoncteur situé sur le panneau de service du circuit en courant continu, placer le disjoncteur en position fermée (OFF) et, à l'aide d'un ruban adhésif, bloquer la poignée du disjoncteur en position OFF.

### Warnung

Vor Ausführung der folgenden Vorgänge ist sicherzustellen, daß die Gleichstromschaltung keinen Strom erhält. Um sicherzustellen, daß sämtlicher Strom abgestellt ist, machen Sie auf der Schalttafel den Unterbrecher für die Gleichstromschaltung ausfindig, stellen Sie den Unterbrecher auf AUS, und kleben Sie den Schaltergriff des Unterbrechers mit Klebeband in der AUS-Stellung fest.

### Avvertenza

Prima di svolgere una qualsiasi delle procedure seguenti, verificare che il circuito CC non sia alimentato. Per verificare che tutta l'alimentazione sia scollegata (OFF), individuare l'interruttore automatico sul quadro strumenti che alimenta il circuito CC, mettere l'interruttore in posizione OFF e fissarlo con nastro adesivo in tale posizione.

Advarsel	Før noen av disse prosedyrene utføres, kontroller at strømmen er frakoblet likestrømkretsen. Sørg for at all strøm er slått AV. Dette gjøres ved å lokalisere strømbryteren på brytertavlen som betjener likestrømkretsen, slå strømbryteren AV og teipe bryterhåndtaket på strømbryteren i AV-stilling.
Aviso	Antes de executar um dos seguintes procedimentos, certifique-se que desligou a fonte de alimentação de energia do circuito de corrente contínua. Para se assegurar que toda a corrente foi DESLIGADA, localize o disjuntor no painel que serve o circuito de corrente contínua e coloque-o na posição OFF (Desligado), segurando nessa posição a manivela do interruptor do disjuntor com fita isoladora.
¡Advertencia!	Antes de proceder con los siguientes pasos, comprobar que la alimentación del circuito de corriente continua (CC) esté cortada (OFF). Para asegurarse de que toda la alimentación esté cortada (OFF), localizar el interruptor automático en el panel que alimenta al circuito de corriente continua, cambiar el interruptor automático a la posición de Apagado (OFF), y sujetar con cinta la palanca del interruptor automático en posición de Apagado (OFF).
Varning!	Innan du utför någon av följande procedurer måste du kontrollera att strömförsörjningen till likströmskretsen är bruten. Kontrollera att all strömförsörjning är BRUTEN genom att slå AV det överspänningsskydd som skyddar likströmskretsen och tejpa fast överspänningsskyddets omkopplare i FRÅN-läget.

## Electrical Connection Warning



### Warning

Do not attempt to make such connections yourself. Contact the appropriate electric inspection authority or electrician as appropriate.

### Waarschuwing

Probeer deze aansluitingen niet zelf uit te voeren. Neem contact op met de juiste instantie voor het controleren van elektrische aansluitingen of met een elektricien indien van toepassing.

### Varoitus

Älä yritä tehdä tällaisia liitännöjä itse. Ota yhteys asianmukaiseen sähkötarkastajaan tai sähköteknikkoon.

### Attention

N'essayez pas d'établir de telles connexions par vous-même. Contactez le service d'inspection électrique concerné ou un électricien suivant le cas.

### Warnung

Versuchen Sie nicht, eine solche Erdung selbst vorzunehmen. Nehmen Sie hierzu mit der zuständigen elektrischen Prüfstelle oder einem Elektriker Kontakt auf.

### Avvertenza

Non tentare di eseguire da soli tali collegamenti. Contattare l'ente appropriato addetto alle ispezioni elettriche o un elettricista, a seconda del caso.

### Advarsel

Forsøk ikke å lage slike koblinger selv. Ta kontakt med kvalifisert representant for elektrisitetstilsynet, eventuelt en elektriker.

### Aviso

Não tente fazer as conexões você mesmo, Entre em contato com o electricista ou o pessoal técnico especializado.

