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## Preface

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This preface describes the audience, organization, and conventions of the *Cisco Virtual Security Gateway (VSG) Troubleshooting Guide*. It also provides information on how to obtain related documentation.

This chapter includes the following sections:

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## Audience

This publication is for experienced network administrators who configure and maintain a Cisco Virtual Security Gateway (VSG).

## Organization

This document is organized into the following chapters:

| Title   | Description  |
|---|--|
| <a href="#">Chapter 1, “Overview”</a>                             | Describes basic troubleshooting information.   |
| <a href="#">Chapter 2, “Using Troubleshooting Tools”</a>          | Describes the available troubleshooting tools.   |
| <a href="#">Chapter 3, “Troubleshooting Installation Issues”</a>  | Describes how to troubleshoot installation problems.                                   |
| <a href="#">Chapter 4, “Troubleshooting Licensing Issues”</a>     | Describes how to identify and resolve problems related to licensing for the Cisco VSG. |
| <a href="#">Chapter 5, “Troubleshooting Module Interactions”</a>  | Describes how to identify and resolve problems with modules.                           |
| <a href="#">Chapter 6, “Troubleshooting Policy Engine Issues”</a> | Describes policy engine troubleshooting issues.  |

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| Title   | Description   |
|---|---|
| <a href="#">Chapter 7, “Troubleshooting High Availability Issues”</a> | describes how to identify and resolve problems related to High Availability (HA). |
| <a href="#">Chapter 8, “Troubleshooting System Issues”</a>            | Describes how to identify and resolve system-related problems in Cisco VSG..      |
| <a href="#">Chapter 9, “Before Contacting Technical Support”</a>      | Describes the steps to take before requesting technical support.                  |

## Document Conventions

Command descriptions use these conventions:

| Convention           | Description   |
|----------------------|---|
| <b>boldface font</b> | Commands and keywords are in boldface.  |
| <i>italic font</i>   | Arguments for which you supply values are in italics.   |
| [ ]                  | Elements in square brackets are optional.   |
| [ x   y   z ]        | Optional alternative keywords are grouped in brackets and separated by vertical bars.                                       |
| string               | A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks. |

Screen examples use these conventions:

|                             |   |
|-----------------------------|---|
| screen font                 | Terminal sessions and information that the switch displays are in screen font.                            |
| <b>boldface screen font</b> | Information that you must enter is in boldface screen font.   |
| <i>italic screen font</i>   | Arguments for which you supply values are in italic screen font.  |
| < >                         | Nonprinting characters, such as passwords, are in angle brackets.   |
| [ ]                         | Default responses to system prompts are in square brackets.   |
| !, #                        | An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line. |

This document uses the following conventions:



### Note

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



### Caution

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

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## Related Documentation

This section contains information about the documentation available for Cisco Virtual Security Gateway and related products.

### Cisco Virtual Security Gateway Documentation

*The following Cisco Virtual Security Gateway for the Nexus 1000V Series Switch documents are available on Cisco.com at the following url:*

[http://www.cisco.com/en/US/products/ps13095/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps13095/tsd_products_support_series_home.html)

- *Cisco Virtual Security Gateway for Nexus 1000V Series Switch Release Notes, Release 4.2(1)VSG1(1)*
- *Cisco Virtual Security Gateway, Release 4.2(1)VSG1(1) and Cisco Virtual Network Management Center, Release 1.0.1 Installation Guide*
- *Cisco Virtual Security Gateway for Nexus 1000V Series Switch License Configuration Guide, Release 4.2(1)VSG1(1)*
- *Cisco Virtual Security Gateway for Nexus 1000V Series Switch Configuration Guide, Release 4.2(1)VSG1(1)*
- *Cisco Virtual Security Gateway for Nexus 1000V Series Switch Command Reference, Release 4.2(1)VSG1(1)*
- *Cisco Virtual Security Gateway for Nexus 1000V Series Switch Troubleshooting Guide, Release 4.2(1)VSG1(1)*

### Cisco Virtual Network Management Center Documentation

*The following Cisco Virtual Network Management Center documents are available on Cisco.com at the following url:*

[http://www.cisco.com/en/US/products/ps11213/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps11213/tsd_products_support_series_home.html)

- *Release Notes for Cisco Virtual Network Management Center, Release 1.0.1*
- *Cisco Virtual Security Gateway, Release 4.2(1)VSG1(1) and Cisco Virtual Network Management Center, Release 1.0.1 Installation Guide*
- *Cisco Virtual Network Management Center CLI Configuration Guide, Release 1.0.1*
- *Cisco Virtual Network Management Center GUI Configuration Guide, Release 1.0.1*
- *Cisco Virtual Network Management Center XML API Reference Guide, Release 1.0.1*

### Cisco Nexus 1000V Series Switch Documentation

*The Cisco Nexus 1000V Series Switch documents are available on Cisco.com at the following url:*  
[http://www.cisco.com/en/US/products/ps9902/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps9902/tsd_products_support_series_home.html)

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## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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