

Catalyst 3000 Series Matrix and Expansion Module Configuration Note

This Configuration Note provides information specific to expansion modules for the Catalyst 3000 series switches.

This note discusses the following topics:

- Catalyst Matrix Module
- WS-X3004 Rear Stack Port Expansion Module
- Catalyst 3000 Series Front Expansion Modules:
 - WS-X3001 100BaseTX Expansion Module
 - WS-X3002 10BaseT Module
 - WS-X3003 10BaseF Module
 - WS-X3005 100BaseF Module
 - WS-X3006 ATM Module A and B Versions
 - WS-X3007 and WS-X3008 100VG AnyLAN Modules
 - WS-X3009 and WS-X3010 Dual-Port Fast Ethernet with ISL Modules
 - WS-X3013 10Base2 Module

For detailed information about configuring any Catalyst 3000 series expansion module, refer to the Installation and Configuration Guide of an appropriate model of a Catalyst 3000 series switch.

Catalyst Matrix Module

A Catalyst Matrix module can be installed in either the left side, right side, or in both positions of the Catalyst Matrix chassis. If a module fails, it can be replaced easily. The only tool needed is a #2 bit Phillips screwdriver. The following procedure describes how to add or replace a Catalyst Matrix module.

Note The Catalyst Matrix modules *are* hot-swappable. A module can be swapped with power applied and when it is on-line to the system. However, if possible, try to avoid swapping an on-line module during heavy traffic. The switching time from an on-line module to an off-line module is short; however, during extremely heavy traffic it could cause an interruption of data. When it is necessary to remove an on-line module, if possible, switch it off line when there is little or no traffic. Disconnect power from the module before removing it from the chassis.

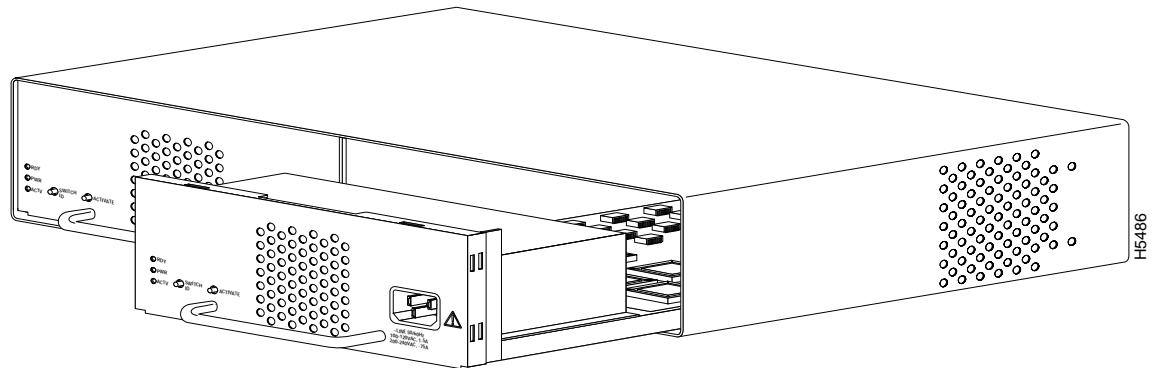
Use the following steps for installing or replacing a Catalyst Matrix module. If you are installing a module into an open slot, proceed to Step 5.

- Step 1** If there is a blank cover over the expansion module slot, remove it by unscrewing the two attachment screws.
- Step 2** Disconnect power from the module. (See previous note pertaining to power to the module.)
- Step 3** Remove the screw located at the top center of the front of the module.
- Step 4** Use the handle on the front of the module to pull the module straight out from the chassis.

Note The module may be firmly seated in the chassis; if so, you may need to exert reasonable force to disengage the module.

- Step 5** Insert the module into the open slot. Figure 1 shows the insertion of the secondary module into the chassis. Place the bottom of the module against the bottom of the slot and slide the module into the slot. You should feel some resistance as the module connector mates with the Matrix connector. If you feel solid resistance, pull the module back a little and try again while moving the module slightly to the left or right until you feel the two connectors engage. After the connectors start to engage, you should be able to insert the module approximately one-half inch further or until you feel hard resistance. The connectors should be seated at that point. If the module fails to work properly, remove it and try this step again.

Figure 1 Inserting a Secondary Module into a Catalyst Matrix



Step 6 Install the screw at the top center of the module's front plate.

Step 7 Connect the power cord to the module.

Step 8 Bring the module on line by pressing the ACTIVATE push-button.

WS-X3004 Rear Stack Port Expansion Module

The following section explains the installation and use of the WS-X3004 Catalyst Stack Port connection module, which enables two or more Catalyst 3000 series switches to work together as a Stack.

WS-X3004 Catalyst Stack Port Module

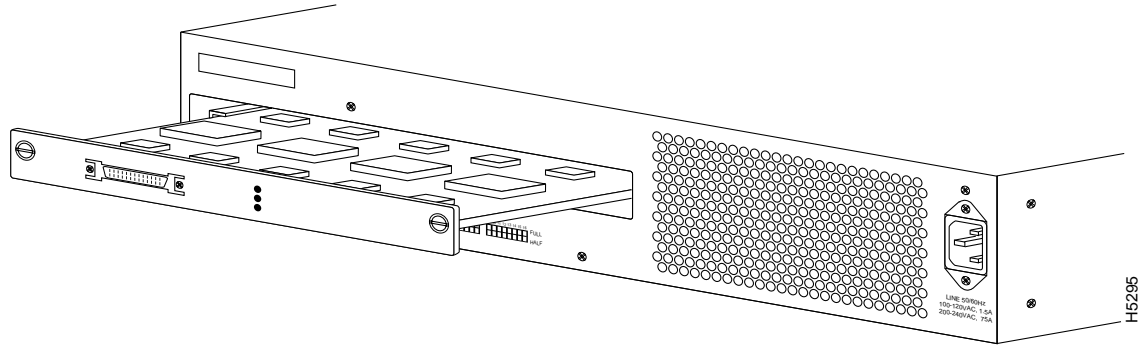
The Catalyst Stack Port is a single-port expansion module with a special 50-pin connector. (For a detailed description of the Catalyst Stack refer to a Catalyst 3000 series Installation and Configuration Guide for your particular model.) With the Catalyst Stack Port, two types of Stacks can be created:

- Two Catalyst 3000 series switches, each equipped with a Catalyst Stack Port module, can be combined into a back-to-back Stack by connecting each module together using a single Stack Port cable. For cabling the Stack Port module, see the following section, "Catalyst Stack Port Expansion Module Cables."
- More than two Catalyst 3000 series switches, each equipped with a Catalyst Stack Port module, can be combined into a Stack by connecting each module to a Catalyst Matrix unit. The Catalyst Matrix supports a Stack of up to eight Catalyst switches.

Inserting the Catalyst Stack Port

Figure 2 displays the insertion of the Stack Port module into its expansion slot.

Figure 2 Inserting a Catalyst Stack Port Expansion Module



Caution Catalyst Stack Port modules are not hot-swappable. Always be sure that the power is off before installing or removing a Catalyst Stack Port module. If the power is on, damage to the equipment may result.

Caution Do not touch the components or connectors on the Catalyst Stack Port module. Do not touch the connector pins on a cable when the other end is plugged into a component. Damage may result from static discharge.

Caution During installation, the connector on the Catalyst Stack Port module must line up evenly with the connector inside the expansion slot. Misalignment may cause the connector pins to bend. When inserting the Catalyst Stack Port module into the expansion slot, be sure that the board is level and that the left and right sides slide evenly into the slot.

Use the following steps when installing a Catalyst Stack Port module into the rear expansion slot of the Catalyst switch chassis.

- Step 1** Disconnect the power to the Catalyst switch.
- Step 2** Remove the cover (if there is a blank cover over the expansion module slot) by unscrewing the two attachment screws.
- Step 3** Hold the module by the edges to prevent static damage. Be careful not to touch the top or bottom.
- Step 4** Slide the module into the slot evenly, taking care to line up the edges with the guides.
- Step 5** Seat the module by pressing the front of the module with your thumbs.
- Step 6** Secure the module to the chassis by tightening the thumb (panel) screws at the left and right edges of the expansion modules front panel. Do not overtighten the screws.
- Step 7** Return power to the switch.

Catalyst Stack Port Expansion Module Cables

The Catalyst Stack Port module has a connector designed to accept special 50-pin Stack-port cables. Do not attempt to use a SCSI-2 cable. For more information about these cables, contact Cisco support.

Note When installing the Stack port cable connector, keep the connector straight as you insert it into the Stack port connector. Inserting the connector at an angle may cause bent pins.

