



Introduction

Register Your Cisco Product Quick Reference Guide (CPQRG)

Register to receive notification when CPQRG December 2004 is updated, pre-order availability for future editions and updates to the registration site. Also receive access to searchable Adobe PDFs and HTML versions of the CPQRG December 2004 edition. Go to <http://www.cisco.com/go/guide> and register using code:

78-5983-13-MLL-0310

CPQRG Background

The Cisco Product Quick Reference Guide (CPQRG) is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many of Cisco's products. The CPQRG is primarily published to support Cisco partners, resellers, sales account teams, and even end-user customers who need a broad, high-level overview of Cisco products, but at that moment do not have access to Cisco's Web site, Cisco.com at <http://www.cisco.com>.

Because this book is only published twice per year, there are likely to be new products, configurations, and part numbers not included in this edition. For the most up-to-date and comprehensive information about Cisco products and solutions, please refer to our on-line information or consult a Cisco representative.

Additional Information

Additional printed copies of this book can be purchased on an as-needed basis. For questions, comments, and to register a copy of the CPQRG, visit <http://www.cisco.com/go/guide>.

How to Get More Complete Product Information

Cisco Product Web Site	For more comprehensive information on all of Cisco's products, please refer to the Cisco Product Web Site at: http://www.cisco.com/en/US/products/index.html
Cisco.com	For even more complete product and solution information, please go to Cisco.com at http://www.cisco.com . In addition to product, technology, and network solutions support, Cisco.com provides a wealth of information including how to find an authorized representative or partner, how to order products, technical support/customer service, Cisco Corporate news and information, and links to training/events/seminars.
Cisco Technical Documentation	http://www.cisco.com/univercd/home/home.htm

Cisco Systems Overview

Cisco Systems, Inc. is the worldwide leader in networking for the Internet. Today, networks are an essential part of business, education, government and home communications, and Cisco Internet Protocol-based (IP) networking solutions are the foundation of these networks. Cisco hardware, software, and service offerings are used to create Internet solutions that allow individuals, companies, and countries to increase productivity, improve customer satisfaction and strengthen competitive advantage. The Cisco name has become synonymous with the Internet, as well as with the productivity improvements that Internet business solutions provide. At Cisco, our vision is to change the way people work, live, play and learn.

Cisco was founded in 1984 by a small group of computer scientists from Stanford University. Since the company's inception, Cisco engineers have been leaders in the development of Internet Protocol (IP)-based networking technologies. This tradition of IP innovation continues with industry-leading products in the core areas of routing and switching, as well as advanced technologies.

Today, with more than 34,000 employees worldwide, Cisco remains committed to creating networks that are smarter, thanks to built-in intelligent network services; faster, in their ability to perform at ever-increasing speeds; and more durable, with a generational approach to an evolutionary infrastructure.

Partner and Customer Support

Partner Sales and Technical Assistance Contact Information

Customer Help Lines

Presales—Partner/Reseller Helpline

Contact Information

800 553-6387 (within U.S.)
 408 526-7208 (outside U.S.)
<http://CiscoPartner.custhelp.com/>

Post-Sales—Technical Assistance Center (TAC)

800 553-2447 (within U.S.)
 408 526-7209 (outside U.S.)
tac@cisco.com (e-mail)

Cisco Authorized Refurbished Equipment (Select Countries Only)

Customers looking for used Cisco equipment can now be assured of the quality and support they come to expect from new Cisco products, through the Cisco Authorized Refurbished Equipment program. Cisco Authorized Refurbished Equipment gives customers a price competitive alternative to buying uncertified and unlicensed products off the secondary market. All equipment sold through this program is labeled “Refurbished by Cisco Systems,” indicating that the product is Cisco tested, refurbished, authorized, and supported. The program is limited to certain countries, so interested customers should check with their local Cisco account manager or Cisco authorized reseller for availability.

