



Preface

This preface discusses the audience, purpose, organization, and conventions of this publication. It also provides a list of related documents, information on safety warnings, and it tells you how to obtain technical assistance from Cisco.

Audience

This installation guide provides instructions for trained service technicians installing a Cisco Content Transformation Engine (CTE) 1450 in a rack. Also included is information intended for anyone who wants to troubleshoot their Cisco CTE 1450 system. The guide can be used by both first-time and experienced users who want to learn about the features and operation of their systems.



Warning

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



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.

Purpose

This publication describes the initial site preparation, installation, configuration, and troubleshooting of the Cisco CTE 1400 Series Content Transformation Engine hardware. The purpose of this guide is to enable the safe and efficient installation of the Cisco CTE 1450.



Note

Throughout this guide, you will see the Cisco CTE 1400 Series Content Transformation Engine referred to as the “Cisco CTE 1450” or as “your system.”

For information on how to replace system components, contact the representative that sold the Cisco CTE 1450. At this time, Cisco does not support unassisted service of the Cisco CTE 1450 by users.

Organization

The major sections of this installation and configuration guide are described in [Table 1](#):

Table 1 Major Sections

Chapter/Appendix	Title	Description
Chapter 1	Overview of the Cisco CTE 1450	This chapter includes a high-level description of the Cisco CTE 1450 and its key features. It contains a network application diagram and a functional overview of the product.
Chapter 2	Preparing for Installation	This chapter lists safety warnings and describes the checks and preparations that must be made before you can install the Cisco CTE 1450.
Chapter 3	Installing the Cisco CTE 1450	This chapter describes how to mount and cable the Cisco CTE 1450, how to perform the initial configuration, and how to verify that it was installed correctly.
Chapter 4	Troubleshooting	This chapter provides information on troubleshooting the installation and operation of a Cisco CTE 1450. It describes common problems and the tools or methods available to resolve the problems.
Appendix A	Technical Specifications	This appendix provides the technical specifications for the Cisco CTE 1450.
Appendix B	Site Log and Diagnostics Checklist	This appendix provides blank logs and a checklist that you can use to track information about the equipment.
Appendix C	Translated Safety Warnings	This appendix provides translated versions of all the safety warnings in this document.
Glossary		Defines many common terms used in this book.

Conventions

Conventions used to convey instructions and information in this publication appear in [Table 2](#):

Table 2 Document Conventions

Convention	Indicates
boldface text	Commands and keywords.
<i>italicized text</i>	Command variables for which you supply a value; also, titles of books or publications.

Table 2 Document Conventions (continued)

Convention	Indicates
[]	Optional keywords or arguments for commands; also used to represent default responses to system prompts.
{x y z}	A choice of required command keywords, separated by vertical bars. Select one.
screen font	Information displayed on the screen.
boldface screen font	Information you enter when typing a command.
< >	Nonprinting characters, such as passwords.

This publication uses the icons shown below:



Note

Means *reader take note*. Notes contain helpful suggestions or references to information and material.



Timesaver

This symbol means *the described action saves time*. You can save time by performing the action described in the paragraph.



Caution

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



Tip

Means *the following information might help you solve a problem*.



Warning

This symbol means *danger*. You are in a situation that could cause bodily injury. Before you work on any equipment, you should be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents. To see translations of the warnings that appear in this publication, see [Appendix C “Translated Safety Warnings.”](#)

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 <i>Regulatory Compliance and Safety Information</i> (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 <i>Regulatory Compliance and Safety Information</i> (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 <i>Regulatory Compliance and Safety Information</i> (Conformità alle norme e informazioni sulla sicurezza) che accompagna questo dispositivo.
Advarsel	Dette varselsymboler 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 <i>Regulatory Compliance and Safety Information</i> (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 <i>Regulatory Compliance and Safety Information</i> (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 <i>Regulatory Compliance and Safety Information</i> (Información sobre seguridad y conformidad con las disposiciones reglamentarias) que se acompaña con este dispositivo.
Varning!	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 förekommer i denna publikation i dokumentet <i>Regulatory Compliance and Safety Information</i> (Efterrättelse av föreskrifter och säkerhetsinformation), vilket medföljer denna anordning.

Related and Referenced Documents

Table 3 provides a list of related and referenced documents.

Make sure that you have access to the following documents. These documents are available in print, on CD-ROM, and on the World Wide Web. See “[Obtaining Documentation](#),” below, for more information.

Table 3 *Related and Referenced Documents*

Cisco Product	Document Title
Cisco CTE 1450	<p>The following documents ship with a new Cisco CTE 1450:</p> <ul style="list-style-type: none"> • <i>Release Notes for Cisco CTE 1400 and Design Studio Release 2.5</i> • <i>Cisco Content Transformation Engine 1400 Series Configuration Note Release 2.5</i> • <i>Quick Start Guide: Cisco CTE 1400 Series Telephony Application Gateway (TAG) and Design Studio</i> <p>The following documents ship with a software upgrade kit:</p> <ul style="list-style-type: none"> • <i>Release Notes for Cisco CTE 1400 and Design Studio Release 2.5</i> • <i>Cisco Content Transformation Engine 1400 Series Configuration Note Release 2.5</i> • <i>Upgrade Quick Start Guide: Cisco CTE 1400 Series and Design Studio</i> <p>The following documents are available for order:</p> <ul style="list-style-type: none"> • <i>Quick Start Guide: Cisco CTE 1400 Series Telephony Application Gateway (TAG) and Design Studio</i> • <i>Design Studio User's Guide</i> • <i>Cisco CTE IP Phone Solutions Guide</i>

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

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
- 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.

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.