Catalyst 3000 Series Front Expansion Modules

This section covers the installation of the following expansion modules:

- WS-X3001 100BaseTX Expansion Module
- WS-X3002 10BaseT Module
- WS-X3003 10BaseF Module
- WS-X3005 100BaseF Module
- WS-X3007 and WS-X3008 100VG AnyLAN Modules
- WS-X3009 and WS-X3010 Dual-Port Fast Ethernet with ISL Modules
- WS-X3013 10Base2 Module



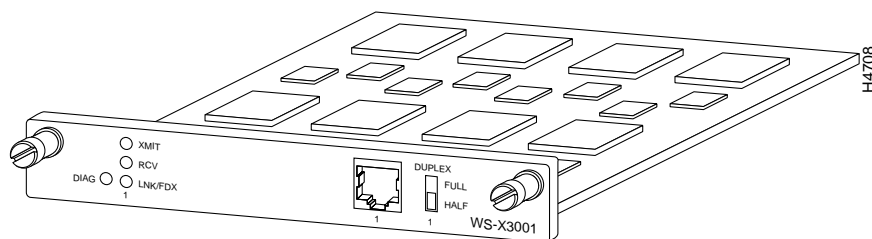
Caution Expansion modules are *not* hot-swappable. Always be sure that the power is off before installing or removing an expansion module. If the power is on, damage to the equipment may result.

WS-X3001 100BaseTX Expansion Module

The single-port 100BaseTX expansion module (WS-X3001) is used to connect to computers, hubs, servers, and other high-speed network devices. The following sections explain the installation, cable connection, and network connection for the 100BaseTX expansion module. For a functional description of the 100BaseTX and the Catalyst switch, see the chapter that discusses the theory of operation in a Catalyst 3000 series Installation and Configuration Guide for your model of Catalyst switch.

The 100BaseTX expansion module is shown in Figure 3.

Figure 3 100BaseTX Module



Installing The WS-X3001 (100Base TX) Module

The modules can be inserted in either of the two expansion slots, as shown in Figure 4.

Use the following steps when installing a module into an expansion slot of the Catalyst chassis.



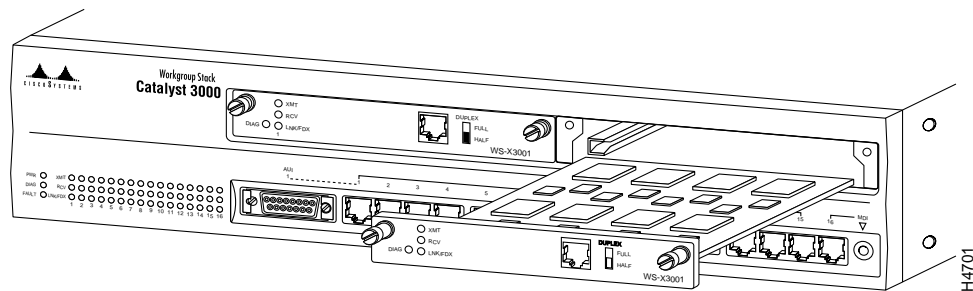
Caution The Catalyst expansion modules are not hot-swappable. Power must be disconnected from the Catalyst chassis before an expansion module is inserted or removed.

Caution Do not touch the components or connectors on the expansion module. Do not touch cable connector pins when the other end is plugged in. Damage may result from static discharge.

Caution During installation, the connector on the expansion module must line up evenly with the connector inside the expansion slot. Misalignment may cause the connector pins to bend. When inserting the module into the expansion slot, be sure that the board is level and that the left and right sides slide evenly into the slot.

- Step 1** Disconnect the power to the Catalyst switch.
- Step 2** If there is a blank cover over the expansion module slot, or if the slot has an installed module, remove it by unscrewing the two attachment screws.
- Step 3** Hold the module by the edges to prevent static damage. Be careful not to touch the top or bottom.
- Step 4** Slide the module into the slot evenly, taking care to line up the edges with the guides.

Figure 4 Inserting a 100BaseTX Expansion Module



- Step 5** Seat the module by pressing the front of the module with your thumbs.
- Step 6** Secure the module to the chassis by tightening the thumb (panel) screws at the left and right edges of the expansion modules front panel. Do not overtighten the screws.
- Step 7** Return power to the switch.

100BaseTX Expansion Module Cables

The 100BaseTX module's network port is an RJ-45 connector that uses 100BaseTX cable.

Note 100BaseTX and 10BaseT cable have the same connectors and cable pinouts, but using one in place of the other may cause system performance problems. 10BaseT is a Category 3 cable, and 100BaseTX is a Category 5 cable (physically, Category 5 cable is usually a little heavier or stiffer than category 3 cable). Check to see if the cable type is printed on the cable jacket.

The 100BaseTX module's network port is an RJ-45, 100BaseTX type that is always in MDI-X mode. Cabling the 100BaseTX to different types of equipment that have MDI or MDI-X ports requires different types of 100BaseTX cable. The cable types are described below.

- *Straight-through cable*: If the 100BaseTX is cabled to a port that is MDI, such as a server, use a straight-through connecting cable.
- *Crossover cable*: If the 100BaseTX is cabled to a port that is also MDI-X, such as a high-speed hub, use a crossover cable.

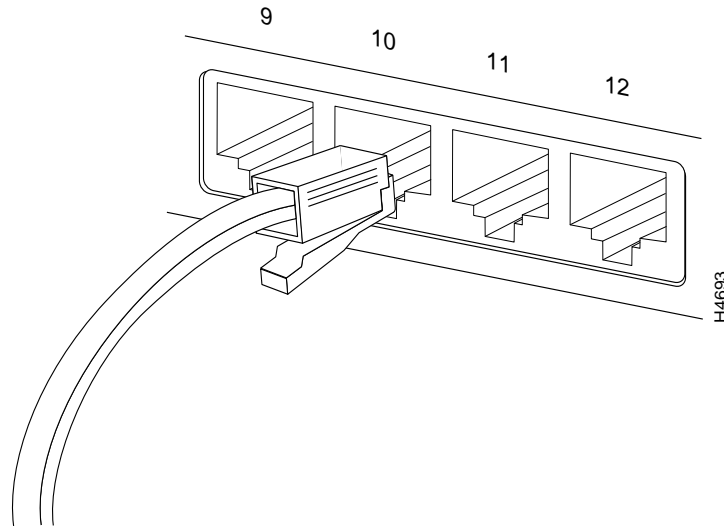
As a reference for 100BaseTX cable, use the 10BaseT cable information in "Appendix A" in a Catalyst 3000 series Installation and Configuration Guide.

Connecting Cables to 100 BaseTX Expansion Module Ports

Connect cables to the RJ-45 port on the front of the 100BaseTX module as follows:

- Step 1** Determine if the unit is operating in half-duplex or full-duplex mode. If the Catalyst switch is an enhanced version, see the section "Configuring Full-Duplex Communications" in a Catalyst 3000 series Installation and Configuration Guide for a detailed explanation on how to determine whether the communication mode is half- or full-duplex. The Catalyst switch and the 100BaseTX operate in half-duplex mode only for unenhanced Catalyst switch units. Set the DUPLEX switch on the front of the module to the appropriate position: down for half-duplex, or up for full-duplex. Set to half-duplex only for unenhanced Catalyst switch units.
- Step 2** Determine that you have the correct cable. Refer to "Appendix A" in a Catalyst 3000 series Installation and Configuration Guide for a description of 100BaseTX cables.
- Step 3** Connect a 100BaseTX cable from a hub or end-node device to the RJ-45 jack on the front of the expansion module.
- Step 4** Insert the cable's 8-pin (RJ-45) plug into the jack until it clicks into place (see Figure 5).

Figure 5 RJ-45 Connector Insertion



Checking the Installation

When the connection is established, the LNK/FDX LED is on: green in half-duplex mode, or yellow in full-duplex mode. If the LED is not on, there may be a cable problem. Verify that you are using the correct type of cable, then check if the cable is bad by trying a different one.

If, after installation, there is poor system performance or the 100BaseTX module does not work at all, remove the module and check for any damage or bent connector pins. You may need a bright light to see inside the expansion module slot to check for bent pins. Also, verify that the module is set firmly in place. If you cannot find an immediate cause for the problem, refer to the chapter that discusses troubleshooting in a Catalyst 3000 series Installation and Configuration Guide.

100BaseTX Control Panel

The following tables, Table 1, Table 2, and Table 3, describe the connectors, LEDs, and switches on the 100BaseTX module.

Table 1 100BaseTX Expansion Module Connector

Name	Description
Network Port	8-pin, RJ-45, 100BaseTX

Table 2 100BaseTX Expansion Module LEDs

Name	Description
XMIT	A packet has been transmitted to the attached segment.
RCV	A packet has been received from the attached segment.
LNK/FDX	Off = link not detected. Green = half-duplex, Yellow = full-duplex (Enhanced version only).
DIAG	Running diagnostic. In normal operation DIAG should be off.