¡Advertencia!	No intente realizar esa conexión por su cuenta. Contacte con la autoridad pertinente de inspección eléctrica o con un electricista.
Varning!	Försök inte att själv utföra sådana anslutningar. Kontakta lämplig elektriker eller inspektionsmyndighet.

## EU Public Network Port Warning



### Warning

If the symbol of suitability with an overlaid cross appears above a port, you must not connect the port to a public network that follows the European Union standards. Connecting the port to this type of public network can cause severe injury or damage your router.

### Waarschuwing

Als er een geschiktheidsymbool met een overgetrokken kruis boven een poort aanwezig is, dan mag u deze poort niet op een openbaar netwerk aansluiten dat aan de normen van de Europese Unie voldoet. Als u de poort op een dergelijk openbaar netwerk aansluit, kan dit ernstig letsel of schade aan uw router-eenheid veroorzaken.

### Varoitus

Jos portin päälle ilmestyy soveltuvuussymboli, jonka päällä on rasti, porttia ei saa liittää Euroopan unionin standardien mukaiseen julkiseen verkkoon. Jos portti liitetään tällaiseen julkiseen verkkoon, seurauksena voi olla henkilö- tai reitinvaurio.

### Attention

Pour éviter tout risque d'accident corporel et/ou de dommage matériel, si le symbole de capacité barré d'une croix apparaît au-dessus d'un port, il est vivement recommandé de ne pas connecter ce port à un réseau public aux normes de l'Union Européenne.

### Warnung

Wenn oberhalb des Ports das Verträglichkeitssymbol mit einem Kreuz darüber erscheint, dürfen Sie den Port nicht an ein öffentliches Netzwerk anschließen, daß den Standards der Europäischen Gemeinschaft folgt. Das Anschließen des Port an ein solches Netzwerk kann zu schweren Verletzungen führen oder Ihren Router beschädigen.

### Avvertenza

Se su una porta compare il simbolo di idoneità sbarrato, significa che la porta non può essere collegata a una rete pubblica a norma UE. Collegando la porta a un simile tipo di rete pubblica si possono correre seri rischi e provocare danni al proprio router.

### Advarsel

Hvis symbolet for anvendelse med et kryss over vises over en utgang, skal utgangen ikke kobles til et offentlig nettverk som følger EU-standardene. Hvis utgangen kobles til denne typen offentlig nettverk, kan det medføre alvorlig personskade eller skade på ruterens.

### Aviso

Se o símbolo de adequação com uma cruz sobreposta aparecer acima de uma porta, não conectar a porta a uma rede pública que obedece aos padrões da União Europeia. A conexão da porta a este tipo de rede pública pode causar avarias ou danos severos ao seu distribuidor.

- ¡Advertencia! Si aparece el símbolo de idoneidad con una cruz sobrepuesta encima de un puerto, no debe conectar el puerto a una red pública que siga los estándares de la Unión Europea. Si conecta el puerto a este tipo de red pública puede lesionarse o dañar su router.
- Varning! Om lämplighetssymbolen med ett överlagt kors visas ovanför en port, får porten inte anslutas till ett offentligt nätverk av EU-standard. Om porten ansluts till denna typ av offentligt nätverk kan det förorsaka allvarlig personskada eller skada på routern.

