



Preface

Objective

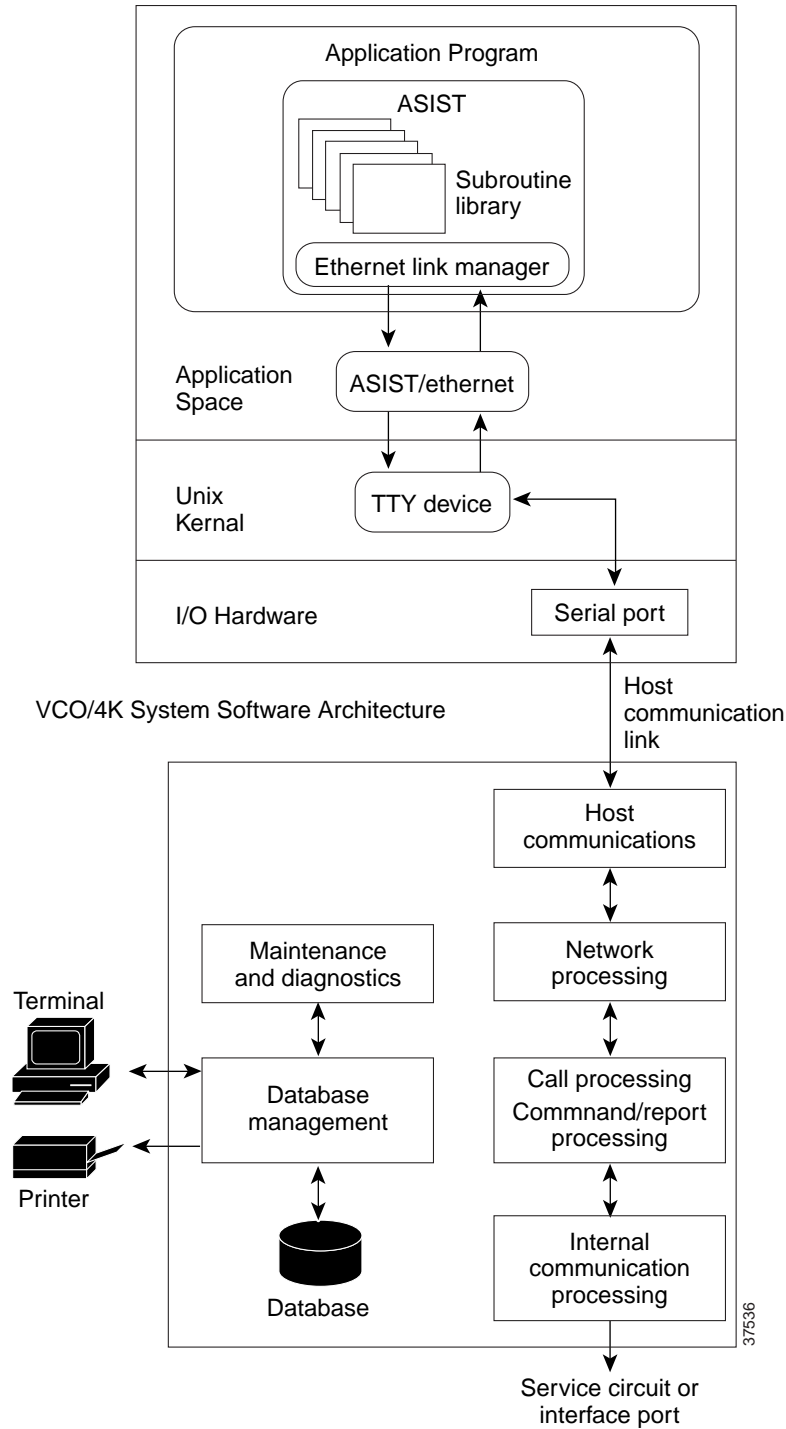
The *Cisco VCO/4K ASIST Programming Reference* describes the Application Software Integration Support Tools (ASIST) software product. The ASIST software product is a set of application development tools to help Cisco VCO/4K customers develop host-controlled applications.

ASIST is a C language representation of the command and report host interface protocols described in the *Cisco VCO/4K Standard Programming Reference* and the *VCO/4K Extended Programming Reference*. The command and report protocols allow a host-based application to control system resources, including the following:

- Network interface circuits
- Service circuits
- Voice paths
- System controller