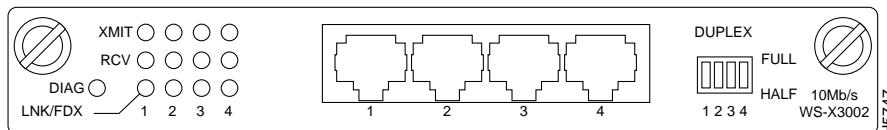
Table 3 100BaseTX expansion Module Switch

Name	Description
Duplex	Establishes the communication mode of the network port if the Catalyst 3000 is an enhanced version. Only set to half-duplex for unenhanced versions. Full-duplex (up) or half-duplex (down).

WS-X3002 10BaseT Module

The four-port 10BaseT expansion module (WS-X3002) is used for connections to computers, hubs, servers, and other network devices. The 10BaseT module is shown in Figure 6.

Figure 6 The 10BaseT Expansion Module



Inserting the 10BaseT

Expansion modules are installed in the expansion slots on the front of the Catalyst switch. All front expansion modules are installed in a similar way. Use the previous section “Installing The WS-X3001 (100Base TX) Module” as an example for detailed installation instructions and precautions for the 10BaseT module.

10BaseT Expansion Module Cables

The 10BaseT module’s network ports are RJ-45 connectors that use 10BaseT cable.

Note 10BaseT and 100BaseTX cable have the same connectors and cable pinouts, but using one in place of the other may cause system performance problems. 10BaseT is a Category 3 cable, and 100BaseTX is a Category 5 cable (physically, Category 5 cable is usually a little heavier or stiffer than Category 3 cable). Check to see if the cable type is printed on the cable jacket.

The 10BaseT module’s network ports are RJ-45, 10BaseT types that are always in MDI-X mode. Cabling the 10BaseT to different types of equipment that have MDI or MDI-X ports requires different types of 10BaseT cable. The cable types are described below.

- *Straight-through cable:* If the 10BaseT is cabled to a port that is MDI, such as a server, use a straight-through connecting cable.
- *Crossover cable:* If the 10BaseT is cabled to a port that is also MDI-X, such as a high-speed hub, use a crossover cable.

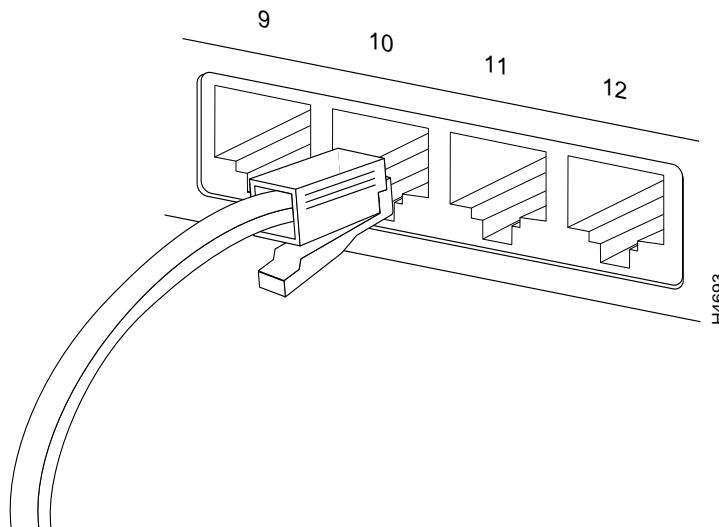
For detailed information on 10BaseT cables see “Appendix A” in a Catalyst 3000 series Installation and Configuration Guide.

Connecting Cables to 10BaseT Expansion Module Ports

Connect cables to the RJ-45 ports on the front of the 10BaseT expansion module as follows:

- Step 1** Determine if the unit is operating in half-duplex or full-duplex mode. If the Catalyst switch is an enhanced version, see the section “Configuring Full-Duplex Communications” in a Catalyst 3000 series Installation and Configuration Guide for a detailed explanation on how to determine whether the communication mode is half- or full-duplex. The Catalyst switch and the 10BaseT module operate in half-duplex mode only for an unenhanced Catalyst switch unit. Set the DUPLEX switches on the front of the module to the appropriate position: down for half-duplex, or up for full-duplex. Set to half-duplex only for an unenhanced Catalyst switch.
- Step 2** Determine that you have the correct cable. Refer to the appendix that discusses cables in a Catalyst 3000 series Installation and Configuration Guide for a description of 10BaseT cables.
- Step 3** Connect a 10BaseT cable from a hub or end-node device to each RJ-45 jack on the front of the expansion module (see Figure 7).
- Step 4** Insert the cable’s 8-pin (RJ-45) plug into a jack until it clicks into place.

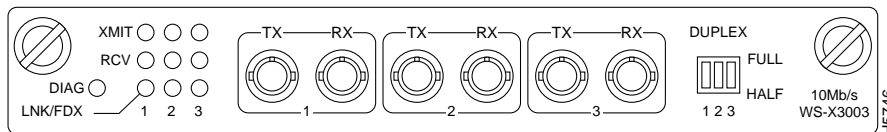
Figure 7 RJ-45 Connector Insertion



WS-X3003 10BaseF Module

The three-port 10BaseF expansion module (WS-X3003) is used for fiber-optic connections to computers, hubs, servers, and other high-speed network devices. The 10BaseF expansion module is shown in Figure 8.

Figure 8 The 10BaseF Expansion Module



Inserting the 10BaseF

Expansion modules are installed in the expansion slots on the front of the Catalyst switch. All front expansion modules are installed in a similar way. Use the previous section “Installing The WS-X3001 (100Base TX) Module” as an example for detailed installation instructions and precautions for the 10BaseF module.

10BaseF Expansion Module Cables

The 10BaseF module’s network ports are multimode fiber-optic interfaces with ST type connectors. In full-duplex or half-duplex operating modes, the 10BaseF supports connection distances up to 2 km.

Connecting Cables to 10BaseF Expansion Module Ports

Enhanced versions of the Catalyst switch Stack support full-duplex operating mode. Unenhanced versions of the Stack only support half-duplex operating mode. To set the half-duplex or full-duplex mode, see Step 1 in the following cabling instructions.

Connect cables to the ST ports on the front of the 10BaseF module as follows:

Observe the following warnings and notes when cabling an expansion module with fiber-optic cable.



Warning Laser radiation is present when the system is open.

Warning Do not stare into the laser beam.

Step 1 Determine if the unit is operating in half-duplex or full-duplex mode. The Catalyst switch and the 10BaseF only operate in half-duplex mode for unenhanced Catalyst switch units. Locate the desired DUPLEX switch for the port on the front of the module, and set it to the appropriate position: down for half-duplex, or up for full-duplex. Set to half-duplex for unenhanced Catalyst switch units.

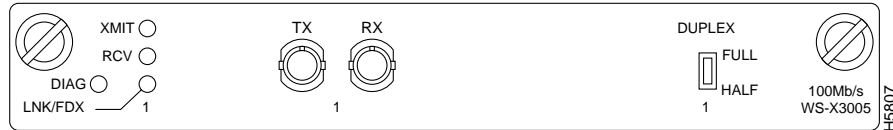
Step 2 Determine that you have the correct cable

Step 3 Connect 10BaseF cables from a hub or end-node device to the ST ports on the front of the 10BaseF expansion module.

WS-X3005 100BaseF Module

The 100BaseF expansion module (WS-X3005) is a single-port 100BaseF expansion module used for high-bandwidth fiber-optic connections to computers, hubs, servers, and other high-speed network devices. The 100BaseF expansion module is shown in Figure 9.

Figure 9 100BaseF Expansion Module



Inserting the 100BaseF Module

Expansion modules are installed in the expansion slots on the front of the Catalyst switch. All front expansion modules are installed in a similar way. Use the previous section “Installing The WS-X3001 (100Base TX) Module” as an example for detailed installation instructions and precautions for the 100BaseF module.

100BaseF Expansion Module Cables

The 100BaseF module’s network port has 1300 nm multimode fiber-optic ST type connectors.

In full-duplex operating mode, the 100BaseF supports connection distances up to 2 km. In half-duplex operating mode, the 100BaseF supports connection distances up to 400 meters.

Connecting Cables to 100BaseF Expansion Module Ports

Enhanced versions of the Catalyst switch support half- or full-duplex operating mode, while the unenhanced version supports only half-duplex mode. If the Catalyst switch in which the 100BaseF is being installed is an enhanced version, refer to the section “Configuring Full-Duplex Communications” in a Catalyst 3000 series Installation and Configuration Guide. That section provides details about half-duplex or full-duplex communication mode.

Connect cables to the ST ports on the front of the 100BaseF module as follows:

Observe the following warnings and notes when cabling an expansion module with fiber-optic cable.



Warning Laser radiation is present when the system is open.

Warning Do not stare into the laser beam.

Step 1 Determine if the unit is operating in half-duplex or full-duplex mode. The Catalyst switch and the 100BaseF operate only in half-duplex mode for unenhanced Catalyst switch units. Set the DUPLEX switch on the front of the module to the appropriate position: down for half-duplex, or up for full-duplex. Set to half-duplex for unenhanced Catalyst switch units.

