



About This Guide

This guide provides Cisco Media Gateway Manager (Cisco MGM) users with the detailed information they need to configure, manage, and troubleshoot Cisco MGX 8000 Series Carrier Voice Gateway (CVG) networks that employ Cisco's MGX PXM1, PXM1-E, and PXM45 Processor Switch Modules and/or Voice Interworking Service Module (VISM/VISM-PR).

Audience

This guide is meant to be used by network operators and administrators who have experience in telecommunications networks, protocols, and equipment and who are familiar with data communications networks, protocols, and equipment.

Organization

This guide contains instructions for installing the Cisco MGM software and configuring Cisco MGX 8000 Series CVGs.

This guide contains the following chapters:

- [Chapter 1, “Overview,”](#) provides an overview of the applications and features.
- [Chapter 2, “Installation,”](#) describes how to install and test the system.
- [Chapter 3, “User Interfaces,”](#) orients the user to the graphical interfaces.
- [Chapter 4, “Configuration,”](#) provides procedures for using the automatic discovery and subchassis synchronization for Cisco media gateways.
- [Chapter 6, “Fault and Performance Management,”](#) provides procedures for monitoring alarms and performance.
- [Chapter 7, “Security,”](#) introduces Cisco EMF and Cisco MGM user accounts, as well as SNMP community strings.
- [Chapter 8, “Media Gateway Controller Integration,”](#) describes how Cisco MGM manages media gateway controllers in the overall Cisco EMF system.
- [Chapter 9, “Cisco EMF Coresidency”](#) describes the coresident EMs compatible with Cisco MGM.

Conventions



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.



Caution

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



Note

Means *reader take note*. Notes contain helpful suggestions or references to materials not covered in this manual.



Tip

Means *the following information will help you solve a problem*. The tips information might not be troubleshooting or even an action, but could be useful information.

Related Documentation

Related Cisco documentation includes:

- Cisco EMF
 - *Quick Start Guide Cisco EMF Version 3.2 SP4
Cisco Element Manager November 2002 Upgrade*
 - *Cisco Element Management Framework Installation and Administration Guide
Version 3.2 Service Pack 4 (Cisco Element Manager November 2002 Upgrade)*
 - *Cisco Element Management Framework User Guide Version 3.2 Service Pack 4
(Cisco Element Manager November 2002 Upgrade)*
 - *Release Notes for Cisco Element Management Framework v3.2 Service Pack 4
Cisco Element Manager November 2002 Upgrade*
- Cisco MGM:
 - *Release Notes for Cisco Media Gateway Manager, Release 3.0*
 - *Cisco Media Gateway Manager User Guide, Release 3.0*
- Cisco BTS:
 - *Release Notes for the Cisco BTS 10200, Release 3.3*
 - *Cisco BTS 10200 System Description*
 - *Cisco BTS 10200 Command Line Interface Reference Guide*
 - *Cisco BTS 10200 Application Installation Procedures*
 - *Cisco BTS 10200 Softswitch CORBA Installation and Programmer's Guides*
 - *Cisco BTS 10200 Cabling Procedures*

- CiscoView:
 - *Release Notes for CiscoView 5.4*
 - *Installation and Setup Guide for CiscoView 5.4*
 - *Using CiscoView 5.4*
 - *WAN CiscoView Release 3 for the MGX 8230 Edge Concentrator, Release 1*
 - *WAN CiscoView Release 3 for the MGX 8250 Edge Concentrator, Release 1*
 - *WAN CiscoView Release 3 for the MGX 8850 Edge Switch, Release 1*
 - *WAN CiscoView Release 2 of the MGX 8850*
- Cisco MGX 8000 Series CVGs:
 - *Cisco MGX 8850 and MGX 8950 Switch Software Configuration Guide*
 - *Cisco MGX 8850 (PXM1E) and MGX 8830 Switch Software Configuration Guide*
 - *Cisco MGX 8850 (PXM45) and MGX 8950 Switch Software Configuration Guide*
 - *Cisco MGX 8230 Multiservice Gateway Command Reference*
 - *Cisco MGX 8250 Multiservice Gateway Command Reference*
 - *Cisco MGX 8830, MGX 8850 (PXM45 and PXM1E), and MGX 8950 Command Reference*

For information concerning non-Cisco MGC documentation, refer to the company web sites.

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information 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/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco web sites can be accessed from 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 may have 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.

Registered Cisco.com users can order the Documentation CD-ROM (product number DOC-CONDOCCD=) through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

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/en/US/partner/ordering/index.shtml>

- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) 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. On the Cisco Documentation home page, click **Feedback** at the top 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: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) Website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com 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

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco 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 website and the Cisco TAC Escalation Center. The avenue of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- 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.

Cisco TAC Web Site

You can use the Cisco TAC website 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 website, 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 website. Some services on the Cisco TAC website require 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://tools.cisco.com/RPF/register/register.do>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/en/US/support/index.html>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

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.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:
http://www.cisco.com/en/US/products/products_catalog_links_launch.html
- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:
http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html
- *iQ Magazine* is the Cisco monthly periodical that provides business leaders and decision makers with the latest information about the networking industry. You can access *iQ Magazine* at this URL:
http://business.cisco.com/prod/tree.taf%3fasset_id=44699&public_view=true&kbns=1.html
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in the design, development, and operation of public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:
http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training, with current offerings in network training listed at this URL:
http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html

