

>THIS IS **THE WAY**

>THIS IS **NORTEL**

Nortel Multiservice Switch 7400/15000/20000

Using the Documentation

NN10600-001

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Document date: October 2005
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Nortel Multiservice Switch documentation roadmap

Nortel Multiservice Switch documentation consists of procedural, conceptual, and reference information to support the Multiservice Switch products. This document can be used as a guide to finding information in the Multiservice Switch documentation suite.

To understand the numbers assigned to each document, refer to [Nortel Multiservice Switch document numbering \(page 17\)](#).

For information on changes to Multiservice Switch documentation for this software release, see NN10600-000 *Nortel Multiservice Switch 7400/15000/20000 What's New*.

Navigation

- [Information quality \(page 4\)](#)
- [Documentation packaging summary \(page 5\)](#)

Information quality

Documents are delivered with either a Draft, Preliminary, or Standard designation for the entire book, but the content for a specific feature may be at a different stage of development. The documentation status of the features is indicated in the NN10600-000 *Nortel Multiservice Switch 7400/15000/20000 What's New*.

The status definitions are as follows:

- **Draft:** Information is written and reviewed for technical content, but the feature is still under development and change is expected.
- **Preliminary:** Development of the feature content is complete and is considered stable.
- **Standard:** The feature content has been fully reviewed for quality and is suitable for delivery to customers.

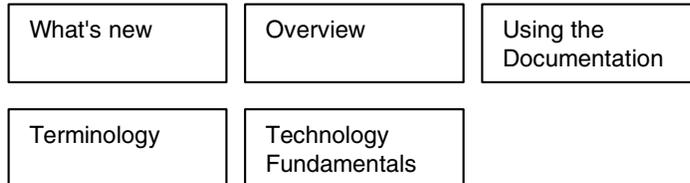


Documentation packaging summary

Each document in the Nortel Multiservice Switch suite belongs to a package of related documents. For document grouping and the type of information included in each package, see the figure [Nortel Multiservice Switch documentation packaging \(page 5\)](#).

Nortel Multiservice Switch documentation packaging

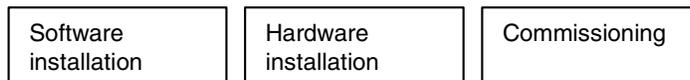
Product Fundamentals



Planning and Engineering



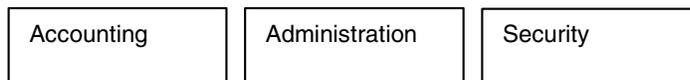
Installation and Commissioning



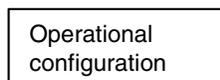
Upgrade and Patches



Administration and Security



Operations



Fault and Performance Management





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- [Planning and engineering \(page 9\)](#)
- [Installation and commissioning \(page 9\)](#)
- [Upgrades and patches \(page 10\)](#)
- [Administration and security \(page 10\)](#)
- [Operations \(page 11\)](#)
- [Fault and performance management \(page 15\)](#)

Product fundamentals

Product fundamentals documents provide reference and conceptual information that applies to the whole product and descriptive information about the documentation suite. For a list of documents that fall under this category, see [Nortel Multiservice Switch product fundamentals documents \(page 6\)](#).

Nortel Multiservice Switch product fundamentals documents

Document title	Abstract
NN10600-000 <i>Nortel Multiservice Switch 7400/15000/20000 What's New</i>	This document provides a brief description of the new features in this release. The document also identifies changes to the Multiservice Switch documentation suite between releases and any changes to the delivery method. For additional feature information and last-minute post-publication changes to the suite (if applicable), see the Nortel Multiservice Switch Release Notes for this PCR release.
NN10600-002 <i>Nortel Using Task-based Documentation Job Aid</i>	This document is a quick reference for using new task-based documentation. It describes the structure of task-based documentation and how it is used effectively.
NN10600-005 <i>Nortel Multiservice Switch 7400/15000/20000 Terminology</i>	This document contains a glossary of the terms and acronyms used in the Multiservice Switch documentation suites.
NN10600-030 <i>Nortel Multiservice Switch 7400/15000/20000 Overview</i>	This document provides an overview of the Nortel Multiservice Switch 7400/15000/20000 systems. This document also describes the Multiservice Switch hardware, software, network management functions, technical specifications, and services, and explains their network role and capabilities. It describes how you can use Multiservice Switch to provide high-performance switching efficiently and economically in carrier markets. The document also contains information on how to order Multiservice Switch hardware, software, or documentation and on how to contact Nortel Networks support services.
(1 of 3)	