## Faceplates and Cover Panel Warning



- 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.
- Waarschuwing** Lege vlakplaten en afdekpanelen vervullen drie belangrijke functies: ze voorkomen blootstelling aan gevaarlijke voltages en stroom binnenin het frame, ze bevatten elektromagnetische storing (EMI) hetgeen andere apparaten kan verstoren en ze leiden de stroom van koellucht door het frame. Het systeem niet bedienen tenzij alle kaarten, vlakplaten en afdekkingen aan de voor- en achterkant zich op hun plaats bevinden.
- Varoitus** Tyhjillä tasolaikoilla ja suojapaneelilla on kolme tärkeää käyttötarkoitusta: Ne suojaavat asennuspohjan sisäisille vaarallisille jännitteille ja sähkövirralle altistumiselta; ne pitävät sisälläan elektromagneettisen häiriön (EMI), joka voi häiritä muita laitteita; ja ne suuntaavat tuuletusilman asennuspohjan läpi. Järjestelmää ei saa käyttää, elleivät kaikki tasolaikat, etukannet ja takakannet ole kunnolla paikoillaan.
- Attention** Ne jamais faire fonctionner le système sans que l'intégralité des cartes, des plaques métalliques et des panneaux avant et arrière ne soient fixés à leur emplacement. Ceux-ci remplissent trois fonctions essentielles : ils évitent tout risque de contact avec des tensions et des courants dangereux à l'intérieur du châssis, ils évitent toute diffusion d'interférences électromagnétiques qui pourraient perturber le fonctionnement des autres équipements, et ils canalisent le flux d'air de refroidissement dans le châssis.
- Warnung** Blanke Faceplates und Abdeckungen haben drei wichtigen Funktionen: (1) Sie schützen vor gefährlichen Spannungen und Strom innerhalb des Chassis; (2) sie halten elektromagnetische Interferenzen (EMI) zurück, die andere Geräte stören könnten; (3) sie lenken den kühlenden Luftstrom durch das Chassis. Das System darf nur betrieben werden, wenn alle Karten, Faceplates, Vorder- und Rückabdeckungen an Ort und Stelle sind.
- Avvertenza** Le piattaforme bianche e i pannelli di protezione hanno tre funzioni importanti: Evitano l'esposizione a voltaggi e correnti elettriche pericolose nello chassis, trattengono le interferenze elettromagnetiche (EMI) che potrebbero scombussolare altri apparati e dirigono il flusso di aria per il raffreddamento attraverso lo chassis. Non mettete in funzione il sistema se le schede, le piattaforme, i pannelli frontali e posteriori non sono in posizione.

Advarsel	Blanke ytterplater og deksler sørger for tre viktige funksjoner: de forhindrer utsettelse for farlig spenning og strøm inni kabinettet; de inneholder elektromagnetisk forstyrrelse (EMI) som kan avbryte annet utstyr, og de dirigerer luftavkjølingsstrømmen gjennom kabinettet. Betjen ikke systemet med mindre alle kort, ytterplater, frontdeksler og bakdeksler sitter på plass.
Aviso	As faces furadas e os painéis de protecção desempenham três importantes funções: previnem contra uma exposição perigosa a voltagens e correntes existentes no interior do chassis; previnem contra interferência electromagnética (EMI) que poderá danificar outro equipamento; e canalizam o fluxo do ar de refrigeração através do chassis. Não deverá operar o sistema sem que todas as placas, faces, protecções anteriores e posteriores estejam nos seus lugares.
¡Advertencia!	Las placas frontales y los paneles de relleno cumplen tres funciones importantes: evitan la exposición a niveles peligrosos de voltaje y corriente dentro del chasis; reducen la interferencia electromagnética (EMI) que podría perturbar la operación de otros equipos y dirigen el flujo de aire de enfriamiento a través del chasis. No haga funcionar el sistema a menos que todas las tarjetas, placas frontales, cubiertas frontales y cubiertas traseras estén en su lugar.
Varning!	Tomma framplattor och skyddspaneler har tre viktiga funktioner: de förhindrar att personer utsätts för farlig spänning och ström som finns inuti chassit; de innehåller elektromagnetisk interferens (EMI) som kan störa annan utrustning; och de styr riktningen på kylfluftsflödet genom chassit. Använd inte systemet om inte alla kort, framplattor, fram- och bakskydd är på plats.

## Fan Tray Removal Warning



### Warning

When removing the fan tray, keep your hands and fingers away from the spinning fan blades. Let the fan blades completely stop before you remove the fan tray.

### Waarschuwing

Houd tijdens het verwijderen van de ventilator de handen en vingers uit de buurt van de draaiende ventilatorschoepen. Laat de ventilatorschoepen volledig tot stilstand komen alvorens de ventilator te verwijderen.

### Varoitus

Pidä kädet ja sormet pois tuulettimen pyörivistä siivistä tuuletinalustaa poistaessasi. Anna tuulettimen siipien pysähtyä kokonaan ennen kuin irrotat tuuletinalustan.

