



About This Guide

Published: June 28, 2007, OL-13930-01

Overview

This guide describes Release 3.3 of the Cisco Broadband Troubleshooter network management tool, supporting Cisco universal broadband routers and Cisco Cable Modem Termination System (CMTS) headend deployments. This Preface provides an overview of this guide with the following sections:

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Document Revision History

The following Revision History tables record technical changes, additions, and corrections to this document. The table shows the release number and document revision number for the change, the date of the change, and a brief summary of the change.

CBT Release	Part Number	Publication Date
3.3	OL-13930-01	June 2007

Description of Changes

This user guide provides a description of CBT 3.3 features, enhancements, configurations, caveats, and troubleshooting apart from similar information for prior releases of CBT. This document does not describe CBT releases prior to CBT 3.3.

Audience

This guide is intended for system and network administrators who must configure the router for operation and monitor its performance in the network.

This guide may also be useful for application developers who are developing management applications for the router.

Organization

This guide contains the following major sections that describe CBT 3.3 features and operation:

- [Product Overview](#)
- [System Requirements](#)
- [Installing, Downloading, and Upgrading Cisco CBT 3.3](#)
- [Configuring Cisco Broadband Troubleshooter](#)
- [Reviewing the CBT Task Menu](#)
- [Setting Up CBT with a Password, Users, and Data for Routers and Subscribers](#)
- [Setting Parameters in .INI Files](#)
- [Retrieving Subscriber or Provisioning Data by Using an External Interface](#)
- [Getting Summary Information and a Detailed Real-Time Status Report for a Modem](#)
- [Reviewing the CMTS Dashboard](#)
- [Showing and Configuring the Flap List Analysis](#)
- [Using the Spectrum Management Tools](#)
- [Administrative Tasks for CBT 3.3](#)
- [Troubleshooting Tips for CBT 3.3](#)
- [Uninstalling Cisco Broadband Troubleshooter](#)
- [Sample Code for Application Program Interfaces](#)

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Additional References

The following documents and resources provide additional information related to CBT 3.3.

Related Documents

Related Topic	Document Title
CBT 3.3	<ul style="list-style-type: none"> • <i>Release Notes for Cisco Broadband Troubleshooter Release 3.3</i> http://www.cisco.com/en/US/products/sw/netmgmtsw/ps530/prod_release_notes_list.html • Cisco CBT 3.3 Online Help—available with licensed installation of CBT 3.3
Cisco IOS Release Notes for Cisco Universal Broadband Routers	<ul style="list-style-type: none"> • <i>Release Notes for Cisco uBR10012 Universal Broadband Router for Cisco IOS Release 12.3 BC</i> http://www.cisco.com/en/US/products/sw/iosswrel/ps5413/prod_release_note09186a0080326360.html • <i>Release Notes for Cisco uBR7200 Series for Cisco IOS Release 12.3 BC</i> http://www.cisco.com/en/US/products/sw/iosswrel/ps5413/prod_release_note09186a00803265f8.html • <i>Release Notes for Cisco uBR7100 Series for Cisco IOS Release 12.3 BC</i> http://www.cisco.com/en/US/products/sw/iosswrel/ps5413/prod_release_note09186a0080771b95.html
DOCSIS 3.0 Downstream Channel Bonding for Wideband on the Cisco CMTS	<ul style="list-style-type: none"> • <i>Cisco Cable Wideband Solution Design and Implementation Guide, Release 1.0</i> http://www.cisco.com/en/US/products/hw/cable/ps2209/products_implementation_design_guide_book09186a00807c7388.html • <i>Cisco uBR10012 Universal Broadband Router SIP and SPA Hardware Installation Guide</i> http://www.cisco.com/en/US/products/hw/cable/ps2209/products_installation_guide_book09186a00807ca296.html • <i>Cisco uBR10012 Universal Broadband Router SIP and SPA Software Configuration Guide</i> http://www.cisco.com/en/US/products/hw/cable/ps2209/products_configuration_guide_book09186a00807cc2fe.html

Standards

Standard	Title
<ul style="list-style-type: none"> • DOCSIS 	<p>CBT 3.3 conforms to DOCSIS-compliant features and standards supported in Cisco Broadband Cable IOS releases, and CableLabs DOCSIS specifications at this online location:</p> <ul style="list-style-type: none"> • CableLabs® DOCSIS® http://www.cablemodem.com/

MIBs

MIB	MIBs Link
<ul style="list-style-type: none"> SNMP MIBs for the Cisco CMTS 	<p>To locate and download MIBs for selected platforms, Cisco IOS releases, and feature sets, use Cisco MIB Locator found at the following URL:</p> <p>http://www.cisco.com/go/mibs</p> <p>Refer also to this document:</p> <ul style="list-style-type: none"> <i>Cisco CMTS Universal Broadband Series Router MIB Specifications Guide</i> <p>http://www.cisco.com/en/US/products/hw/cable/ps2209/products_technical_reference_book09186a00807d2941.html</p>

RFCs

No additional RFCs are addressed by CBT 3.3 or this document, but there is interaction with SNMP-oriented RFCs. Refer to related SNMP MIB documentation.

Technical Assistance

Description	Link
The Cisco Technical Support & Documentation website contains thousands of pages of searchable technical content, including links to products, technologies, solutions, technical tips, and tools. Registered Cisco.com users can log in from this page to access even more content.	http://www.cisco.com/techsupport

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance.

Cisco TAC Website

The Cisco TAC website (<http://www.cisco.com/tac>) provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year.

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

The online TAC Case Open Tool (<http://www.cisco.com/tac/caseopen>) is the fastest way to open P3 and P4 cases. (Your network is minimally impaired or you require product information). After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using these recommendations, your case will be assigned to a Cisco TAC engineer.

For P1 or P2 cases (your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