Nortel Multiservice Switch product fundamentals documents (continued)

Document title	Abstract
NN10600-050 <i>Nortel Multiservice Switch 7400/15000/20000 Command Reference</i>	This document explains how to use commands to control the Multiservice Switch software. This explanation includes generic command information and a description of all the commands you can use. The document also contains detailed examples of many of the Multiservice Switch commands.
NN10600-053 <i>Nortel Multiservice Switch 7400/15000/20000 Commands Job Aid</i>	This document describes the most commonly used Multiservice Switch commands.
NN10600-060 <i>Nortel Multiservice Switch 7400/15000/20000 Component Reference</i>	This document contains detailed descriptions of the components and subcomponents used in Nortel Multiservice Switch 7400/15000/20000, software. This document also contains information on the components' operational and provisional attributes and the functional relationships that exist between them. This document is organized according to root level components.
NN10600-120 <i>Nortel Multiservice Switch 15000/20000 Hardware Description</i>	This document describes the hardware components, processor cards, and cables on the Nortel Multiservice Switch 15000 and Multiservice Switch 20000, including the functions and interrelationships of each hardware component and subassembly.
NN10600-170 <i>Nortel Multiservice Switch 7400 Hardware Description</i>	This document describes and provides detailed interface specifications for all Nortel Multiservice Switch 7400 control and function processors.
NN10600-172 <i>Nortel Multiservice Switch 7400 FP Cabling Reference</i>	This document contains reference information on cabling connections for Nortel Multiservice Switch 7400 function processors (FPs).
NN10600-551 <i>Nortel Multiservice Switch 7400/15000/20000 FP Configuration Reference</i>	This document contains reference information for all Nortel Multiservice Switch 7400/15000/20000 function processors (FP). For each FP, the document provides a description of its functionality, configuration parameters, supported applications and services, and OSI states.
NN10600-700 <i>Nortel Multiservice Switch 7400/15000/20000 ATM Technology Fundamentals</i>	This document provides an overview of the Multiservice Switch asynchronous transfer mode (ATM) service, including information on ATM network architecture, connections and interfaces, traffic management, and transmission services.
NN10600-702 <i>Nortel Multiservice Switch 7400/15000/20000 ATM Routing and Signalling Fundamentals</i>	This document contains detailed descriptive information on ATM routing and signaling for Multiservice Switch nodes and networks. This information includes detailed descriptions of ATM interfaces and connections, network addressing, and networking scenarios.

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Nortel Multiservice Switch product fundamentals documents (continued)