### Attention

Lors du retrait du plateau du ventilateur, veillez à ce que vos mains et doigts restent à l'écart des pales en rotation du ventilateur. Attendez que les pales du ventilateur soient parvenues à une immobilité complète avant de retirer le plateau du ventilateur.

### Warnung

Beim Herausnehmen des Lüfterkastens Hände und Finger von den sich drehenden Gebläseflügeln fern halten. Vor Herausnehmen des Gebläsekastens warten, bis die Gebläseflügel völlig zum Stillstand gekommen sind.

Avvertenza	Quando si toglie il vano della ventola, fare attenzione che le mani e le dita non vengano in contatto con la ventola in movimento. Attendere che la ventola si fermi completamente prima di togliere il vano.
Advarsel	Når du fjerner viftedekselet, hold hender og fingre borte fra de roterende viftebladene. La viftebladene stanse helt før du fjerner viftedekselet.
Aviso	Mantenha as suas mãos e dedos afastados das lâminas em movimento da ventoinha, ao retirar a respectiva bandeja. Deixe as lâminas da ventoinha parar completamente antes de retirar a bandeja.
¡Advertencia!	Quando quite la bandeja del abanico, mantenga las manos y los dedos alejados de las aspas en movimiento. Deje que las aspas se detengan completamente antes de quitar la bandeja del abanico.
Varning!	Håll händer och fingrar borta från de roterande fläktbladen när du tar av fläktskyddet. Låt fläkten stanna helt innan du tar av fläktskyddet.

## Ground Connection Warning



### Warning

When installing the unit, the ground connection must always be made first and disconnected last.

### Waarschuwing

Bij de installatie van het toestel moet de aardverbinding altijd het eerste worden gemaakt en het laatste worden losgemaakt.

### Varoitus

Laitetta asennettaessa on maahan yhdistäminen aina tehtävä ensiksi ja maadoituksen irti kytkeminen viimeiseksi.

### Attention

Lors de l'installation de l'appareil, la mise à la terre doit toujours être connectée en premier et déconnectée en dernier.

### Warnung

Der Erdanschluß muß bei der Installation der Einheit immer zuerst hergestellt und zuletzt abgetrennt werden.

### Avvertenza

In fase di installazione dell'unità, eseguire sempre per primo il collegamento a massa e disconnetterlo per ultimo.

### Advarsel

Når enheten installeres, må jordledningen alltid tilkobles først og frakobles sist.

### Aviso

Ao instalar a unidade, a ligação à terra deverá ser sempre a primeira a ser ligada, e a última a ser desligada.

- ¡Advertencia! Al instalar el equipo, conectar la tierra la primera y desconectarla la última.
- Varning! Vid installation av enheten måste jordledningen alltid anslutas först och kopplas bort sist.

## Installation Warning



### Warning

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

### Waarschuwing

Deze apparatuur mag alleen worden geïnstalleerd, vervangen of hersteld door bevoegd geschoold personeel.

### Varoitus

Tämän laitteen saa asentaa, vaihtaa tai huoltaa ainoastaan koulutettu ja laitteen tunteva henkilökunta.

### Attention

Il est vivement recommandé de confier l'installation, le remplacement et la maintenance de ces équipements à des personnels qualifiés et expérimentés.

### Warnung

Das Installieren, Ersetzen oder Bedienen dieser Ausrüstung sollte nur geschultem, qualifiziertem Personal gestattet werden.

### Avvertenza

Questo apparato può essere installato, sostituito o mantenuto unicamente da un personale competente.

### Advarsel

Bare opplært og kvalifisert personell skal foreta installasjoner, utskiftninger eller service på dette utstyret.

### Aviso

Apenas pessoal treinado e qualificado deve ser autorizado a instalar, substituir ou fazer a revisão deste equipamento.

### ¡Advertencia!

Solamente el personal calificado debe instalar, reemplazar o utilizar este equipo.