For More Information

End Users/Customers:

cisco.com/en/US/ordering/or6/or17/order_refurbished_equipment_program_description.html

Resellers: <http://www.cisco.com/go/refurb> (click on “Refurbished Products”)

Cisco Systems Capital Financing

Cisco Systems Capital® Corporation—a wholly owned subsidiary of Cisco Systems, Inc.—specializes in financing networks by providing innovative, flexible financial solutions on a global basis. The Cisco Systems Capital lease platforms enable partners to acquire Cisco networking solutions quickly and easily while maximizing their capital expenditure budgets. In addition to protecting customers from technology obsolescence, leasing solutions give customers the flexibility to distribute the acquisition cost of the solution over time thereby better matching the expense to the benefits gained from deploying the latest and greatest technology from Cisco. Cisco Systems Capital works closely with Cisco account managers, resellers, and channel partners to deliver worldclass financing solutions designed specifically to match Cisco's leading edge technology solutions.

For More Information

See the Cisco Systems Capital Web site: <http://www.cisco.com/go/CiscoCapital>
Within the United States, call 800 730-4090.

Cisco Channel Partner Program

The award-winning Cisco Channel Partner Program is your connection to a wealth of resources all aimed at increasing your profitability and customer satisfaction. Whether you provide products, services, or solutions, partnering with Cisco pays off. You gain higher credibility, a new level of differentiation, increased competency, greater visibility, and a stronger relationship with Cisco and your customers.

Relationship Types

- **Cisco Registered Partner**—The first step in establishing your relationship with Cisco and provides you with access to the tools and training you need to become a Cisco certified or specialized partner
- **Cisco Specialized Partner**—Developing expertise in a selected area of focus can help differentiate businesses from competitors, pursue new markets, and migrate to higher margin-based services and solution-based business models. There are both technology and services specializations, in areas ranging from Converged Business, CRM Express, IP Communications to Wireless LANs
- **Cisco Certified Partner**—This program integrates the technology focus of Cisco channel specializations, flexible individual career certification requirements, customer satisfaction tools, and pre- and post-sales support capabilities

Certification Levels

- **Cisco Gold Certified Partner**—offers the highest credibility in the marketplace. Cisco Gold Certified Partners deliver the highest level of support, have achieved a measurable level of customer satisfaction, and are recognized for gaining expertise in three specializations, typically
- **Cisco Silver Certified Partner**—gives your company enhanced credibility, provides objective evidence of your superior service and support capabilities, and rewards you with recognition for focusing on at least two specializations
- **Cisco Premier Certified Partner**—offers your company credibility and access to Cisco programs as well as recognition for focusing on at least one specialization

Rewards

Depending on the level of competencies and capabilities, rewards available to your company include Access to the Cisco Brand, Communications, Discounts and Promotions, Free and/or Discounted Training, and Channel Incentive Programs.

For More Information

See the Cisco Channel Partner Program web site at <http://www.cisco.com/go/partner>

Product Warranty Information

All Cisco hardware and software products are covered for a minimum of 90 days. Some products have a longer or more appropriate coverage. All Cisco warranties apply to the Customer or Original Owner (the individual who purchased the product for their own use) also referred to as the End User.

Warranty ¹	Entitlements Description
Cisco Standard 90-day Hardware Warranty, Software Warranty and License Agreement (78-5235-vvrr)	<ul style="list-style-type: none"> • Advance Replacement shipping within 10 business days from RMA Request Date within 90 Days of original shipment from Cisco or from Cisco Reseller • 90-Day Assurance that the SW Media is defect-free and the SW conforms to its published specifications • Guest Access to Cisco Connection Online (CCO)
90-Day Limited Hardware Warranty(78-5236-vvrr)	<ul style="list-style-type: none"> • Advance Replacement shipping within 10 business days from RMA Request Date within 90 Days of original shipment from Cisco or from Cisco Reseller • 90-Day Assurance that the SW Media is defect-free and the SW conforms to its published specifications • Guest Access to Cisco Connection Online (CCO)
One-Year Limited Hardware Warranty (78-10747-vvrr)	<ul style="list-style-type: none"> • Advance Replacement shipping within 10 business days from RMA Request Date within One Year of original shipment from Cisco or from Cisco Reseller • 90-Day Assurance that the SW Media is defect-free and the SW conforms to its published specifications • Guest Access to Cisco Connection Online (CCO)
Limited Lifetime Hardware Warranty (78-6310-vvrr)	<ul style="list-style-type: none"> • Advance Replacement shipping within 10 business days from RMA Request Date during supported life of the product, starting original ship date from Cisco or Cisco reseller. (Fan and power supply warranty limited to 5 years from ship-date) • 90-Day Assurance that the SW Media is defect-free and the SW conforms to its published specifications • Guest Access to Cisco Connection Online (CCO)
End-User Software License Agreement and Software Warranty (78-3621-vvrr)	<ul style="list-style-type: none"> • 90-Day Assurance that the SW Media is defect-free and the SW conforms to its published specifications • End User License Agreement terms • Guest Access to Cisco Connection Online (CCO)
5-Years Limited Hardware and 1-Year Limited Software Warranty (78-13712-vvrr)	<ul style="list-style-type: none"> • Replacement shipping within 15 business days from RTF Date within 5 Years from the original ship date from Cisco or Cisco reseller • One-Year Assurance that the SW Media is defect-free and the SW conforms to its published specifications • Guest Access to Cisco Connection Online (CCO)
5-Years Limited Hardware and 5-Year Limited Software Warranty² (78-13712-vvrr)	<ul style="list-style-type: none"> • Replacement shipping within 15 business days from RTF Date within 5 Years from the original ship date from Cisco or Cisco reseller • Five-Year Assurance that the SW Media is defect-free and the SW conforms to its published specifications • Guest Access to Cisco Connection Online (CCO)