Document title	Abstract
NN10600-705 <i>Nortel Multiservice Switch 7400/15000/20000 ATM Traffic Management Fundamentals</i>	This document provides a road map to the ATM traffic management documents. It also provides an overview of controls, descriptions of traffic contracts, PNNI and UNI routing impacts, standards compliance, configuration settings for all FP types, and descriptions of general concepts.
NN10600-706 <i>Nortel Multiservice Switch 7400/15000/20000 ATM Traffic Shaping and Policing Fundamentals</i>	This document describes the traffic management concepts that apply to the network edge: traffic shaping and policing, and applications by FP type.
NN10600-707 <i>Nortel Multiservice Switch 7400/15000/20000 ATM Queuing and Scheduling Fundamentals</i>	This document describes the traffic management concepts that apply to the node and FP resources: queuing, scheduling, memory management, and packet-wise discard, and applications by FP type.
NN10600-708 <i>Nortel Multiservice Switch 7400/15000/20000 ATM CAC and Bandwidth Fundamentals</i>	This document describes traffic management concepts that apply to bandwidth management: CAC, bandwidth pools, and dynamic bandwidth management.
NN10600-780 <i>Nortel Media Gateway 7480/15000 Technology Fundamentals</i>	This document contains descriptive information for switched and non-switched packet voice gateway.
NN10600-800 <i>Nortel Multiservice Switch 7400/15000/20000 IP Technology Fundamentals</i>	This document contains descriptive information about the implementation of IP and virtual routers on Multiservice Switch, routing protocols, IP services, and access media.
NN10600-802 <i>Nortel Multiservice Switch 7400/15000/20000 IP VPN Technology Fundamentals</i>	This document contains descriptive information about Multiservice Switch IP VPN services.
NN10600-808 <i>Nortel Multiservice Switch 7400/15000/20000 Layer 3 Traffic Management Fundamentals</i>	This document contains descriptive information about the fundamentals of Layer 3 traffic management.
NN10600-900 <i>Nortel Multiservice Switch 7400/15000/20000 Frame Relay Technology Fundamentals</i>	This document contains a description of the Multiservice Switch Frame Relay service and guidelines for network engineering. This guide also contains information on how to monitor and troubleshoot the Frame Relay operating environment.
NN10600-905 <i>Nortel Multiservice Switch 7400/15000/20000 Frame Relay UNI Job Aid</i>	This document contains quick reference information on the Frame Relay UNI frame format and commands.
NN10600-906 <i>Nortel Multiservice Switch 7400/15000/20000 Frame Relay NNI Job Aid</i>	This document contains quick reference information on the Frame Relay NNI frame format and commands.

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Attention: The product fundamentals category also includes the present guide, the NN10600-001 *Nortel Multiservice Switch 7400/15000/20000 Using the Documentation*.

Planning and engineering

Planning and engineering documents provide highly technical information that is used to design and engineer a network. For a list of documents that fall under this category, see [Nortel Multiservice Switch planning and engineering documents \(page 9\)](#).

Nortel Multiservice Switch planning and engineering documents

Document title	Abstract
NN10600-125 <i>Nortel Multiservice Switch 15000/20000 Planning Site Requirements</i>	This document describes how to plan the hardware installation of the Nortel Multiservice Switch 15000 and Multiservice Switch 20000 and to prepare the site where the installation will occur. Physical space requirements, power feed information, and special considerations such as electrostatic discharge and electromagnetic interference are included in this guide.

Installation and commissioning

Installation and commissioning documentation includes information about initial software and hardware installation as well as commissioning procedures for Nortel Multiservice Switch services. For a list of documents that fall under this category, see [Nortel Multiservice Switch installation and commissioning documents \(page 9\)](#).

Nortel Multiservice Switch installation and commissioning documents

Document title	Abstract
NN10600-130 <i>Nortel Multiservice Switch 15000/20000 Hardware Installation, Maintenance, and Upgrade</i>	This document contains complete instructions for installing, adding, replacing, maintaining, or upgrading the hardware and associated equipment of a Nortel Multiservice Switch 15000 and Multiservice Switch 20000. The instructions are supported by safety requirements and considerations of best practices to ensure the safety of personnel and the safe, effective, and timely handling of the switch hardware.
NN10600-175 <i>Nortel Multiservice Switch 7400 Hardware Installation, Maintenance, and Upgrade</i>	This document contains information on the selection and preparation of a site, the installation, maintenance, powering up and testing of a Nortel Multiservice Switch 7400.

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Nortel Multiservice Switch installation and commissioning documents (continued)

Document title	Abstract
NN10600-270 <i>Nortel Multiservice Switch 7400/15000/20000 Software Installation</i>	This document describes the process of verifying the software installed on a Multiservice Switch node and installing new or additional software features if required. The document also contains instructions on how to migrate the software on an existing Multiservice Switch node to a new software release.
NN10600-550 <i>Nortel Multiservice Switch 7400/15000/20000 Common Configuration Procedures</i>	This document contains instructions on how to configure the basic elements of a Multiservice Switch node.
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Upgrades and patches

Upgrade and patches documentation includes information for upgrading Multiservice Switch software and hardware, including configuration procedures and tests to be performed immediately after the upgrade. For a list of documents that fall under this category, see [Nortel Multiservice Switch upgrade and patches documents \(page 10\)](#).