### Varning!

Endast utbildad och kvalificerad personal bör få tillåtelse att installera, byta ut eller reparera denna utrustning.



## Laser Radiation Warning



Warning	Invisible laser radiation may be emitted from disconnected fibers or connectors. Do not stare into beams or view directly with optical instruments.
Waarschuwing	Losgekoppelde of losgeraakte glasvezels of aansluitingen kunnen onzichtbare laserstraling produceren. Kijk niet rechtstreeks in de straling en gebruik geen optische instrumenten rond deze glasvezels of aansluitingen.
Varoitus	Irrotetuista kuiduista tai liittimistä voi tulla näkymätöntä lasersäteilyä. Älä tuijota säteitä tai katso niitä suoraan optisilla välineillä.
Attention	Les fibres ou connecteurs débranchés risquent d'émettre des rayonnements laser invisibles à l'œil. Ne regardez jamais directement les faisceaux laser à l'œil nu, ni d'ailleurs avec des instruments optiques.
Warnung	Unterbrochene Fasern oder Steckerverbindungen können unsichtbare Laserstrahlung abgeben.. Blicken Sie weder mit bloßem Auge noch mit optischen Instrumenten direkt in Laserstrahlen.
Avvertenza	Le fibre ottiche ed i relativi connettori possono emettere radiazioni laser. I fasci di luce non devono mai essere osservati direttamente o attraverso strumenti ottici.
Advarsel	Det kan forekomme usynlig laserstråling fra fiber eller kontakter som er frakoblet. Stirr ikke direkte inn i strålene eller se på dem direkte gjennom et optisk instrument.
Aviso	Radiação laser invisível pode ser emitida de conectores ou fibras desconectadas. Não olhe diretamente para os feixes ou com instrumentos ópticos.
¡Advertencia!	Es posible que las fibras desconectadas emitan radiación láser invisible. No fije la vista en los rayos ni examine éstos con instrumentos ópticos.
Varning!	Osynlig laserstrålning kan avges från fränkopplade fibrer eller kontaktdon. Rikta inte blicken in i strålar och titta aldrig direkt på dem med hjälp av optiska instrument.

## No. 26 AWG Warning



Warning	To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord.
Waarschuwing	Om brandgevaar te reduceren, dient slechts telecommunicatielijnsnoer nr. 26 AWG of groter gebruikt te worden.

Varoitus	Tulipalovaaran vähentämiseksi käytä ainoastaan nro 26 AWG- tai paksumpaa tietoliikennejohdinta.
Attention	Pour réduire le risque d'incendie, n'utiliser que des cordons de lignes de télécommunications de type AWG n° 26 ou plus larges.
Warnung	Zur Reduzierung der Feuergefahr eine Fernmeldeleitungsschnur der Größe 26 AWG oder größer verwenden.
Avvertenza	Per ridurre il rischio di incendio, usare solo un cavo per linea di telecomunicazioni di sezione 0,12 mm <sup>2</sup> (26 AWG) o maggiore.
Advarsel	Bruk kun AWG nr. 26 eller telekommunikasjonsledninger med større dimensjon for å redusere faren for brann.
Aviso	Para reduzir o risco de incêndio, utilize apenas terminais de fio de telecomunicações N°. 26 AWG ou superiores.
Advertencia	Para reducir el riesgo de incendios, usar sólo líneas de telecomunicaciones de calibre No. 26 AWG o más gruesas.
Varning!	För att minska brandrisken skall endast Nr. 26 AWG eller större telekommunikationsledning användas.

## Restricted Area Warning



### 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.

### Waarschuwing

Dit toestel is bedoeld voor installatie op plaatsen met beperkte toegang. Een plaats met beperkte toegang is een plaats waar toegang slechts door servicepersoneel verkregen kan worden door middel van een speciaal instrument, een slot en sleutel, of een ander veiligheidsmiddel, en welke beheerd wordt door de overheidsinstantie die verantwoordelijk is voor de locatie.