1. “vv” and “rr” suffixes of the warranty document numbers represent the revision and version numbers respectively.
2. The Cisco Limited 5-Year Hardware and 5-Year Software Warranty is available only to qualified World Wide Service Providers which Cisco defines as owners and operators of the world’s collection of voice-oriented Public Switched Telephone Networks (PSTNs)

For More Information

See the Web site: http://www.cisco.com/en/US/products/prod_warranties_listing.html

Cisco Services

Cisco Services creates value for Cisco customers by delivering lifecycle services that provide lower total cost of ownership, business agility, and higher availability.

Businesses have expanded their networks not only in size but also in business utility and strategic value. As network relevance and complexity increases, network support becomes more important. Cisco Services broadens the traditional support portfolio by adding architectural and optimization services and providing full support throughout the network lifecycle. This support helps customers prepare, plan, design, implement, operate, and ultimately optimize their networks.

Support throughout the network lifecycle helps enable delivery of end-to-end, targeted solutions that are essential for companies to receive the full benefit that a converged network can provide. Cisco transfers knowledge at every phase of the lifecycle, helping IT staffs learn the skills they need to run next-generation converged networks. Adopting the entire lifecycle approach helps to ensure that networks now and in the future provides the most value, with less downtime, better security, and with the ability to quickly add new technologies.

Cisco and its partners have deployed some of the largest and most complex systems in the world. Based on this experience, Cisco has defined the necessary lifecycle services required for various customer and technology requirements, delivering tailored services based on specific needs.

Delivered directly by Cisco and through best-in-class service partners, Cisco Services maximize business productivity by providing a lower total cost of ownership, business agility, and higher availability. The Cisco Services lifecycle framework delivers solutions to meet customers' current needs and to support migration to the intelligent information network of the future.

For More Information

See the Technical Support Services Web site:

http://www.cisco.com/en/US/products/svcs/ps3034/serv_category_home.html

Helpful Cisco Web Sites

Cisco Web Site	URL ¹
Worldwide Contacts	http://www.cisco.com/go/wwcontacts
Technical Support	http://www.cisco.com/go/support For customer support tips, software center, online documents, and more.
Learning & Events	http://www.cisco.com/en/US/learning/ http://www.cisco.com/warp/public/10/wwtraining/pec/peclogin.html
Partner Events	http://www.cisco.com/en/US/partners/pr47/events.shtml
Partner Registration	http://tools.cisco.com/WWChannels/IPA/welcome.do Begin your relationship with Cisco by registering as a Cisco Registered or Certified Partner
Marketing Resources	http://www.cisco.com/en/US/partners/pr61/marketing.shtml
Sales Resources	http://www.cisco.com/en/US/partners/pr61/partners_marketing_category_home.shtml
Channel Partner Program	http://www.cisco.com/en/US/partners/pr11/index.shtml
Get Cisco.com Access	http://tools.cisco.com/RPF/register/register.do Register for a guest-level Cisco.com ID as a prerequisite for partner level access
Associate Myself With A Partner	http://tools.cisco.com/WWChannels/GETLOG/jsp/GetLogin.jsp?page=PartnerUserHomePage If you are an employee of Cisco Registered and Cisco Certified or Specialized Partners, you can associate yourself with your company and upgrade your current Cisco.com ID to partner level
Partner Self Service	http://tools.cisco.com/WWChannels/GETLOG/welcome.do Use this suite of tools to manage personal and company information in the Cisco partner database
Partner Help Online	http://ciscopartner.custhelp.com/ Search partners' frequently asked questions and ask for the help you need
Partner Incentives and Promotions	http://www.cisco.com/en/US/partners/pr61/pr73/partners_promotions_concept_home.shtml
Cisco Partner Newsletters	http://www.cisco.com/en/US/partners/pr47/newsletter/index.shtml
Channel Partner Tools	http://www.cisco.com/en/US/partners/partners_channels_tools_index.shtml
Partner News@Cisco	http://www.cisco.com/en/US/partners/pr47/partners_whats_new.shtml
Certification/Specialization Application	http://tools.cisco.com/WWChannels/cpapp/index.jsp Apply for a Cisco Certification or Specialization
Cisco Product Quick Reference Guide	http://www.cisco.com/go/guide Register your copy of CPORG and order additional copies
Product Catalog	http://cisco.com/univercd/cc/td/doc/pcat/
Find a Channel Account Manager	http://tools.cisco.com/WWChannels/CAMLOC/jsp/cam_locator.jsp
Partner Business Central— Browse and Configure Products	http://www.cisco.com/appcontent/echannels/pbc/ Contains a configuration tool to validate channel product options; also select and compare products, check price and availability, and submit your order to your distributor online. Cisco.com login required—click on "Browse and Configure Products".
Worldwide Distributors Web Site	http://tools.cisco.com/WWChannels/LOCATR/jsp/distributor_locator.jsp List, by country, of authorized Cisco Distributors who stock and resell Cisco products.
Distribution Product Reference Guide (DPRG)	http://www.cisco.com/appcontent/echannels/pbc/ Complete list of pricing information, part numbers, and more for distribution (2-tier) products. Data is refreshed nightly. Cisco.com login required.
End-of-Sale and End-of-Life Products	http://www.cisco.com/en/US/products/prod_end_of_life.html
Cisco Product Advisor	http://www.cisco.com/warp/public/779/smbiz/service/advisor/
Discussion Forums	http://forums.cisco.com/eforum/servlet/NetProf?page=main
Cisco Partner View	http://www.cisco.com/en/US/partners/home_pages_cisco_partner_view_tool_launch.shtml Cisco Partner View is a single entry point to access the applications and content required by Cisco certified partners to effectively manage their Cisco relationship.
Cisco Power Calculator	http://tools.cisco.com/cpc/launch.jsp Calculate the power supply requirements for Cisco Catalyst® 6500, Catalyst 4500, Catalyst 3750, and Catalyst 3560 series switches, and the Cisco 7600 Series Router.
Cisco Feature Navigator II	http://tools.cisco.com/ITDIT/CFN/jsp/index.jsp
Command Lookup Tool for Cisco IOS	http://www.cisco.com/pcgi-bin/Support/Cmdlookup/home.pl
Product Alert Tool	http://www.cisco.com/Support/PAT/do/ViewMyProfiles.do
Service Availability Matrix	http://tools.cisco.com/apicd/sam/search/search.do
Small Business Network Designer	http://www.ciscoretail.com/sbnd/index.html
Software Advisor	http://tools.cisco.com/Support/Fusion/index.do
Cisco IOS Software Selector	http://tools.cisco.com/ITDIT/ISTMAIN/servlet/index
Solution Finder for Modular Routers	http://www.cisco.com/pcgi-bin/finder/msbsearch.pl
Cisco 1700 Series Router Solution Design Tool	http://www.ciscowebtools.com/1700sdt/ Designed to guide you through the configuration of a complete Cisco 1700 Series system.
2600/3600/3700 Memory Calculator	http://www.cisco.com/pcgi-bin/Support/MemCalc/mem-calc.pl
Developer Services FAQs Central	http://www.cisco.com/pcgi-bin/front.x/cse/DSFC/DSFCGuestLogin.pl
Developer Support Central Supported Products	http://www.cisco.com/pcgi-bin/dev_support/access_level/product_support

1. Additional Cisco.com access required for most URLs.