Nortel Multiservice Switch upgrade and patches documents

Document title	Abstract
NN10600-272 <i>Nortel Multiservice Switch 7400/15000/20000 Upgrading Software</i>	This document provides all the procedures necessary to upgrade Multiservice Switch software, including software migration, feature upgrades, and patch activation.

Administration and security

Administration and security documentation includes information required to perform Multiservice Switch administrative and operational tasks. This category includes information about managing the protection of resources from unauthorized or detrimental access and use, as well as information required to set up, collect, process and modify accounting records. For a list of documents that fall under this category, see [Nortel Multiservice Switch administration and security documents \(page 11\)](#).



Nortel Multiservice Switch administration and security documents

Document title	Abstract
NN10600-271 <i>Nortel Multiservice Switch 7400/15000/20000 Network Management Connectivity</i>	This document describes connecting network management tools to Multiservice Switch and using the StartUp utility. Procedures for connecting a newly-installed Multiservice Switch to the network are included along with details on setting up your chosen method of network management, connecting the Multiservice Switch to the network, connection options, and network topology examples.
NN10600-300 <i>Nortel Multiservice Switch 7400/15000/20000 Operations: SNMP</i>	This document contains a general description of the simple network management protocol (SNMP) and specific details on SNMPv1 and SNMPv2. This document also contains procedures for provisioning SNMP on a generic level and for specifically provisioning SNMPv1 and SNMPv2. In addition, you can find information on supported MIBs, implementation details for supported and unsupported objects, and troubleshooting information.
NN10600-560 <i>Nortel Multiservice Switch 7400/15000/20000 Accounting</i>	This document contains an overview of Multiservice Switch accounting and accounting for Multiservice Switch services.
NN10600-601 <i>Nortel Multiservice Switch 7400/15000/20000 Security Management</i>	This document contains conceptual and procedural information on configuring user access and permissions for the Nortel Multiservice Switch 7400/15000/20000.

Operations

Operations documentation includes conceptual and procedural information for performing routine configuration tasks such as setting up routes, connections, protocols and services, or for configuring hardware components such as cards. For a list of documents that fall under this category, see [Nortel Multiservice Switch operations documents \(page 11\)](#).

Nortel Multiservice Switch operations documents

Document title	Abstract
NN10600-405 <i>Nortel Multiservice Switch 7400/15000/20000 Operations: Call Server</i>	This document describes the Call Server for Multiservice Switch networks.
NN10600-410 <i>Nortel Multiservice Switch 7400/15000/20000 Operations: Call Redirection Server</i>	This document contains an overview of the call redirection service and details on deploying, provisioning, maintaining, and troubleshooting the service.

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Nortel Multiservice Switch operations documents (continued)