### Varoitus

Tämä laite on tarkoitettu asennettavaksi paikkaan, johon pääsy on rajoitettua. Paikka, johon pääsy on rajoitettua, tarkoittaa paikkaa, johon vain huoltohenkilöstö pääsee jonkin erikoistyökalun, lukkoon sopivan avaimen tai jonkin muun turvalaitteen avulla ja joka on paikasta vastuussa olevien toimivaltaisten henkilöiden valvoma.

### Attention

Cet appareil est à installer dans des zones d'accès réservé. Ces dernières sont des zones auxquelles seul le personnel de service peut accéder en utilisant un outil spécial, un mécanisme de verrouillage et une clé, ou tout autre moyen de sécurité. L'accès aux zones de sécurité est sous le contrôle de l'autorité responsable de l'emplacement.

Warnung	Diese Einheit ist zur Installation in Bereichen mit beschränktem Zutritt vorgesehen. Ein Bereich mit beschränktem Zutritt ist ein Bereich, zu dem nur Wartungspersonal mit einem Spezialwerkzeugs, Schloß und Schlüssel oder anderer Sicherheitsvorkehrungen Zugang hat, und der von dem für die Anlage zuständigen Gremium kontrolliert wird.
Avvertenza	Questa unità deve essere installata in un'area ad accesso limitato. Un'area ad accesso limitato è un'area accessibile solo a personale di assistenza tramite un'attrezzo speciale, lucchetto, o altri dispositivi di sicurezza, ed è controllata dall'autorità responsabile della zona.
Advarsel	Denne enheten er laget for installasjon i områder med begrenset adgang. Et område med begrenset adgang gir kun adgang til servicepersonale som bruker et spesielt verktøy, lås og nøkkel, eller en annen sikkerhetsanordning, og det kontrolleres av den autoriteten som er ansvarlig for området.
Aviso	Esta unidade foi concebida para instalação em áreas de acesso restrito. Uma área de acesso restrito é uma área à qual apenas tem acesso o pessoal de serviço autorizado, que possua uma ferramenta, chave e fechadura especial, ou qualquer outra forma de segurança. Esta área é controlada pela autoridade responsável pelo local.
¡Advertencia!	Esta unidad ha sido diseñada para instalarse en áreas de acceso restringido. Área de acceso restringido significa un área a la que solamente tiene acceso el personal de servicio mediante la utilización de una herramienta especial, cerradura con llave, o algún otro medio de seguridad, y que está bajo el control de la autoridad responsable del local.
Varning!	Denna enhet är avsedd för installation i områden med begränsat tillträde. Ett område med begränsat tillträde får endast tillträdas av servicepersonal med ett speciellt verktyg, lås och nyckel, eller annan säkerhetsanordning, och kontrolleras av den auktoritet som ansvarar för området.

## Safety Information Referral Warning



Warning

Before you install, operate, or service the system, read the *Site Preparation and Safety Guide*. This guide contains important safety information you should know before working with the system.

Waarschuwing

Lees de handleiding *Vorbereiding en veiligheid van de locatie Handleiding* voordat u het systeem installeert of gebruikt of voordat u onderhoud aan het systeem uitvoert. Deze handleiding bevat belangrijke beveiligingsvoorschriften waarvan u op de hoogte moet zijn voordat u met het systeem gaat werken.

Varoitus

Ennen kuin asennat järjestelmän tai käytät tai huollat sitä, lue *Asennuspaikan valmistelu-jaturvaopas* -opasta. Tässä oppaassa on tärkeitä turvallisuustietoja, jotka tulisi tietää ennen järjestelmän käyttämistä.