Step 2 Determine that you have the correct cable.

Step 3 Connect a 100BaseF cable from an end-node device to the ST ports on the front of the expansion module.

WS-X3006 ATM Module A and B Versions

Two versions of the Catalyst 3000 series ATM expansion module are available:

- WS-X3006A for multimode fiber (MMF) connections.
- WS-X3006B for single-mode fiber (SMF) connections.

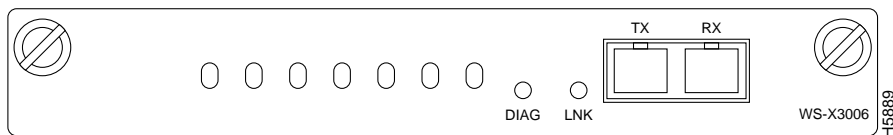
The WS-X3006A (also referred to as WS-X3006) is described in the following sections. WS-X3006B information follows the description of the WS-X3006A.

Note The WS-X3006A and the WS-X3006B have many similarities. Unless specifically noted, the following sections describing the WS-X3006 contain information that applies to both the WS-X3006A and the WS-X3006B. Information that applies only to the WS-X3006B is described in the section “WS-X3006B ATM Module.”

WS-X3006

The WS-X3006 is a single-port ATM expansion module that is used to establish a high-speed 155 Mbps ATM connection between Catalyst 3000 series devices and ATM networks. For an operational explanation of the WS-X3006, see the ATM functional descriptions later in this document. For a complete description of how to configure the ATM module, see the configuration chapters in the appropriate model of the Catalyst 3000 series Installation and Configuration Guide. The ATM expansion module is shown in Figure 10.

Figure 10 The ATM Expansion Module



WS-X3006 Specifications

The WS-X3006 ATM expansion module performs packet/cell conversions. Cells enter through the ATM physical interface and are processed by the module and converted to packets at network layer 2. Outbound data is converted from packets to cells and transmitted through the ATM physical interface.

The following table (Table 4) displays the specifications for the WS-X3006 ATM expansion module.

Table 4 WS-X3006 Specifications

Function	Specification
Throughput	65,000 packets per second in each direction
Number of VLANs	64
Number of SVCs	1912 in each direction
Number of PVPs	One
Packet Buffers	512K Bytes in each direction
Operating Temperature	10 to 40 degrees Centigrade
Non-operating Temperature	-25 to 75 degrees Centigrade
Relative Humidity: operating	8 to 80%, non-condensing
Non-operating Altitude	40,000 feet
Safety	UL 1950 UL-C EN 60950 CE Mark
EMI Certifications	FCC Class A (Part 15) EN 55022 A VCCI Class 1

Inserting the ATM Expansion Module

Expansion modules are installed in the expansion slots on the front of the Catalyst switch. All front expansion modules are installed in a similar way. Use the previous section, “Installing The WS-X3001 (100Base TX) Module” as an example for detailed installation instructions and precautions for the ATM module.

ATM Expansion Module Cables

The ATM module's network port is an OC-3 interface with an SC Duplex connector that uses 62.5/125 multimode fiber-optic cable rated for 155 Mbps ATM data transfer rate.

The ATM module supports cable lengths up to 2 km.

Connecting Cables to ATM Expansion Module Ports

The ATM expansion module is a full-duplex device. For its multiple VLAN (virtual LAN) features to be enabled, The ATM module must be installed in an enhanced version of the Catalyst switch. Refer to the chapter that covers installation in an appropriate model of a Catalyst 3000 series Installation and Configuration Guide for more information on the differences between enhanced and unenhanced versions.

(If the ATM module is installed in a unenhanced version of the Catalyst switch, the unit supports creation of a single VLAN within its Stack, but does not support creation of multiple-stack VLANs.)

The ATM module supports connection distances up to 2 km. Connect cables to the front of the ATM module as follows:

Observe the following warnings and notes when cabling an expansion module with fiber-optic cable.



Warning Laser radiation is present when the system is open.

Warning Do not stare into the laser beam.

The ports on the module, and the fiber-optic network to which it is connected, use laser light. Do not stare into a fiber-optic port or into the end of a cable that is connected to a fiber-optic port.

Step 1 Determine that you have the proper cable.

Step 2 Connect an ATM cable from a switch or network device to the SC Duplex ports on the front of the expansion module.

Step 3 Verify that the connection has the proper polarity. Be sure the Tx connector on the ATM module is linked to the Rx connector on the other device, and that the Rx connector on the ATM module is linked to the Tx connector on the other device. (ATM Duplex SC connectors are “keyed” to indicate proper polarity, but the polarity of your connector cables may not be clearly marked.)

Checking the Installation

The following tables describe the connectors, LEDs, and switches on the WS-X3006 module.

Table 5 ATM Expansion Module LEDs

Name	Description
LINK	Off = link not detected Green = link detected
DIAG	Running self-diagnostic or if ATM module fails

Table 6 ATM Expansion Module Connector

Name	Description
Network Port	SC type multi-mode optical fiber connector

When the link is established, the LINK LED is on. The LED should be green. If the LED is not on, or if the LED is an amber color, try the following tests:

- Check the cable connections
- Try swapping the TX/RX fiber connectors at one end
- Verify that you are using the correct type of cable
- Test whether the cable is bad by trying a different one
- Check the power-up diagnostics to see if any problems were reported

If the above tests do not correct the problem, contact Cisco support.

If, after installation, there is poor system performance or the ATM module does not work at all, remove the module and check for any damage or bent connector pins. You may need a bright light to see inside the expansion module slot to check for bent pins. If you cannot find an immediate cause for the problem, contact Cisco support.

WS-X3006B ATM Module

The new WS-X3006B model of the ATM expansion module is installed, configured, and managed the same as the WS-X3006A model (refer to the section “WS-X3006 ATM Module A and B Versions,” for additional information). The WS-X3006B is identified by the “WS-X3006B SINGLE MODE ATM” label on the faceplate.

Note The WS-X3006B model of the ATM expansion module is only available as a Field Replaceable Unit. The orderable part number for the WS-X3006B model is WS-X3006B=.

Note When using the Configuration menus to check the status of the WS-X3006B, the Module Information menu lists the WS-X3006B as “Model WS-X3006A.” To verify that the WS-X3006B is installed, check the Revision field in this menu; the Revision field displays “1” for the WS-X3006A and “2” for the WS-X3006B

The following section describes the cabling specifications for the WS-X3006B ATM expansion module.

WS-X3006B Cabling Specifications

Note The WS-X3006A ATM module’s network port is an OC-3 interface with an SC Duplex connector that uses 62.5/125 multimode fiber-optic cable rated for 155 Mbps ATM data transfer rate. The WS-X3006A module supports cable lengths up to 2 km.

The WS-X3006B ATM expansion module cabling specifications are listed in Table 4.

Table 7 WS-X3006B Cabling Specifications

Function	Specification
Optical Specifications:	
Transmitter output power	-14 to -8 dBm
Receiver sensitivity	-32.5 to -8 dBm
Wavelength	1261 to 1360 nm
Optical source	Laser
Maximum station-to-station cabling distance	6.2 mi (10 km)
Fiber Type	8.3 x 125 micron core

WS-X3007 and WS-X3008 100VG AnyLAN Modules

The 100VG module is an expansion module that can be added to a Catalyst switch to provide 100VG high speed connectivity. The 100VG module is compatible with the IEEE 802.12 standard.

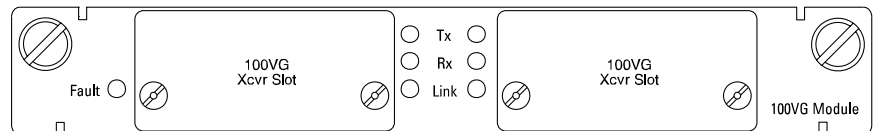
The 100VG expansion module is available in the following two models. Each model has two high-speed 100VG ports.

- WS-X3007.
 - The WS-X3007 is a 100VG module with two installed transceivers with fiber-optic connectors.
- WS-X3008.
 - The WS-X3008 is a 100VG module with two installed transceivers with UTP (Unshielded Twisted-Pair) connectors.

The following topics for the 100VG expansion module are discussed in this section:

- Descriptions
- Installation Steps
- Transceiver specifications
- Transceiver installation and cabling
- Accessing the 100VG Configuration and Statistic Screens

Figure 11 100VG Expansion Module



Descriptions

Physical

Dimensions

Width: 6.00 cm (6.30 in)

Depth: 1.89 cm (8.62 in)

Height: 2.36 cm (0.93 in)

Weight: 86.33 g (10.10 oz) (with no transceivers installed)

Environmental

Operating temperature: 0C to 40C (41F to 104F)

Nonoperating temperature: 40C to 70C (-40F to 158F)

Relative humidity: 5% to 80% at 40C (104F) non-condensing

Maximum operating altitude: 3.1 km (10,000 feet)

Electromagnetic

Emissions

FCC part 15 Class A

EN55022 / CISPR-22 Class A

VCCI Level 1

Immunity

Complies with Canadian EMC Class A requirements.