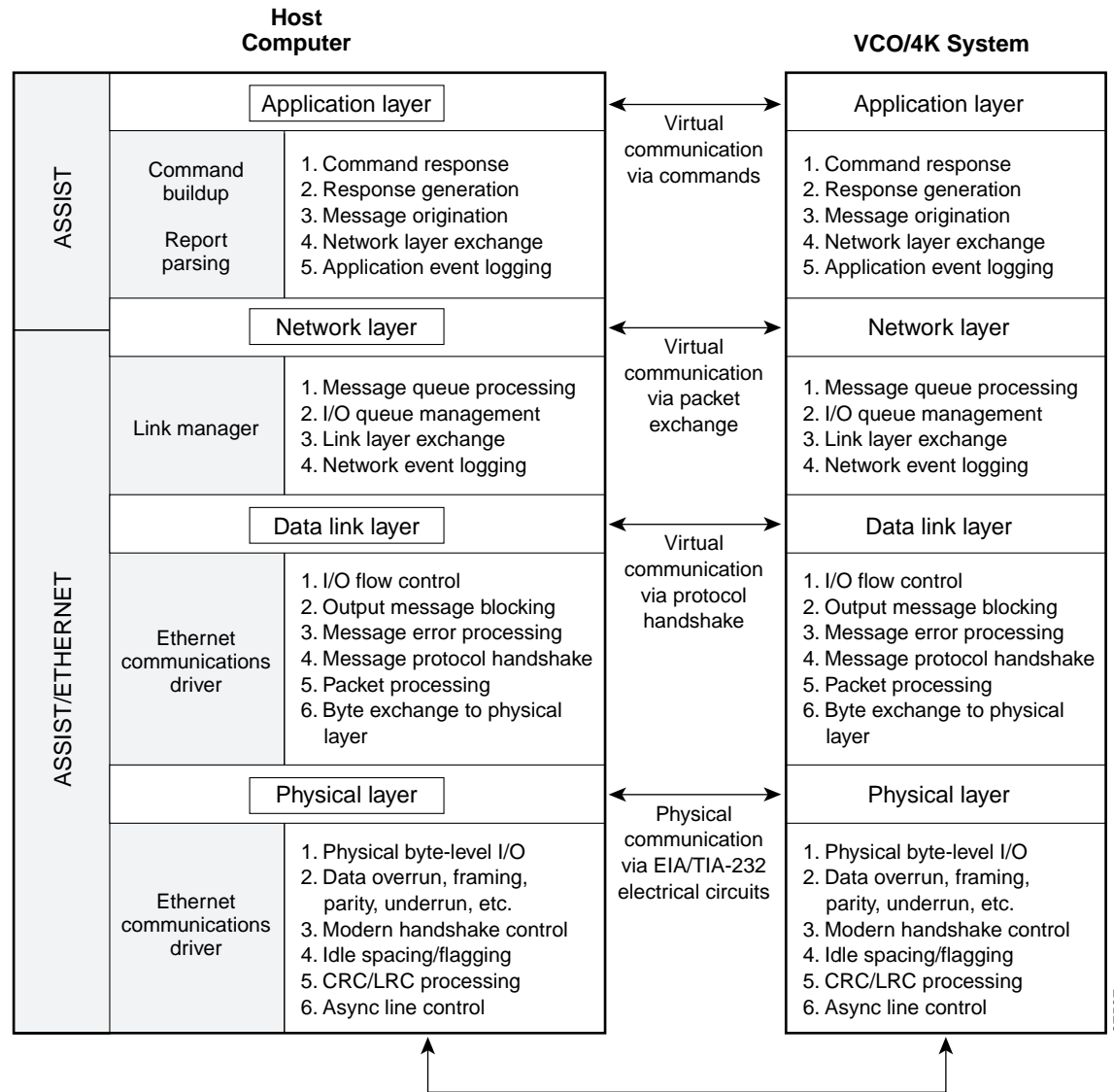
Other commands and reports are dedicated to system status and statistics. The ASIST product is organized around the system architecture of the VCO/4K system software (see Figure 1).

Figure 1 Software Architecture with ASIST Integration



The C language ASIST product is independent of any specific host operating system (see Figure 2). The ASIST product requires a separate communications driver, such as the ASIST/Ethernet component described in Chapter 3, “Ethernet Communications,” to transmit commands and receive reports.

Figure 2 Host-to-Switch Model with ASIST



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Audience

This guide is intended for all personnel designing applications for the VCO/4K switch. You should be familiar with the components of the switch as well as the system administrator master console. The master console is your access to the system administration functions. This guide offers programmers a means of easily implementing the call processing aspects of a telecommunications application.

Document Organization

Chapter 1, “ASIST Installation,” describes how to install the ASIST software product on your system.

Chapter 2, “Detailed Description,” describes the C language functions and structures of ASIST that allow you to create applications used with the VCO/4K system.

Chapter 3, “Ethernet Communications,” describes the ASIST/Ethernet software component—a set of application development tools designed to assist in the development of host-controlled applications used with the VCO/4K.

Document Conventions

This guide uses the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions.



Tips

Means *the following are useful tips*.



Caution

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



Warning

Means **danger**. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.

Related Documentation

You may want to refer to the following documents that apply to your Cisco VCO/4K configuration:

- *Cisco VCO/4K System Software Version 5.n(n) Release Notes*
- *Cisco VCO/4K System Administrator's Guide*
- *Cisco VCO/4K System Messages*
- *Cisco VCO/4K Software Installation Guide*
- *Cisco VCO/4K Hardware Installation Guide*
- *Cisco VCO/4K Card Technical Descriptions*
- Product supplements for optional software, including:
 - *Cisco VCO/4K Management Information Base (MIB) Reference*
 - *Cisco VCO/4K Extended Programming Reference*
 - *Cisco VCO/4K Standard Programming Reference*
 - *Cisco VCO/4K TeleRouter Reference Guide*
 - *Cisco VCO/4K ISDN Supplement*
 - *Cisco VCO/4K Ethernet Supplement*

- *Cisco VCO/4K IPRC Supplement*
- Applicable tone plan supplements

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.

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- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
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<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

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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.

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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.

