



## About This Guide

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This preface introduces the *Cisco Subscriber Edge Services Manager and Subscriber Policy Engine Installation and Configuration Guide*. The preface contains the following sections:

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## Document Objectives

This guide explains how to install and configure Cisco Subscriber Edge Services Manager (Cisco SESM) applications and related components. Internet service providers (ISPs) and network access providers (NAPs) deploy SESM to provide their end users (subscribers) with a single web interface for accessing multiple Internet services.

## Audience

This guide is intended for administrators and others responsible for:

- Installing and running the New World Service Provider (NWSP) sample application in Demo mode, which simulates communication with other network components
- Installing, configuring, and running the New World Service Provider (NWSP) sample application in RADIUS or DESS mode, both of which require communication with other network components
- Deploying a customized SESM application

# Document Organization

This guide includes the chapters shown in the following table:

Chapter	Title	Description
Chapter 1	<a href="#">Overview</a>	This chapter describes the features and components of the Cisco SESM.
Chapter 2	<a href="#">Demo Quick Start</a>	This chapter describes procedures for installing and running the NWSP sample application in Demo mode.
Chapter 3	<a href="#">Installing Components</a>	This chapter describes how to install the Cisco SESM software.
Chapter 4	<a href="#">Configuring Components after Installation</a>	This chapter describes all of the configurable attributes in the SESM software components. Use this chapter to change or fine tune attributes after installation.
Chapter 5	<a href="#">Running SESM Components</a>	This chapter describes how to start and stop the SESM software components.
Chapter 6	<a href="#">SESM Applications</a>	This chapter describes how to access the NWSP sample application from a web browser. It also discusses configuration requirements for a customized SESM application.
Chapter 7	<a href="#">Troubleshooting Installation and Configuration</a>	This appendix includes some troubleshooting hints.
Appendix A	<a href="#">Security</a>	This appendix describes the security features in an SESM web application.
Appendix B	<a href="#">Configuring the SSG</a>	This appendix describes how to configure SSG to communicate with an SESM web application.
Appendix C	<a href="#">DTD for MBean Configuration Files</a>	This appendix shows the XML document type definition (DTD) for the MBean configuration files used to configure the SESM software components.
Appendix D	<a href="#">Configuring RADIUS</a>	This appendix describes how to configure a RADIUS server to communicate with: <ul style="list-style-type: none"> <li>• SSG and SESM web applications running in RADIUS mode.</li> <li>• SSG for accounting purposes, which is appropriate for SESM deployments in both RADIUS and DESS modes.</li> </ul>
Appendix E	<a href="#">RDP Packet Handlers</a>	This appendix describes how the RDP processes requests.
Appendix F	<a href="#">Sample MBean Configuration Files</a>	This appendix contains sample configuration files.
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# Document Conventions

The following conventions are used in this guide:

- *Italic* font is used for parameters for which you supply a value, emphasis, and to introduce new terms.
- `Computer` font is used for examples.



Note

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

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Caution

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

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## Related Documentation

Documentation for the Cisco SESM includes:

- *Release Notes for the Cisco Subscriber Edge Services Manager, Release 3.1(1)*
- *Cisco Subscriber Edge Services Manager Web Developer Guide*
- *Cisco Distributed Administration Tool Guide*
- *Cisco Subscriber Edge Services Manager and Subscriber Policy Engine Installation and Configuration Guide* (this manual)

The Cisco SSG is a required network component in SESM deployments. Cisco SSG is a feature embedded in the Cisco IOS software running on a Node Route Processor (NRP) in the Cisco 6400 Universal Access Concentrator. Documentation for the Cisco SSG includes:

- *Cisco 6400 Feature Guide*—This guide includes a chapter that documents SSG features. The online link to this guide is:  
[http://www.cisco.com/univercd/cc/td/doc/product/dsl\\_prod/6400/feat\\_gd/12\\_1\\_5/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/dsl_prod/6400/feat_gd/12_1_5/index.htm)
- *Cisco 6400 Command Reference*—This guide includes a chapter that documents SSG configuration commands. The online link to this guide is:  
[http://www.cisco.com/univercd/cc/td/doc/product/dsl\\_prod/6400/commandr/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/dsl_prod/6400/commandr/index.htm)
- *Cisco 6400 NRP—Release Notes for Cisco IOS Release 12.1(5)DC*—The online link to these release notes is:  
<http://www.cisco.com/univercd/cc/td/doc/product/software/ios121/121relnt/6400/rn121dc5.htm>

If you are including the Cisco Access Registrar (a RADIUS server) in your SESM deployment, see the following documents:

- *Cisco Access Registrar 1.6 Release Notes*
- *Cisco Access Registrar User Guide*

# 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, use the response card behind the front cover of your document, or 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.