Document title	Abstract
NN10600-415 <i>Nortel Multiservice Switch 7400/15000/20000 Operations: Hunt Group Server</i>	This document contains an overview of the hunt group capability and details on deploying, provisioning, maintaining and troubleshooting hunt groups.
NN10600-420 <i>Nortel Multiservice Switch 7400/15000/20000 Operations: Trunking</i>	This document contains a more specific description of Multiservice Switch trunking functionality, the configuration procedures for Multiservice Switch trunks, and the operational and debugging procedures associated with Multiservice Switch trunks.
NN10600-425 <i>Nortel Multiservice Switch 7400/15000/20000 Operations: Dynamic Packet Routing System</i>	This document contains information specific to the Multiservice Switch Dynamic Packet Routing System (DPRS). This information includes a description of DPRS routing, DPRS traffic management features, and network planning with DPRS. In addition, the document contains DPRS configuration, operational, and troubleshooting procedures.
NN10600-435 <i>Nortel Multiservice Switch 7400/15000/20000 Operations: Path-Oriented Routing System</i>	This document contains information specific to the Multiservice Switch Path-Oriented Routing System (PORS). This information includes a description of PORS routing, PORS congestion and bandwidth management, the Passport components and attributes used by PORS, configuration procedures, and routing examples.
NN10600-440 <i>Nortel Multiservice Switch 7400 Operations: Frame Relay Managed Cut Through Switching</i>	This document contains an overview of MCS for Multiservice Switch 7400, a description of its architecture, and information on how it is used by Frame Relay services. This document also contains information on engineering, installing, provisioning, and troubleshooting MCS.
NN10600-445 <i>Nortel Multiservice Switch 7400/15000/20000 Operations: Multiprotocol Label Switching</i>	This document contains an overview of MPLS, and explains how it works. The document also contains a description of MPLS architecture, and information on configuring and troubleshooting MPLS. This document also describes the MPLS gateway application which implements ATM over MPLS over POS for transport across a core network.
NN10600-450 <i>Nortel Multiservice Switch 7400: Operations: DPN-100 Interworking</i>	This document contains a description of how to interconnect a Multiservice Switch 7400 RID subnet to an existing DPN-100 network. This document also contains procedures for provisioning, monitoring, and troubleshooting an interworking network environment consisting of Multiservice Switch 7400 nodes and DPN-100 nodes.
NN10600-510 <i>Nortel Multiservice Switch 7400/15000/20000 Operations: Trace System</i>	This guide explains the interface protocol, provisioning, operating and troubleshooting procedures of the PTS (the trace system used by Multiservice Switch).

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Nortel Multiservice Switch operations documents (continued)

Document title	Abstract
NN10600-710 <i>Nortel Multiservice Switch 7400/15000/20000 ATM Configuration Management</i>	This document describes how to configure the Multiservice Switch ATM service for permanent and dynamic connections. This information includes the configuration of interfaces, routes, switched connections, virtual channels, paths, and ATM accounting.
NN10600-720 <i>Nortel Multiservice Switch 7400/15000/20000 Operations: AAL1 Circuit Emulation</i>	This document contains a description of the AAL1 circuit emulation service and its capabilities. This document also contains procedures for configuring, monitoring, and troubleshooting the circuit emulation service on Nortel Multiservice Switch 7400/15000/20000.
NN10600-730 <i>Nortel Multiservice Switch 7400/15000/20000 Operations: Inverse Multiplexing for ATM</i>	This document contains a description of IMA and its capabilities. This document also contains procedures for configuring, monitoring, and troubleshooting IMA.
NN10600-745 <i>Nortel Multiservice Switch 7400 Operations: MPANL</i>	This document contains a description of the Multiservice Switch MPANL service and protocol. This document also contains instructions on provisioning, operating, monitoring, and troubleshooting the MPANL service.
NN10600-750 <i>Nortel Multiservice Switch 7400 Operations: Voice Transport</i>	This document describes the Multiservice Switch 7400 Voice Transport service.
NN10600-755 <i>Nortel Multiservice Switch 7400 Operations: Voice Networking</i>	This document describes the voice networking service for Multiservice Switch 7400. Information in the document explains operation and capabilities, installation, application examples, and interpretation and resolution of problems.
NN10600-760 <i>Nortel Multiservice Switch 7400 Operations: DCME Voice Service</i>	This document describes the digital circuit multiplication equipment (DCME) voice service of the Multiservice Switch 7400, including the features and characteristics of the DCME voice service, how to provision and maintain the DCME voice service on a Multiservice Switch 7400 node, and how to monitor and troubleshoot the DCME voice service.
NN10600-765 <i>Nortel Multiservice Switch 7400 Operations: Remote Server Agent</i>	This document contains an overview of the RSA and its role in Passport 4400 and Multiservice Switch 7400 interworking. This document also contains procedures for installing, provisioning, and troubleshooting the RSA.
NN10600-770 <i>Nortel Multiservice Switch 7400 Operations: HDLC Transparent Data Service</i>	This document describes the Multiservice Switch 7400 HDLC Transparent Data Service (HTDS).

