



About This Guide

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

- [Document Objectives](#)
- [Audience](#)
- [Document Organization](#)
- [Document Conventions](#)
- [Related Documentation](#)
- [Obtaining Documentation](#)
- [Obtaining Technical Assistance](#)

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 SESM sample applications in Demo mode, which simulates communication with other network components
- Installing, configuring, and running the SESM sample applications 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	Product Introduction	Introduces the Cisco SESM product and its components. The chapter includes a list of hardware requirements.
Chapter 2	Deployment Overview	Describes the Cisco SESM deployment options.
Chapter 3	Feature Descriptions	Describes the Cisco SESM features.
Chapter 4	Demo Quick Start	Describes procedures for installing, configuring, running, and using the sample portal applications in Demo mode.
Chapter 5	Installing Components	Describes how to install the Cisco SESM software.
Chapter 6	Configuring Components after Installation	Describes all of the configurable attributes in the SESM software components. Use this chapter to change or fine tune attributes after installation. It also discusses configuration requirements for a customized SESM application.
Chapter 7	Running SESM Components	Describes how to start and stop the SESM software components.
Chapter 8	Deploying a Captive Portal Solution	Describes the features and configuration procedures for the SESM captive portal solution and corresponding SSG TCP redirect features.
Chapter 9	Summary of SESM Communication Attributes	Describes the attributes that control communication between components in an SESM deployment and how to ensure that the values match on both sides of the communication.
Chapter 10	Troubleshooting SESM Installation and Configuration	Includes some troubleshooting procedures and information.
Appendix A	SESM Security	Describes the security features in an SESM web portal.
Appendix B	Configuring the SSG	Describes how to configure SSG to communicate with an SESM web application.
Appendix C	DTD for MBean Configuration Files	Shows the XML document type definition (DTD) for the MBean configuration files used to configure the SESM software components.
Appendix D	Configuring RADIUS	Describes how to configure a RADIUS server to communicate with: <ul style="list-style-type: none"> • SSG and SESM web portals running in RADIUS mode. • SSG for accounting purposes, which is appropriate for SESM deployments in both RADIUS and DESS modes.

Chapter	Title	Description
Appendix E	RDP Packet Handlers	Describes how the RDP processes requests.
Appendix F	Sample MBean Configuration Files	Contains sample configuration files.
Index		

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.
- **Bold** font is used for user entry and command names.
- Computer font is used for examples.



Note

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



Caution

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

Related Documentation

Documentation for the Cisco SESM includes:

- *Release Notes for the Cisco Subscriber Edge Services Manager, Release 3.1(3)*
- *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 guide)

The Cisco SESM documentation is online at:

<http://www.cisco.com/univercd/cc/td/doc/solution/sesm/index.htm>

Documentation for the Cisco SSG is online at:

http://www.cisco.com/univercd/cc/td/doc/product/software/ios122/122newft/122limit/122b/122b_4/122b4_sg/

Information related to configuring the SSG authentication, authorization, and accounting features is included in the following locations:

- *Cisco IOS Security Configuration Guide, Release 12.2*
- *Cisco IOS Security Command Reference, Release 12.2*

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 explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Leave Feedback** at the bottom of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

You can e-mail your comments to 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:

Cisco Systems
Attn: 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 by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- 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

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following 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 types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- 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.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you 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 Web Site, go to the following URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires 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 the following URL to register:

<http://www.cisco.com/register/>

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; 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 will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

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

Before calling, 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). In addition, have available your service agreement number and your product serial number.