



## About This Guide

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This document describes the functions, features, and uses of the Cisco Network Data Analyzer (hereinafter referred to as the Analyzer).

This preface includes information about the following:

- Audience for the document
- Organization of the document
- Related publications
- Conventions used in the document
- How to obtain documentation
- How to obtain technical assistance

## Audience

This document is intended for:

- Network planners
- Network administrators
- Network managers
- Operators who install and use the Analyzer

## Document Organization

This document is organized as follows:

- Chapter 1: [Analyzer Overview](#)—Describes the uses and features of the Network Data Analyzer.
- Chapter 2: [Installing and Setting Up the Analyzer](#)—Provides instructions for installing the Network Data Analyzer, configuring its component modules, and setting up the user interface so that you can collect and display traffic data collected from export-enabled devices in your network.
- Chapter 3: [Using the Analyzer](#)—Provides instructions for using the Display module of the Network Data Analyzer to view NetFlow data and Traffic Matrix Statistics (TMS) data collected from export-enabled devices in your network.
- Chapter 4: [Managing the Analyzer](#)—Provides instructions for maintaining and managing the Network Data Analyzer.

- Appendix A: [Cisco IOS NetFlow Services](#)—Describes the functional capabilities embedded within Cisco IOS NetFlow Services software that provide the underlying support for exporting traffic data from Cisco export-capable devices in your network.
- Appendix B: [Analyzer Data Exporting and Collecting Entities](#)—Describes the network traffic data exporting and collection entities that work in combination with the Analyzer to form an integrated network management suite.
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## Related Publications

For additional information, refer to the following publications:

- *Network Data Analyzer Version 3.6 Release Notes*
- *NetFlow FlowCollector Installation and User Guide*
- Network Data Analyzer online help system
- Cisco IOS configuration guides and command reference publications

## Document Conventions

The conventions used in writing this document are listed below.

### Screen Displays

^	The symbol ^ represents the key labeled Ctrl. For example, the key combination ^D in a screen display means that you hold down the Ctrl key while pressing the D key.
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### Commands

<b>boldface font</b>	Commands and keywords are shown in <b>boldface</b> type.
<i>italic font</i>	Arguments for which you supply values are shown in <i>italic</i> font.
[ ]	Elements enclosed in square brackets are optional.
{ x   y   z }	Alternative keywords are grouped in braces and separated by vertical bars.

### Examples

screen font	Terminal sessions and information that the system displays are in screen font.
<b>boldface screen font</b>	Information that you must enter is in <b>boldface screen</b> font.
[ ]	Default responses to system prompts are enclosed in square brackets.

### Network Management Interfaces

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Command paths	In graphical user interfaces (GUIs), a command path is indicated as in the following example: <b>Action&gt; Reports&gt; Switch Detail</b>
Windows NT systems	To drag and drop while using a Windows NT system with a two-button mouse, press and hold down the left mouse button on the icon you want to drag, drag the icon to the target, and release the button to drop the icon on the target.
UNIX systems	To drag and drop while using a UNIX system with a three-button mouse, press and hold down the middle mouse button on the icon you want to drag, drag the icon to the target, and release the button to drop the icon on the target.

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**Note**

Screen displays on your host Network Data Analyzer workstation may differ slightly from those appearing in this document, depending on the windowing system you are using. For example, Windows NT screens are different from Sun Solaris screens.

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## 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 as an annual subscription.

## Ordering Documentation

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](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](mailto:bug-doc@cisco.com).

To submit your comments by mail, for your convenience many documents contain a response card behind the front cover. Otherwise, you can mail your comments to the following address:

Cisco Systems, Inc.  
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 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.