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Nortel Multiservice Switch operations documents (continued)

Document title	Abstract
NN10600-775 <i>Nortel Multiservice Switch 7400 Operations: Bit Transparent Data Service</i>	This document describes the Passport Bit Transparent Data Service (BTDS). The Bit Transparent Data Service (BTDS) provides a means of transmitting any continuous bit-rate data, such as video or Bisync.
NN10600-781 <i>Nortel Media Gateway 7480/15000 Non-switched Service Configuration Management</i>	This document contains procedural information for configuring non-switched packet voice gateway
NN10600-782 <i>Nortel Media Gateway 7480/15000 Switched Service Configuration Management</i>	This document contains procedural information for configuring switched packet voice gateway using ATM or IP.
NN10600-783 <i>Nortel Media Gateway 7480/15000 Periodic Routine Exercise</i>	This document contains detailed descriptive information, configuration and scheduling procedures, and explanations of resultant behavior for the Media Gateway 15000 Periodic Routine Exercise (REX) application and feature. REX is supported on Carrier VoIP Media Gateway 15000 platforms that use Voice Service Processors 3 with integrated optical TDM interfaces (VSP3-o) functional processors.in the Packet Trunking-IP Gigabit Ethernet (PT-IP GE) and Universal Access-IP Gigabit Ethernet (UA-IP GE) solutions.
NN10600-801 <i>Nortel Multiservice Switch 7400/15000/20000 IP Configuration Management</i>	This document contains procedural information about IP and virtual routers, routing protocols, IP services, and access media.
NN10600-803 <i>Nortel Multiservice Switch 7400/15000/20000 IP VPN Configuration Management</i>	This document describes the procedures required to configure Multiservice Switch VPNs over frame relay, GigE, and ATM.
NN10600-809 <i>Nortel Multiservice Switch 7400/15000/20000 Layer 3 Traffic Management Configuration</i>	This document describes the procedures required to configure Layer 3 traffic management.
NN10600-821 <i>Nortel Multiservice Switch 7400/15000/20000 Operations: Ethernet Services</i>	This document describes the Multiservice Switch Ethernet service and how to configure it using a direct connection or the performance enhancement solution. Traffic management and troubleshooting information specific to the Ethernet service is also included in this document.
NN10600-822 <i>Nortel Multiservice Switch 7400/15000/20000 Operations: Ethernet Virtual Line Services</i>	This document describes Multiservice Switch Ethernet Virtual Line Services (EVLS), including information on how to configure, monitor, and troubleshoot EVLS.

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Nortel Multiservice Switch operations documents (continued)

Document title	Abstract
NN10600-901 <i>Nortel Multiservice Switch 7400/15000/20000 Frame Relay Configuration Management</i>	This document contains instructions for installing and provisioning cards, ports, and software for Multiservice Switch Frame Relay service. This guide also contains procedures for monitoring and troubleshooting Multiservice Switch Frame Relay.
NN10600-920 <i>Nortel Multiservice Switch 7400/15000/20000 Operations: Frame Relay to ATM Interworking</i>	This document contains a description of the Multiservice Switch Frame Relay to ATM (FR-ATM) interworking function (IWF) and its implementation as a gateway and interworking service. This document also contains instructions on provisioning the interworking function, monitoring components and connections, and troubleshooting, and information on deployment and migration.
(5 of 5)	

Fault and performance management

Fault and performance management documents include troubleshooting information, alarms reference, and performance measurement and optimization information. For a list of documents that fall under this category, see [Nortel Multiservice Switch fault and performance management documents \(page 15\)](#).

Nortel Multiservice Switch fault and performance management documents

Document title	Abstract
NN10600-500 <i>Nortel Multiservice Switch 6400/7400/15000/20000 Alarms Reference</i>	This document contains reference information on the alarms generated by Multiservice Switch. This document also includes information on how to interpret alarms and their potential causes. You will also find information on the Multiservice Switch alarm philosophy.
NN10600-520 <i>Nortel Multiservice Switch 7400/15000/20000 Fault and Performance Management: Troubleshooting</i>	This document describes the fault management information that is available on Multiservice Switch, describes the basic troubleshooting process, and provides procedures for troubleshooting various hardware and software systems on a Multiservice Switch node.
(1 of 2)	



Nortel Multiservice Switch fault and performance management documents (continued)

