



About This Guide

This preface has information about the *Cisco Subscriber Edge Services Manager Web Developer Guide* and contains the following sections:

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Document Objectives

This guide explains how to develop a Cisco Subscriber Edge Services Manager (Cisco SESM) web application. It describes SESM web application components and techniques.

Audience

This guide is intended for web designers and web developers responsible for the look-and-feel, branding, and functionality of an SESM web application. It is intended for web designers who will use the HTML design and integrate it with the SESM web components using JavaServer Pages.

Document Organization

This guide includes the following chapters and appendixes:

Chapter	Title	Description
Chapter 1	SESM Web Development Overview	Provides an overview of a Cisco SESM system and an SESM web application.
Chapter 2	Basic SESM Customization and Development	Explains how to do basic customization of the look-and-feel elements of an SESM web application. Provides information on web application development.
Chapter 3	Advanced SESM Customization	Explains some of the advanced customization techniques that you can use with a Cisco SESM web application.
Chapter 4	Sample SESM Web Applications	Provides information on the sample SESM web applications and solutions and describes how a developer can use and modify the sample web components.
Chapter 5	SESM Internationalization and Localization	Explains the SESM components and techniques that help a deployer internationalize and localize an SESM web application.
Appendix A	SESM Tag Libraries	Provides information on configuring an SESM tag library and describes the SESM Iterator, Navigator, and Shape tag libraries.
Appendix B	SESM Utility Servlets Quick Reference	Provides quick-reference information on the utility Java servlets that are used in an SESM web application.
Appendix C	Using the Cisco Navigation Bar Extension	Explains how you install and use the Cisco Navigation Bar extension to Dreamweaver.
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Document Conventions

The following conventions are used in this guide:

- **Boldface** font is used for user action, commands, and keywords.
- *Italic* font is used for emphasis, new terms, and elements such as a file name for which you supply a value.
- `Computer` font is used for code that appears on a JavaServer Page.



Note

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



Caution

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

Related Documentation

The following documents are relevant to Cisco SESM software and web development:

- *Release Notes for the Cisco Subscriber Edge Services Manager Release 3.1(3)*
- *Cisco Subscriber Edge Services Manager and Subscriber Policy Engine Installation and Configuration Guide*
- *Cisco Distributed Administration Tool Guide*
- *Service Selection Gateway*

On Cisco Connection Online at www.cisco.com, you can find information on each of the SSG Features in IOS Release 12.2(4)B.

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 CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is 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.

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
- 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, elsewhere in North America, by calling 800 553-NETS (6387).

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