Declaration of Conformity for the 100VG Module complies with ISO/IEC Guide 22 and EN 45014. The declaration identifies the product, the manufacturer's name and address, and the applicable specifications that are recognized in the European community.

Inserting the 100VG Module

Expansion modules are installed in the expansion slots on the front of the Catalyst switch. All front expansion modules are installed in a similar way. Use the previous section "Installing The WS-X3001 (100Base TX) Module" as an example for detailed installation instructions and precautions for the 100VG module.

Verifying the Installation

Connect the Catalyst switch to a power source and it will begin its power-on self-test diagnostics. The following lists the LED pattern that occurs during the diagnostics.

- At Power On, all LEDs turn on.
- The self-test diagnostics for the Catalyst switch and 100VG Module requires approximately 5 minutes. The Catalyst switch DIAG LED and all 100VG Module LEDs are on during this test.
- After diagnostics, All LEDs on the module are off.

When the self-tests of the Catalyst switch and the 100VG Module complete successfully, the Catalyst switch and its module(s) are now operational. Connect the appropriate cable to your transceiver.

See the transceiver section for the cable specifications and instructions.

If the diagnostics fail or if the FAULT LED is on or blinking, refer to the Troubleshooting section at the end of this document.

100VG Recessed Transceivers

The following sections describe the 100VG Recessed Transceivers. Use this section to cable a compatible network device to a specific 100VG Module transceiver.

Each 100VG Module has preinstalled transceivers, but if a transceiver must be replaced, refer to this section for removal or installation instructions. If there is a problem with a transceiver, use the following sections to verify the installation or to troubleshoot the problem.

Introduction

The 100VG Recessed Transceivers provide connection to various network media for the 100VG Module. The transceivers are installed into the Xcvr Slots of the 100VG Module.

Figure 12 shows the Unshielded Twisted-Pair Recessed Transceiver for the WS-X3007 model of the 100VG Expansion Module.

Figure 13 shows the Fiber-Optic Multimode ST Recessed Transceiver for the WS-X3008 model.

Figure 12 Unshielded Twisted-Pair Recessed Transceiver

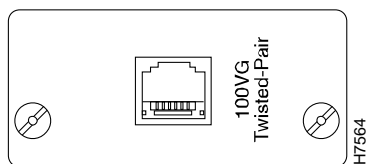
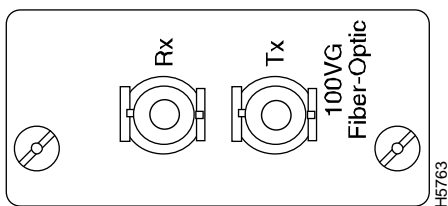


Figure 13 Recessed 100VG Fiber-Optic Multimode ST Transceiver



Descriptions

Physical

Dimensions

All Transceivers

Width: 4.14 cm (1.63 in)

Depth: 9.22 cm (3.63 in)

Height: 2.36 cm (.93 in)

Weight: 50 g

Environmental

Operating temperature: 0C to 55C (32F to 131F)

Nonoperating temperature: 40C to 70C (-40F to 158F)

Relative humidity: 5% to 95% at 40C (104F) non-condensing

Maximum operating altitude: 4.6 km (15,000 feet)

Electromagnetic

Emissions

FCC part 15 Class A

EN55022 / CISPR-22 Class A

VCCI Level 1

Immunity

Complies with Canadian EMC Class A requirements.

Declaration of Conformity for the 100VG Module complies with ISO/IEC Guide 22 and EN 45014. The declaration identifies the product, the manufacturer's name and address, and the applicable specifications that are recognized in the European community.

Installation Steps



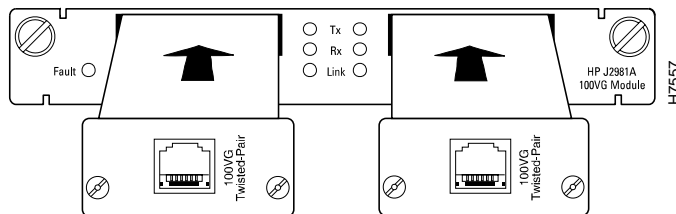
Caution Disconnect the power to the device in which the transceiver is to be removed or installed.

Use the following steps to install a 100VG Recessed Transceivers. Reverse the installation procedure to remove a transceiver.

- Step 1** Disconnect AC power from the networking device or device module; then, using a flat-bladed or Torx T-10 screwdriver, unscrew the two retaining screws on the 100VG Xcvr cover plate, or existing transceiver, and remove it from the networking device or device module.
- Step 2** Touch a grounded, metal object (such as a powered-on hub) to discharge any static electricity on your body, then carefully remove the transceiver from its protective anti-static packaging. Hold the transceiver by its edges, taking care not touch any of its metal connectors.
- Step 3** Slide the transceiver firmly into the 100VG Xcvr slot as far as it will go. The transceiver's faceplate should touch the face of the device.

The following illustration, Figure 14, shows two twisted-pair transceivers sliding into a 100VG Module.

Figure 14 100VG Expansion Module Transceiver Insertion



- Step 4** Using the flat-bladed or Torx T-10 screwdriver, tighten the spring-loaded retaining screws on the transceiver until they are snug. Be careful that you do not overtighten the screws.
- Step 5** Connect network cables to the transceiver or port.
- Step 6** Return power to the unit.

Cabling the 100VG Module

The cabling instructions for each transceiver are different and are described in following sections of this guide. For cabling details, find the section that corresponds to your transceiver.

Recessed 100VG Twisted-Pair Transceiver

The Recessed 100VG Twisted-Pair Transceiver connects a networking device to an unshielded twisted-pair (UTP) network.

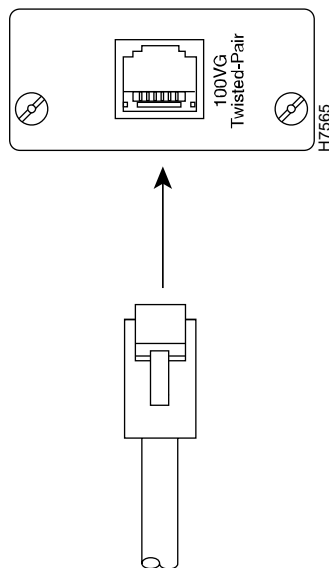
This transceiver is compatible with IEEE 802.12 standard.

Twisted-Pair Cable Installation

Use the following information for cabling a UTP Transceiver.

- A 100VG LAN supports Categories 3, 4, and 5 four-pair, 100-ohm UTP cables. Category 3 UTP cable is standard, voice-grade, telephone cable. If you have a twisted-pair cable that complies with Ethernet/IEEE 802.3 Type 10BaseT specifications and it is four-pair, you can use the same cable for this transceiver.
- For Category 3 and Category 4, the maximum cable length is 100 meters. For Category 5, you can use up to 500 meters of cable.
- As shown in Figure 15, push the cable's 8-pin RJ-45 plug into the transceiver's jack until it clicks into place.

Figure 15 UTP Cable Connection



- When power has been supplied to the networking device or device module into which the transceiver is installed, check the Link or port LED that pertains to the transceiver on the device. If the transceiver is receiving a signal properly, the Link or port LED should be ON. If the Link or port LED is OFF, see the Troubleshooting section.

Recessed Fiber-Optic Multimode ST Transceiver

The Recessed Fiber-Optic Multimode ST Transceiver connects a networking device to a fiber-optic network. This transceiver is compatible with the IEEE 802.12 and its wavelength is 1300nm. Optical fibers conforming to the ISO/IEC DIS 11801 standard will work with this transceiver.

Fiber-Optic Cable Installation

Use the following steps to cable a Fiber-Optic Transceiver:

Observe the following warnings and notes when cabling a Dual Port Fast Ethernet expansion module with fiber-optic cable.



Warning Laser radiation is present when the system is open.

Warning Do not stare into the laser beam.

The ports on the module, and the fiber-optic network to which it is connected, use laser light. Do not stare into a fiber-optic port or into the end of a cable that is connected to a fiber-optic port.

Step 1 Remove the plastic dust covers from the cable connectors and the transceiver jacks.

Step 2 Check the polarity of each side of the fiber-optic cable. Use one side of the fiber-optic cable to connect from the transmit (Tx) side of a 100VG Module to the receive (Rx) side of another device. Use the other side of the cable to connect the receive side of the 100VG Module to the transmit side of the other device.

Note Fiber-optic cables have two separate fibers for delivery of data to and from the transceiver. The two fibers are identical, but for polarity purposes there are several different conventions to enable you to tell the fibers apart. There may be a difference in color, or on some fiber-optic cables, only one of the fibers has lettering imprinted on its insulating sheath. Use the markings as polarity indicators.

