



Preface

Objectives

The *Cisco VCO/4K System Administrator's Guide* describes how to configure the various components of your Cisco Systems switch. This guide provides instructions on how to access and use the system administration functions. While recommendations are made as to the purpose of each function, the specific host application may suggest other possibilities. Use this guide as an introduction or “road map” to system administration.

System administration refers to the menu-driven functions resident on the switch. These functions include Database Administration, System Configuration, Maintenance, and Diagnostics. Each function is described in detail throughout the remainder of this manual.



Note

This guide pertains to all Cisco system configurations running VCO/4K system software V5.1 FSR 00 or greater. Information in this guide includes all features and enhancements up to 5.2(0).

Audience

This guide is intended for all personnel with system administrator privileges. 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.

When navigating the system administration menus and screens, you will be directed to use certain command actions such as keyboard entries. These command actions are frequently used throughout this manual. Refer to Chapter 2, “Getting Started,” for detailed information.

Certain on-screen commands are available throughout the system administration software. These commands appear in the lower right corner of the screen, and provide visual instruction or direction.

Document Organization

This publication is organized as follows:

Chapter 1, “System Overview,” provides an overview of the VCO/4K system.

Chapter 2, “Getting Started,” describes how to log in, log out, move the cursor, use the system administration keys and the basic design features of VCO/4K system administration.

Chapter 3, “Database Administration,” describes how to define impulse and outpulse rules, group resources, create answer supervision and ISDN templates, configure line and trunk card characteristics, and more, using the system administration features of the Database Administration menu.

Chapter 4, “System Configuration,” describes how to specify VCO/4K system interaction with peripheral equipment, storage devices, and host computers using the system administration features of the System Configuration menu.

Chapter 5, “Maintenance,” describes how to make changes to VCO/4K system hardware and software using the system administration features of the Maintenance menu.

Chapter 6, “Diagnostics,” describes how to test and view the operating status of various system components using the system administration features of the Diagnostics menu.

Appendix A, “Supervision Signaling,” describes two VCO/4K system signaling capabilities:

- Signaling generation and detection for analog line and trunk interface cards
- T1 and E1 supervision signaling

Appendix B, “T1/PRI Synchronization to Master Timing Link,” describes T1/PRI synchronization—a dynamic process in the VCO/4K system that varies according to the Master Timing Link selection entered by the administrator under the Maintenance menu.

Appendix C, “Administration Keyboard Types,” describes the keyboard types supported for each system administration interface—local console, remote maintenance console, or optional Ethernet Telnet connection.

Appendix D, “Customized Signaling and Span Types,” describes the Interface Controller Card (ICC) Universal Protocol Generator (UPG) Update Tool. The tool allows you to modify the default .upg files in order to create custom Interface Controller Card (ICC) protocol data files for E&M and CAS/R2 protocols.

Document Conventions

This guide provides the following consistent visual clues to identify text and important descriptions:



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 Manual*
- *Cisco VCO/4K Card Technical Descriptions*
- Product supplements for optional software, including:
 - *Cisco VCO/4K Management Information Base (MIB) Reference*
 - *Cisco VCO/4K Standard Programming Reference*
 - *Cisco VCO/4K Extended Programming Reference*
 - *Cisco VCO/4K ASIST 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

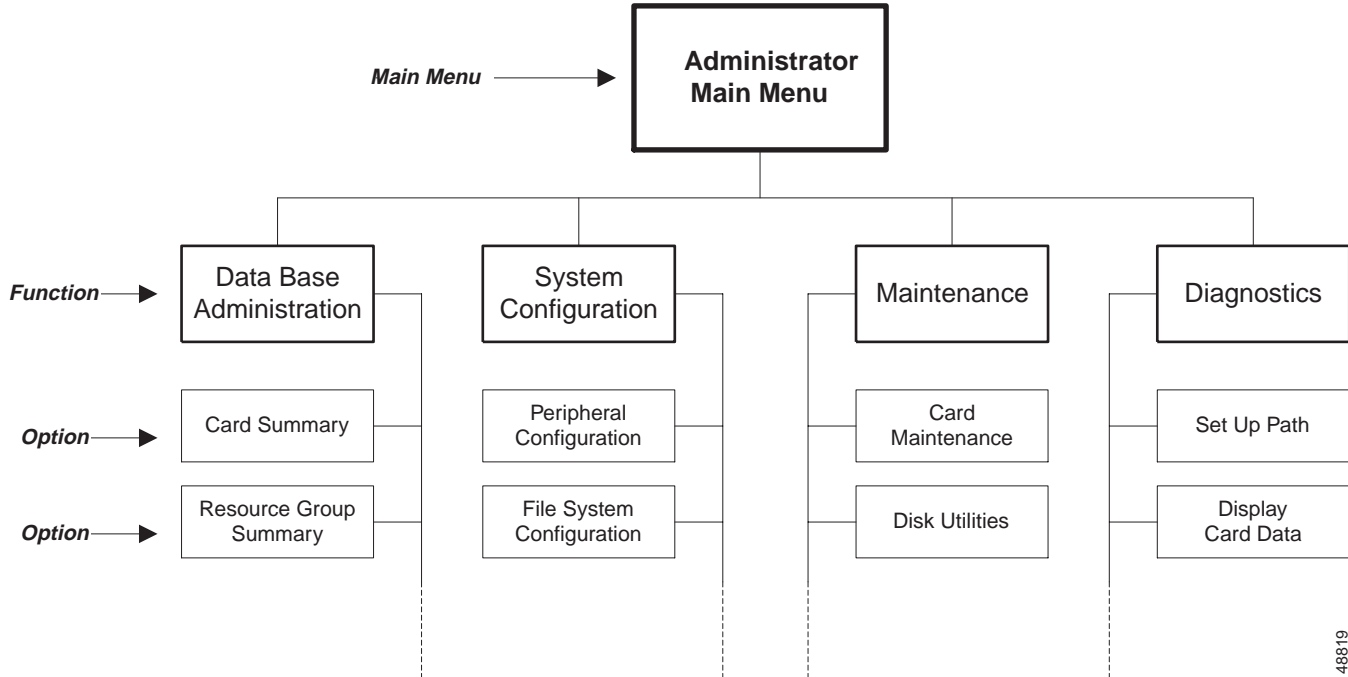
System Administration Menu Structure

When referring to the system administration menu structure, the terms “menu,” “function,” “option,” and “screen” are used throughout this guide. Figure 1 provides a sample menu structure format.

The system administration main menu displays four functions: Data Base Administration, System Configuration, Maintenance, and Diagnostics. You can access these functions while the system is processing calls. Each function displays multiple options, which, when selected, display a screen.

For example, from the system administration *main menu*, select the Data Base Administration *function*, then select the Card Summary *option* to view the information displayed in the Card Summary screen.

Figure 1 System Administration Menu Structure Format



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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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Cisco documentation is available in the following ways:

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

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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.