Preface

This preface describes the objectives, audience, organization, and conventions of the *Cisco H.323 Signaling Interface User Guide*, and explains how to find additional information on related products and services. It contains the following sections:

Document Objectives

This guide contains installation, configuration, system management, troubleshooting, and Man-Machine Language (MML) command information for the Cisco H.323 Signaling Interface (HSI).

Audience

The intended audience is the system administrator, the system operator, and the system technician.

System Administrator

The system administrator is required to manage the host administrative functions, including:

- Configuring and maintaining system parameters
- Granting group and user IDs
- Managing all Cisco Public Switched Telephone Network (PSTN) Gateway (PGW 2200) files and directories

The system administrator should have an in-depth knowledge of UNIX and a basic knowledge of data and telecommunications networking.

System Operator

The system operator is assumed to have knowledge of the following:

- Telecommunications protocols
- Basic computer software operations
- Computer terminology and concepts
- Hierarchical file systems
- Common UNIX shell commands

System Technician

The system technician is assumed to have knowledge of the following:

- Telecommunications protocols
- Basic computer software operations
- Computer terminology and concepts
- Hierarchical file systems
- Common UNIX shell commands
- Log files
- Configuration of telephony switching systems
- Use of electrical and electronic telephony test equipment
- Basic troubleshooting techniques

Document Organization

This document is organized as follows:

- Preface
- Chapter 1, "Cisco HSI System Overview"
- Chapter 2, "Installing and Configuring Cisco HSI Software"
- Chapter 3, "MML User Interface"
- Chapter 4, "System Management"
- Chapter 5, "Provisioning the Cisco HSI"
- Chapter 6, "Cisco HSI Alarms and Troubleshooting"
- Appendix A, "MML Commands"
- Appendix B, "Skeleton Configuration File"
- Appendix C, "E-ISUP Name-to-Cause Value Lookup"
- Appendix D, "E-ISUP Cause Value-to-Name Lookup"
- Appendix E, "H.323 Name-to-Cause Value Lookup"

- Appendix F, "H.323 Cause Value-to-Name Lookup"
- Appendix G, "Dual Cisco HSI with a Redundant PGW 2200 Configuration"

Document Conventions

This manual uses the document conventions listed in this section.

Table 1   Document Conventions

Convention	Meaning	Comments and Examples
Boldface	Commands and keywords you enter literally as shown	**prov-sta**
Italics	Variables for which you supply values	**command** *interface type* You replace the variable with the type of interface.
Courier	Font used for screen displays, prompts, and scripts.	`Are you ready to continue? [Y]`
Courier bold	Font used to indicate what the user enters in examples of command environments.	Login: `root` Password: `<password>`
Square brackets ([ ])	Optional elements	**command** [abc] abc is optional (not required), but you can choose it.
Vertical bars (|)	Separated alternative elements	**command** [abc | def] You can choose either abc or def, or neither, but not both.
Braces ({ })	Required choices	**command** {abc | def} You must use either abc or def, but not both.
Braces with vertical bars within square brackets ([{ | }])	A required choice within an optional element	**command** [abc{ def | ghi}] You have three options: • No entry • abc def • abc ghi
A string	A nonquoted set of characters	For example, when setting an SNMP community string to public, do not use quotation marks around the string; otherwise, the string will include the quotation marks.

Table 1   Document Conventions (continued)

Convention	Meaning	Comments and Examples
System prompt	Denotes interactive sessions; indicates that the user enters commands at the prompt	The system prompt indicates the current command mode. For example, the prompt `Router (config)#` indicates global configuration mode.
Exclamation point (!) at the beginning of a line	A comment line	Comments are sometimes displayed.

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

Tip   Means *the following information will help you solve a problem*. The tip 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.

Related Documentation

The following sections provide the titles of documents related to the *Cisco H.323 Signaling Interface User Guide*.

Release Notes

For information regarding subsequent releases of the Cisco H.323 signaling interface, refer to:

• *Release Notes for Cisco H.323 Signaling Interface*

Hardware Documentation

• *Cisco Media Gateway Controller Hardware Installation Guide*

• *Regulatory Compliance and Safety Information for Cisco Media Gateway Controller Hardware*

• *Cisco Media Gateway Hardware Installation Guide*

Software Documentation

- *Cisco Media Gateway Controller Software Release 9 Installation and Configuration Guide*
- *Cisco Media Gateway Controller Software Release 9 Provisioning Guide*
- *Cisco Media Gateway Controller Software Release 9 MML Command Reference Guide*
- *Cisco Media Gateway Controller Software Release 9 Messages Reference Guide*
- *Cisco Media Gateway Controller Software Release 9 Billing Interface Guide*
- *Cisco Media Gateway Controller Software Release 9 Operations, Maintenance, and Troubleshooting Guide*
- *Cisco Media Gateway Controller Software Release 9 Management Information Base Guide*
- *Cisco Media Gateway Controller Node Manager User's Guide 2.0*
- *Cisco Signaling Link Terminal*
- *Cisco Media Gateway Controller Online Documentation Notice*
- *Cisco Media Gateway Controller SLT Documentation Notice*

Related Documentation

- *ITU Recommendation H.323, 1999*
- *ITU Recommendation H.225, 1998*
- *ITU Recommendation H.245, 1998*
- *ITU Recommendation H.246 Annex C*

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 through an annual subscription.

Ordering Documentation

Some 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).

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.

To submit your comments by mail, write to the following address:

Attn Document Resource Connection
Cisco Systems, Inc.
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.