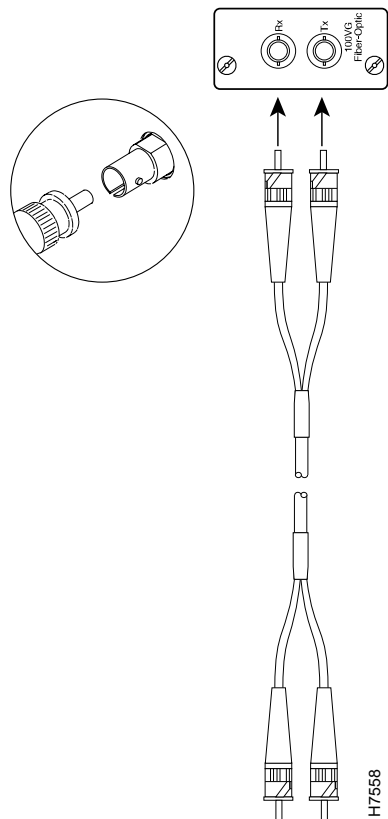
Step 3 Match the “key” on the connector of one of the fibers to the slot in the transceiver’s jack. See Figure 16.

Step 4 Press and twist the connector onto the jack so that the pins on the jack slide into the diagonal slots on the connector and the connector snaps securely into place.

Step 5 Repeat the previous steps for the other fiber. Connect it to the other jack on the transceiver.

Step 6 When power is applied to this transceiver in its module, the Link or port LED should be ON. If the LED is off, see the Troubleshooting section.

Figure 16 Fiber-Optic Cable Connection



Troubleshooting

If the 100VG module is not working properly, the following problems may exist:

- 1 Check all cabling and connections (including patch panels) to see if the connections to the transceiver are broken or faulty.
- 2 Check for proper cable polarity.
- 3 Check if a connected device is not transmitting the signal.
- 4 Check that the connection is to a 100VG device such as a 10/100VG PCI LAN Adapter (see the networking device's manual for more information).

Accessing the 100VG Console Screens

By default, the 100VG ports are enabled and do not need configuring. The default Mode setting for the 100VG ports is Auto Detect (Auto). If a 100VG port needs a specific configuration other than the default, use the following information to configure that port.

Note A 100VG port cannot be connected to any 100VG port labeled “Uplink.”

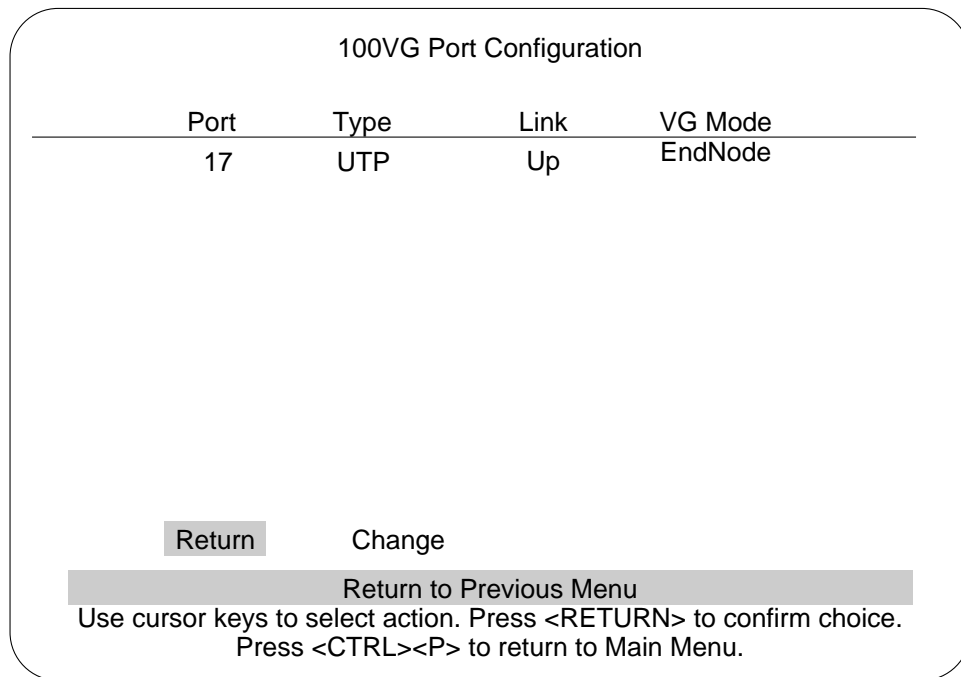
Configuration and Statistic Console Screens

The following sections describe the Catalyst switch console menus that are used to configure ports and to show the statistics for the 100VG Module.

100VG Port Configuration

The 100VG Port Configuration screen is shown in Figure 17, and a 100 VG Port Configuration table is shown in Table 8. The 100VG Port Configuration screen is accessed from the Configuration screen.

Figure 17 100VG Port Configuration Screen



Use the following list in Table 8 for configuration information for a 100VG port.

Table 8 100VG Port Configuration

Menu Item	Description
Port	The port on the 100VG Module or modules. Possible values: (17, 19, 21, or 23)
Type	<p>The type of transceiver installed in the 100VG Module:</p> <p>UTP is the abbreviation for unshielded twisted-pair.</p> <p>STP is the abbreviation for shielded twisted-pair.</p> <p>F27 is the abbreviation for the Recessed 100VG Fiber-Optic Multimode ST Transceiver.</p> <p>VG-Empty indicates no transceiver is installed.</p> <p>VG-New indicates a new transceiver was released after the software was created.</p>
Link	Specifies whether this port has trained or not.
VG Mode	<p>Either:</p> <p>EndNode. Select EndNode if you will connect this port to a hub downlink port.</p> <p>Master. Select Master if you are connecting this port to an end node PC or another Catalyst switch.</p> <p>For a Catalyst switch to a Catalyst switch connection, one module should be set to Master mode and the other should be set to EndNode.</p> <p>Auto. Auto tests the cable to see if the port should be a Master or EndNode mode and automatically selects the correct mode. After the software selects Master or End Node, either A-Master or A-EndNode appears in this column. Always connect the cable from the module to a downlink port on a hub. Do not connect the cable to an uplink port on the hub.</p>

IEEE 802.12 Statistics

This screen is accessed from the Statistics screen. The following table, Table 9, lists and describes the terms used in the IEEE 802.12 screen.

Table 9 IEEE 802.12 Statistics

Menu Item	Description
All Transmitted Frames	Total frames transmitted from this port.
Transmitted High Priority Frames	Total high priority rather than normal priority frames transmitted from this port.
All Transmitted Octets	Total octets transmitted from this port.
All Received Frames	Total frames received by this port.
Forwarded Frames	Total frames sent from this port to another port.
Received Local Frames	Total frames received that had a destination on that local segment. The frames are not routed through the Catalyst switch but are dropped from the receive queue.
Received Broadcast Frames	Total number of broadcast frames received by this port.
Received Multicast Frames	Total number of multicast frames received by this port.
Received Error Frames	Total received frames that contained errors.
Dropped Frames	Total frames that were never sent out of this port because the buffer overflowed.
Reset Statistics	Change all counters back to zero for this screen.

WS-X3009 and WS-X3010 Dual-Port Fast Ethernet with ISL Modules

The Fast Ethernet (100Mbps) expansion module is a dual-port interface that is used to establish a connection between Catalyst 3000 series switches and high-speed devices, such as servers or routers. Each of the dual-ports can be configured as Fast Ethernet or ISL mode. 100Mbps Fast Ethernet is described in a Catalyst 3000 series Installation and Configuration Guide. For an explanation of ISL configurations see the section “ISL Functional Overview and Specifications” later in this document. For configuring ISL trunk ports from a console connection, see the “Console Configuration” chapter in a Catalyst 3000 series Installation and Configuration Guide. The dual-port Fast Ethernet expansion module with ISL is available in two models:

- WS-X3009 (shown in Figure 18) has dual-port SC fiber-optic connectors.
- WS-X3010 (shown in Figure 19) has dual-port UTP (Unshielded Twisted Pair) connectors.

