About This Guide

This preface introduces the *Cisco Subscriber Edge Services Manager 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 services and value-added features.

Audience

This guide is intended for administrators and others responsible for installing, configuring, and running SESM applications and deploying SESM solutions.

Document Organization

This guide includes the chapters shown in the following table:

Chapter	Title	Description
Chapter 1	Preparing to Install SESM	Describes prerequisites to installing Cisco Subscriber Edge Services Manager (SESM) applications.
Chapter 2	Installing SESM	Describes how to install SESM software and bundled components, including the Security Policy Engine.
Chapter 3	SESM Configuration Management	Describes the methods for viewing and changing configuration values, including how to use the SESM remote management tool.
Chapter 4	Configuring a J2EE Container for SESM Applications	Describes how to change or fine-tune the J2EE container configuration after installation.
Chapter 5	Configuring SESM Portal Applications	Describes how to change the SESM portal application configuration after installation.
Chapter 6	Configuring CDAT	Describes how to change the CDAT configuration after installation.
Chapter 7	Configuring the RADIUS Data Proxy	Describes how to change the RDP configuration after installation.
Chapter 8	Configuring Security Policy Engine for SESM	Describes how to change the SPE configuration after installation.
Chapter 9	Running SESM Components	Describes how to start and stop SESM applications, including information about memory management.
Chapter 10	Configuring SESM Features	Describes how to configure location awareness, basic and advanced firewall features, automatic service connections, multikey authentication, and quality of service.
Chapter 11	Deploying a Captive Portal Solution	Describes how to configure the sample captive portal solution.
Chapter 12	Deploying an SESM/SSG Solution	Summarizes all of the attributes that control communication between components in SESM deployments.
Chapter 13	Troubleshooting SESM Installation and Configuration	Describes diagnostic procedures and methods and includes some troubleshooting tips.
Appendix A	SESM Security	Describes the security mechanisms used in SESM.
Appendix B	Configuring an LDAP Directory for SESM Deployments	Describes how to configure LDAP directories to work with SESM.
Appendix C	Configuring RADIUS for SESM Deployments	Describes the configuration steps required to include a RADIUS server in SESM deployments.
Appendix D	Configuring the Bundled SESM RADIUS Server	Describes the configuration options for the bundled SESM RADIUS server.

Chapter	Title	Description
Appendix E	SESM Load Balancing	Describes load balancing options for SESM deployments.
Appendix F	Configuring the SSG for SESM Deployments	Describes basic steps for configuring the SSG to work with SESM deployments.
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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.

- **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(5)*

- *Cisco Subscriber Edge Services Manager Web Developer Guide*

- *Cisco Distributed Administration Tool Guide*

- *Cisco Subscriber Edge Services Manager Solutions Guide*

- *Cisco Subscriber Edge Services Manager 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

These 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 this URL:

http://www.cisco.com

Translated documentation is available at this URL:

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

Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the "Leave Feedback" section at the bottom 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: 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 online 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 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

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

http://www.cisco.com

Technical Assistance Center

The Cisco Technical Assistance Center (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 Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries 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.

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

Cisco TAC Web Site

You can use the Cisco TAC Web Site 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 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 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 this URL to register:

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

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

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

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

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.