Attention	Avant d'installer le système, de l'utiliser ou d'assurer son entretien, veuillez lire le <i>Guide de sécurité et de préparation du site</i> . Celui-ci présente des informations importantes relatives à la sécurité, dont vous devriez prendre connaissance.
Warnung	Warnhinweis Bevor Sie das System installieren, in Betrieb setzen oder warten, lesen Sie die <i>Anleitung zur Standortvorbereitung und Sicherheitshinweise</i> . Dieses Handbuch enthält wichtige Informationen zur Sicherheit, mit denen Sie sich vor dem Verwenden des Systems vertraut machen sollten.
Avvertenza	Prima di installare, mettere in funzione o effettuare interventi di manutenzione sul sistema, leggere le informazioni contenute nella documentazione sulla <i>Guida alla sicurezza</i> . Tale guida contiene importanti informazioni che è necessario acquisire prima di iniziare qualsiasi intervento sul sistema.
Advarsel	Før du installerer, tar i bruk eller utfører vedlikehold på systemet, må du lese <i>Veiledning for stedsklargjøring og sikkerhet</i> . Denne håndboken inneholder viktig informasjon om sikkerhet som du bør være kjent med før du begynner å arbeide med systemet.
Aviso	Antes de instalar, funcionar com, ou prestar assistência ao sistema, leia o <i>Guia de Preparação e Segurança do Local</i> . Este guia contém informações de segurança importantes que deve conhecer antes de trabalhar com o sistema.
¡Advertencia!	Antes de instalar, manejar o arreglar el sistema, le aconsejamos que consulte la <i>Guía de prevención y preparación de una instalación</i> . Esta guía contiene importante información para su seguridad que debe saber antes de comenzar a trabajar con el sistema.
Varning!	Innan du installerar, använder eller utför service på systemet ska du läsa <i>Förberedelser och säkerhet Handbok</i> . Denna handbok innehåller viktig säkerhetsinformation som du bör känna till innan du arbetar med systemet.

## Wrist Strap Warning



### 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.

### Waarschuwing

Draag tijdens deze procedure aardingspolsbanden om te vermijden dat de kaart beschadigd wordt door elektrostatische ontlading. Raak het achterbord niet rechtstreeks aan met uw hand of met een metalen werktuig, omdat u anders een elektrische schok zou kunnen oplopen.

### Varoitus

Käytä tämän toimenpiteen aikana maadoitettuja rannesuojia estääksesi kortin vaurioitumisen sähköstaattisen purkauksen vuoksi. Älä kosketa taustalevyä suoraan kädelläsi tai metallisella työkalulla sähköiskuvaaran takia.

### Attention

Lors de cette procédure, toujours porter des bracelets antistatiques pour éviter que des décharges électriques n'endommagent la carte. Pour éviter l'électrocution, ne pas toucher le fond de panier directement avec la main ni avec un outil métallique.

Warnung	Zur Vermeidung einer Beschädigung der Karte durch elektrostatische Entladung während dieses Verfahrens ein Erdungsband am Handgelenk tragen. Bei Berührung der Rückwand mit der Hand oder einem metallenen Werkzeug besteht Elektroschockgefahr.
Avvertenza	Durante questa procedura, indossare bracciali antistatici per evitare danni alla scheda causati da un'eventuale scarica elettrostatica. Non toccare direttamente il pannello delle connessioni, né con le mani né con un qualsiasi utensile metallico, perché esiste il pericolo di folgorazione.
Advarsel	Bruk jordingsarmbånd under prosedyren for å unngå ESD-skader på kortet. Unngå direkte berøring av bakplanet med hånden eller metallverktøy, slik at di ikke får elektrisk støt.
Aviso	Durante este procedimento e para evitar danos ESD causados à placa, use fitas de ligação à terra para os pulsos. Para evitar o risco de choque eléctrico, não toque directamente na parte posterior com a mão ou com qualquer ferramenta metálica.
¡Advertencia!	Usartiras conectadas a tierra en las muñecas durante este procedimiento para evitar daños en la tarjeta causados por descargas electrostáticas. No tocar el plano posterior con las manos ni con ninguna herramienta metálica, ya que podría producir un choque eléctrico.
Varning!	Använd jordade armbandsremmar under denna procedur för att förhindra elektrostatisk skada på kortet. Rör inte vid baksidan med handen eller metallverktyg då detta kan orsaka elektrisk stöt.

## Obtaining Documentation

These 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 this URL:

<http://www.cisco.com>

Translated documentation is available at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](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

You can order Cisco documentation in these ways:

- 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](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

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to [bug-doc@cisco.com](mailto: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:

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 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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