The following topics are discussed in this section:

- ISL Functional Overview and Specifications
- Inserting the Dual Port Fast Ethernet With ISL Module

Figure 18 WS-X3009 ISL Expansion Module

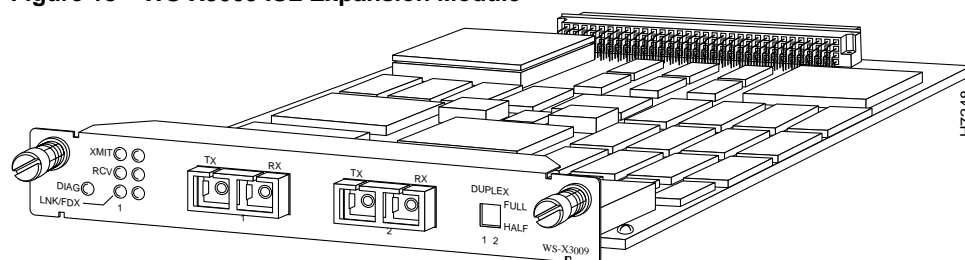
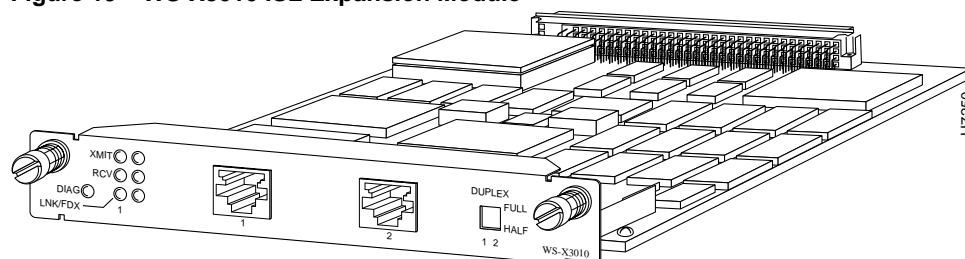


Figure 19 WS-X3010 ISL Expansion Module



ISL Functional Overview and Specifications

ISL is used to interconnect VLAN-capable Fast Ethernet devices like Catalyst 3000 and Catalyst 5000 switches and Cisco 7000 and Cisco 7500 routers to network servers, or to high-performance backbone devices such as Fast Ethernet hubs, switches, and routers. The ISL protocol tags a standard Ethernet frame with the VLAN information associated with that frame. VLAN packet tagging allows networks to contain VLAN trunks.

VLAN Trunks

A trunk is a physical link between two Catalyst switches, or between Catalyst switches and routers, that carries the traffic of multiple VLANs. Trunks allow you to extend VLANs from one Catalyst switch to another. Users usually connect switches to each other and to routers using high-speed interfaces, such as Fast Ethernet, FDDI, and ATM.

The Catalyst series switch provides a means of multiplexing VLANs between switches and routers by using ISL on Fast Ethernet or LAN emulation on ATM protocols:

You can use any combination of these trunk technologies to form enterprise-wide VLANs. You can choose between low-cost copper and long-distance fiber connections for your trunks. An ISL trunk is like a continuation of the switching backbone. It provides a means for the Catalyst to multiplex VLANs between switches and routers.

Figure 20 and Figure 21 are examples of a Fast Ethernet ISL configuration.

Figure 20 Fast Ethernet ISL Configuration Example

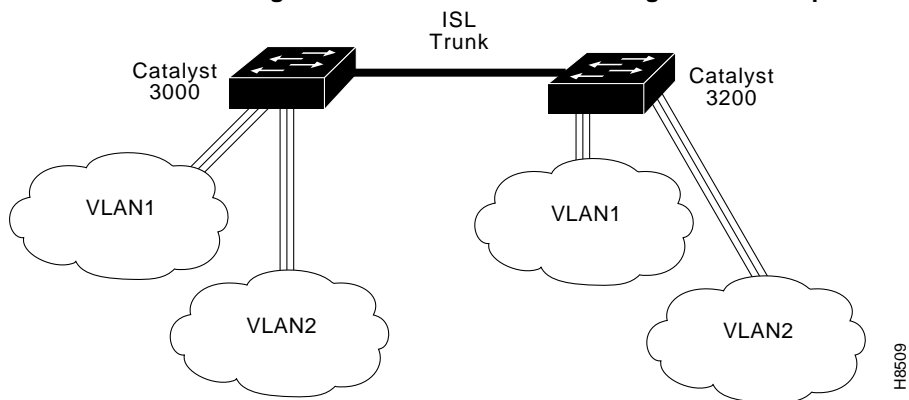
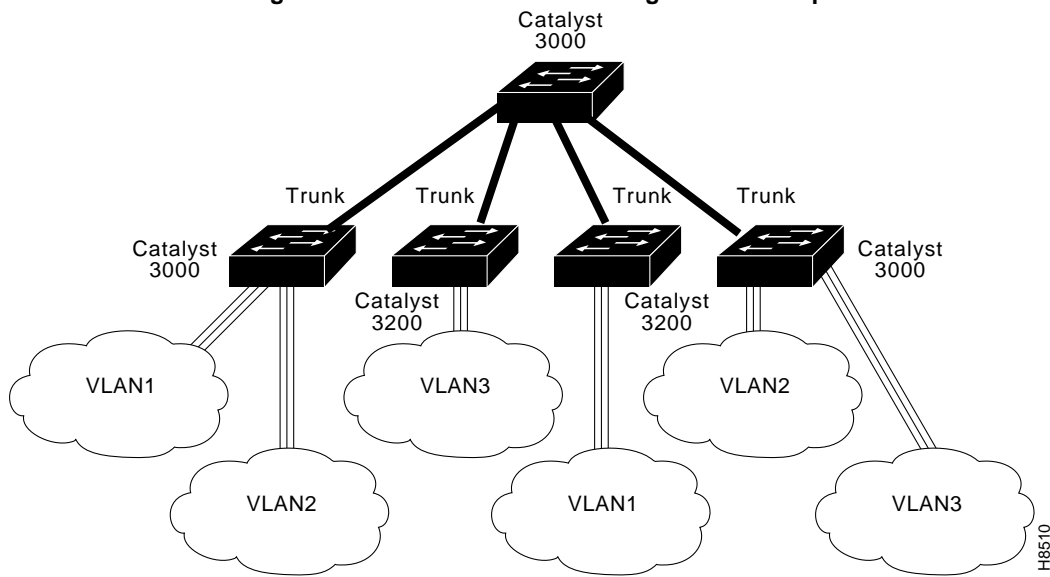


Figure 21 Fast Ethernet ISL Configuration Example



Features

- ISL supports the construction and management of large scale virtual LANs (VLANs) across internetworks
- Support for 64 VLANs (see the VTP section for how these 64 VLANs are chosen from the 1024 VLANs that can be defined)
- Also supports
 - Ethernet MIB
 - IEEE 802.1d (spanning tree) (per VLAN)
 - RMON (per port)
- Two Fast Ethernet *or* ISL ports per module
 - Maximum of 4 Trunk ports (any combination of ATM and ISL, up to 4) per Catalyst switch
- Line speed forwarding
- Filtering (non-ISL ports)
- 1700 address memory per port
 - Programmable demand address aging feature
- Selectable half/full duplex operation for up to 200Mbps collision-free point-to-point connections
- 256K input and output buffers per port

Specifications

The following table, Table 10, displays the specifications for the Dual-port Fast Ethernet with ISL module.

Table 10 ISL Specifications

Function	Specification
Dimensions (w x d x h)	6.2 x 9 x 0.9 in.
Packet Buffers	256K in each direction per port
Operating Temperature	10 to 50 degrees Centigrade
Non-operating Temperature	-25 to 75 degrees Centigrade
Relative Humidity: operating	8 to 80%, non-condensing
Non-operating Altitude	40,000 feet
Safety	UL 1950, UL-C, EN 60950
EMI Certifications	FCC Class A (Part 15), VCCI Class 2 EN 55022 A (CE Mark), CISPR-22B

Connectors, LEDs, and Switches

The following tables, Table 11, Table 12, and Table 13 describe the connector, LEDs, and switches on the Dual Port Fast Ethernet module.

Table 11 Connector

Name	Description
Network Ports (2)	RJ-45; UTP Category 5 Ethernet cable SC type; multimode fiber optic cable

Table 12 LEDs

Name	Color	Description
XMIT (Transmit)	Green	Transmitting data
RCV (Receive)	Green	Receiving data
LINK	Off	Link not detected
	Green	Half-duplex link detected
	Amber	Full-duplex link detected
DIAG	Amber	Running self-diagnostic

Table 13 Switches

Name	Position	Description
Duplex	Up	Full
	Down	Half

Inserting the Dual Port Fast Ethernet With ISL Module

Expansion modules are installed in the expansion slots on the front of the Catalyst switch. All front expansion modules are installed in a similar way. Use the previous section “Installing The WS-X3001 (100Base TX) Module” as an example for detailed installation instructions and precautions for the Dual Port Fast Ethernet module.

Cabling Dual Port Fast Ethernet With ISL Modules

The Dual Port Fast Ethernet module’s network port is either a RJ-45 or SC style connector, depending upon the model type. The RJ-45 connector uses UTP Ethernet Category 5 cable. The SC connector uses 1300 nm multimode fiber optic cable. (See a Catalyst 3000 series Installation and Configuration Guide for details on cables, connectors, and connections.)

Observe the following warnings and notes when cabling a dual-port Fast Ethernet expansion module with fiber-optic cable.



