



About This Guide

This preface describes the objectives, audience, organization, and conventions of this guide, and how to get more help.

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM, a member of the Cisco Connection Family, is updated monthly. Therefore, it might be more up to date than printed documentation. To order additional copies of the Documentation CD-ROM, contact your local sales representative or call customer service. The CD-ROM package is available as a single package or as an annual subscription. You can also access Cisco documentation on the World Wide Web at <http://www.cisco.com>, <http://www-china.cisco.com>, or <http://www-europe.cisco.com>.

Document Objectives

This guide contains:

- Information on planning, installing, and configuring Cisco TCP/IP Suite 100 for Windows on Windows 3.x, Windows for Workgroups 3.11, Windows 95, and Windows NT.
- Information on using the most commonly used applications, and brief descriptions of the others. The online help for each application contains the complete, task-oriented information you need for effectively using the applications.
- Suggestions for troubleshooting problems that may arise when installing and using Cisco TCP/IP Suite 100 for Windows.

Audience

This book assumes you are familiar with basic TCP/IP concepts and Microsoft Windows. It also assumes that you (or your network administrator) are familiar with your TCP/IP networking environment.

Document Organization

This guide includes these:

- Chapter 1, Planning for Installation. Information you need and tasks to complete before starting the installation
- Chapter 2, Installing Cisco TCP/IP Suite for Windows. Procedures for installing Cisco TCP/IP Suite on various platforms
- Chapter 3, Using the TCP/IP Applications. Procedures for the most common tasks for the most commonly used applications.
- Chapter 4, Troubleshooting Cisco TCP/IP. Procedures for solving problems with the Cisco TCP/IP stack and with Cisco TCP/IP Suite applications

Document Conventions

This guide uses basic conventions to represent text and table information.

Command descriptions use these conventions:

- Commands are in **boldface** font.
- Variables for which you supply values are in *italic* font.

Examples use these conventions:

- Terminal sessions and information the system displays are printed in a `screen` font.
- Information you enter is in **boldface screen** font. Variables you enter are printed in *italic screen* font.
- Information the system displays is in `screen` font.

This guide also uses the following conventions:

- Menu items and button names are in **boldface** font.
- Selecting a menu item is indicated by the following convention: Select **Administer>CiscoWorks System>Process Mgr.**
- Directories and file names are in *italic font*.
- If items such as buttons or menu options are grayed out on application windows, it means that you do not have permission to use these items.

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

Getting Help

You can obtain help by using the online help facility or by contacting Technical Support.

Using Online Help

The Cisco TCP/IP Suite online help system includes:

- Help files for all applications with context-sensitive help, descriptions of individual controls, step-by-step instructions for completing tasks, and conceptual and detailed information
- An HTML version of this guide that you can view with Netscape Navigator or other web browsers
- A glossary of TCP/IP networking terms and concepts

You can obtain application online help by:

- Choosing **Help>Help Topics** (Windows 95 or Windows NT) or **Help>Contents** in applications that have menu bars.
- Clicking the Help button or pressing F1 while using an application.
- Right-clicking or ?-clicking a screen element to view What's This? help information in Windows 95 and Windows NT.

- Selecting a control, and pressing Shift+F1 in the Configuration Utility for Windows 3.x.

Viewing Electronic Support Information

Many technical questions can be answered by Cisco's electronic information services. We recommend using these services before calling Technical Support.

The electronic information services are:

- A World Wide Web server: <http://www.tgv.cisco.com>.
- An FTP server: <ftp.tgv.cisco.com>.

Contacting Technical Support

Cisco provides technical support only for registered technical contacts with a current support agreement at each customer site. If you purchased Cisco TCP/IP Suite from an authorized Cisco distributor or partner, technical support is available directly from them.

If your site does not have a current support agreement, you may call Cisco's Technical Support department for a per-call fee. Please have a major credit card number handy when making this call. For customers in the warranty period, within 90 days from the date of purchase there is no charge for calls.

You can contact Technical Support as follows:

- Electronic mail

For many questions, electronic mail is the preferred communication tool. Technical support through electronic mail is available to qualified contacts with a current support agreement. Send electronic mail to:

tgv-support@cisco.com

Electronic mail is answered on weekdays between 6 A.M. and 5 P.M. US Pacific Time.

When sending electronic mail, include the following information in your message:

- Your name
- Customer ID
- Company name

- Telephone number
- Fax number
- Email address
- Information about your workstation.

Include the brand and model of your workstation, as well as the amount of RAM and type of modem. Include the version of Cisco TCP/IP Suite you are using, and any other protocols you are using.

Include the version of Windows you are using, and the version of DOS, if applicable.

- Information about your host configuration, if the problem involves communication with a host.

For example, if you are having Telnet problems, include the brand and model of the host you are having problems connecting to, as well as the host's operating system and version. If the problem involves email, include the POP3 and SMTP versions.

Attach any files that you think might be relevant, such as *AUTOEXEC.BAT*, *SYSTEM.INI*, *CONFIG.SYS*, or log files and any error messages.

Including this information helps Technical Support process and track your electronic support request.

- Calling Technical Support

You can call any of the following numbers for support between 6 A.M. and 5 P.M. US Pacific Time:

- 800 553-2447
- 408 526-7209

When you call Cisco, you are connected to a Cisco Technical Support Call Coordinator. Briefly describe your problem. Technical Support will return your call; please do not ask to be put on hold.

Getting Help

Before calling:

- Verify that your support agreement is current.
- Gather the information requested for email support.
- Send comments about the documentation and help files to tgw-doc@cisco.com.