Warning Laser radiation is present when the system is open.

Warning Do not stare into the laser beam.

The ports on the module, and the fiber-optic network that it is connected to, use laser light. Do not stare into a fiber-optic port or into the end of a cable that is connected to a fiber-optic port.

When cabling the Dual Port Fast Ethernet modules, the polarity of the fiber cable connectors must be “crossed-over.” The TX (transmit) connector of one device goes to the RX (receive) connector of the other device. Check the polarity of each side of the fiber-optic cable. Use one side of the fiber-optic cable to connect from the transmit (Tx) side of a dual-port Fast Ethernet module to the receive (Rx) side of another device. Use the other side of the cable to connect the receive side of the dual-port Fast Ethernet module to the transmit side of the other device.

Note Fiber-optic cables have two separate fibers for delivery of data to and from the transceiver. The two fibers are identical, but for determining polarity there are several different conventions to enable you to tell the fibers apart. There may be a difference in color, or on some fiber-optic cables, only one of the fibers has lettering imprinted on its insulating sheath. Use the markings as polarity indicators.

Checking the Installation/Troubleshooting

When the link is established, the LINK LED is on. If the LED is not on, try the following tests:

- Check the cable connections.
- Try swapping the TX/RX fiber connectors at one end.
- Verify that you are using the correct type of cable
- Test whether the cable is bad by trying a different one.
- Check the power-up diagnostics to see if any problems were reported.

If the above tests do not correct the problem, contact Cisco support.

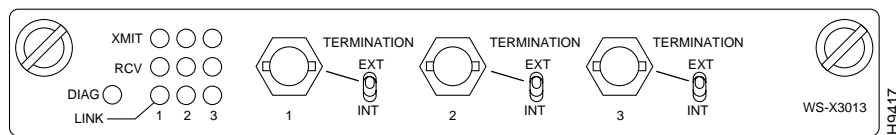
If, after installation, there is poor system performance or the Dual Port Fast Ethernet module does not work at all, remove the module and check for any damage or bent connector pins. You may need a bright light to see inside the expansion module slot to check for bent pins. If you cannot find an immediate cause for the problem, contact Cisco support.

WS-X3013 10Base2 Module

The 10Base2 expansion module is used for connection to computers, hubs, servers, and other high-speed network devices. Each module provides up to three additional 10 Mbps ports. The 10Base2 expansion module is shown in Figure 3. The following sections describe the front panel, cable connection, and network connection for the 10Base2 expansion module.

Note The WS-X3013 10Base2 3-port expansion module may be installed only in systems running Release 2.0 or above software.

Figure 22 10Base2 Expansion Module



The following tables list and describe the connectors, switches, and status LEDs on the front panel of the 10Base2 expansion module.

Table 14 Front Panel Connectors

Name	Description
1, 2, and 3	Three BNC connectors

Table 15 Front Panel Toggle Switches

Name	Description
INT/EXT TERMINATION	Toggle switches to set termination (internal or external)

Table 16 Front Panel LEDs

Name	Color	Description
DIAG	Amber	When lit, indicates running self-diagnostics. In normal operation DIAG should be off.
LINK	Green	The link LED provides a guide to the network segment status. The LED turns on when good traffic is detected and turns off if (approximately) 25 continuous collisions with no good packets are detected.
XMIT	Green	When lit, indicates a packet is being transmitted to the attached segment.
RCV	Green	When lit, indicates a packet is being received from the attached segment.

10Base2 Expansion Module Installation

The 10Base2 expansion module can be inserted in any of the front expansion slots of any Catalyst 3000 series switch. All front expansion modules are installed in a similar way. Use the previous section “Installing The WS-X3001 (100Base TX) Module” as an example for detailed installation instructions and precautions for the 10Base2 module.

Installation Considerations

Observe the following Cautions when installing a module into an expansion slot of the Catalyst 3000 series switch chassis.



Caution The Catalyst expansion modules are *not* hot-swappable. Power must be disconnected from the Catalyst chassis before an expansion module is inserted or removed.



Caution Do not touch the components or connectors on the expansion module. Do not touch cable connector pins when the other end is plugged in. Damage may result from static discharge.



Caution During installation, the connector on the expansion module must line up evenly with the connector inside the expansion slot. Misalignment may cause the connector pins to bend. When inserting the module into the expansion slot, be sure that the board is level and that the left and right sides slide evenly into the slot.

10Base2 Expansion Module Port Cable Connections

The 10Base2 expansion module network ports are 50-ohm thin coaxial cables with BNC-type connectors.

The 10Base2 expansion module supports connection distances up to 607 feet (185 meters).

Connect cables to the BNC port(s) on the front of the 10Base2 expansion module as follows:

Step 1 Determine that you have the correct cable.

Step 2 Determine if this is the end of the network segment, then perform one of the following:

- If this is the end of the segment, either set the termination toggle to the “INT” position to terminate the segment and connect the network cable directly into the module’s BNC connector, or move the termination toggle to the “EXT” position, then connect the network cable to the module via a BNC T-connector. Connect a 50 Ohm termination plug to the unused side of the T-connector.
- If this is not the end of the network segment, move the termination toggle to the “EXT” position, then connect the network cable to the module via a BNC T-connector. This allows the segment to continue to the next station.

Note A network segment must be terminated at both ends of the segment. Any termination in the middle of the segment prevents the network from operating properly.

Installation Check

When the connection is established, the network should pass packets with no errors. If there are excessive errors or collisions, check the following:

- Cable type. Verify that you are using the correct type of cable, then check if the cable is bad by trying a different one.
- Termination setup. Verify the following:
 - There is 50 ohm termination at both ends of the cable and no termination in the middle of the segment. Additional terminations cause errors.
 - The ends of the segment are not terminated twice. For example: a BNC T-connector with a 50 ohm termination plug and the termination toggle of the port in the “INT” position at the same time is incorrect. Placing the termination toggle in the “INT” position is sufficient to terminate the segment. Additional terminations cause errors.

If, after installation, there is poor system performance or the 10Base2 expansion module does not work at all, remove the module and check for any damage or bent connector pins. You may need a bright light to see inside the expansion module slot to check for bent pins. Also verify that the 10Base2 expansion module is set firmly in place. If you cannot find an immediate cause for the problem, refer to the next section, “10Base2 Expansion Module Troubleshooting.”

10Base2 Expansion Module Troubleshooting

If you cannot find an immediate cause for a problem, try the following tests:

- Check the cable connections.
- Recheck correct cable type is used.
- Install a new cable to test if the cable is bad.
- Recheck termination setup; refer to the previous section, “Installation Check” for instructions on checking the termination setup.
- Check the power-up diagnostics to see if any problems were reported.

If the above tests do not correct the problem, contact the Cisco Systems Technical Assistance Center.

Obtaining Service and Support

For service and support for a product purchased from a reseller, contact the reseller. Resellers offer a wide variety of Cisco service and support programs, which are described in the section “Service and Support” in the information packet that shipped with your chassis.

Note If you purchased your product from a reseller, you can access Cisco Connection On-line (CCO) as a guest. CCO is Cisco Systems’ primary, real-time support channel. Your reseller offers programs that include direct access to CCO’s services.

For service and support for a product purchased directly from Cisco, use CCO.

Cisco Connection On-line

CCO is Cisco Systems’ primary, real-time support channel. SMARTnet customers and partners can self-register on CCO to obtain additional content and services.

Note If you purchased your product from a reseller, you can access CCO as a guest. Your reseller offers programs that include direct access to CCO’s services.

Available 24 hours a day, 7 days a week, CCO provides a wealth of standard and value-added services to Cisco’s customers and business partners. CCO services include product information, software updates, release notes, technical tips, the Bug Navigator, configuration notes, brochures, descriptions of service offerings, and download access to public and authorized files.

CCO serves a wide variety of users through two interfaces that are updated and enhanced simultaneously—a character-based version and a multimedia version that resides on the World Wide Web (WWW). The character-based CCO supports Zmodem, Kermit, Xmodem, FTP, and Internet e-mail, and is excellent for quick access to information over lower bandwidths. The WWW version of CCO provides richly formatted documents with photographs, figures, graphics, and video, as well as hyperlinks to related information.

You can access CCO in the following ways:

- WWW: <http://www.cisco.com>.
- WWW: <http://www-europe.cisco.com>.
- WWW: <http://www-china.cisco.com>.
- Telnet: cco.cisco.com.
- Modem: From North America, 408 526-8070; from Europe, 33 1 64 46 40 82. Use the following terminal settings: VT100 emulation; databits: 8; parity: none; stop bits: 1; and baud rates up to 14.4 kbps.

For a copy of CCO’s Frequently Asked Questions (FAQ), contact cco-help@cisco.com. For additional information, contact cco-team@cisco.com.

Note If you need technical assistance with a Cisco product that is under warranty or covered by a Cisco maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447, 408 526-7209, or tac@cisco.com.

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