Document title	Abstract
<i>NN10600-561 Nortel Multiservice Switch 7400/15000/20000 Data Management</i>	This document describes the Multiservice Switch data collection system and explains how to configure the node for collection of accounting data, statistics, alarms, state change notifications, logs, and debug information.
<i>NN10600-715 Nortel Multiservice Switch 7400/15000/20000 ATM Fault and Performance Management</i>	This document contains information on how to manage faults on those connections running the Multiservice Switch ATM service. This document also contains information on how to monitor ATM function processors, interfaces, and connections. In the event that you find problems, you can refer to this guide for troubleshooting information on how to resolve them.
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Nortel Multiservice Switch document numbering

Each of the Nortel Multiservice Switch documents has a unique identification number. You can find this number at the bottom of each page and in the front and back matter of the documents. This number is structured in the following way:

NNXXXXX-YYY

where:

<XXXXX> is the layer number.

<YYY> is the key number.

Some Multiservice Switch documents are renumbered and renamed from one release to the next. For more information on the changes in the documentation suite for this release, refer to the NN10600-000 *Nortel Multiservice Switch 7400/15000/20000 What's New*.

Navigation

- [Layer numbers \(page 17\)](#)
- [Key numbers \(page 17\)](#)

Layer numbers

Layer numbers uniquely identify which product the document is associated with. You will find the layer number 10600 used for all documents in the Multiservice Switch documentation suite.

Key numbers

The key numbers uniquely identify the functional areas to which each of the documents belong. The documentation suite has been divided into the following functional areas:

- product fundamentals (key numbers: 000 to 099)
- hardware description, installation, and maintenance (key numbers: 100 to 199)



- software installation, commissioning, and network management system administration (key numbers: 200 to 399)
- core networking operations (key numbers: 400 to 499)
- fault management (key numbers: 500 to 549)
- configuration and performance management (key numbers: 550 to 569)
- Security management (key numbers: 600 to 699)
- ATM fundamentals and configuration management (key numbers: 700 to 739)
- Voice service operations (key numbers: 740 to 779)
- Media Gateway fundamentals and configuration management (key numbers: 780 to 799)
- IP, VPN, and Layer 3 traffic fundamentals and configuration management (key numbers: 800 to 819)
- Ethernet fundamentals and configuration management (key numbers: 820 to 899)
- Frame relay service fundamentals and configuration management (key numbers: 900 to 999)



Text conventions

The Nortel Multiservice Switch documentation suite uses a set of standard text conventions. These conventions involve the consistent use of specific text formatting to clearly explain what certain blocks of text mean.

- `nonproportional spaced plain type`

Nonproportional spaced plain type represents system generated text or text that appears on your screen.

- `nonproportional spaced bold type`

Nonproportional spaced bold type represents words that you should type or that you should select on the screen.

- *italics*

Statements that appear in italics in a procedure explain the results of a particular step and appear immediately following the step.

Words that appear in italics indicate a component or attribute name.

- `[optional_parameter]`

Words in square brackets represent optional parameters. The command can be entered with or without the words in the square brackets.

- `<general_term>`

Words in angle brackets represent variables which are to be replaced with specific values.

- `UPPERCASE,lowercase`

Nortel Multiservice Switch commands are not case-sensitive and do not have to match commands and parameters exactly as shown in this document, with the exception of string options values (for example, file and directory names) and string attribute values.

- |

This symbol separates items from which you may select one; for example, ON/OFF indicates that you may specify ON or OFF. If you do not make a choice, a default ON is assumed.



- ...

Three dots in a command indicate that the parameter may be repeated more than once in succession.

The term absolute pathname refers to the full specification of a path starting from the root directory. Absolute pathnames always begin with the slash (/) symbol. A relative pathname takes the current directory as its starting point, and starts with any alphanumeric character (other than /).



Customer service

Nortel provides customer service for technical help, sales, and ordering Nortel Multiservice Switch documentation.

<http://www.nortel.com/support> links you to documentation and technical support resources.

You can add your favorite support topics by selecting the 'My support' tab on the website.

Navigation

- [Getting documentation \(page 21\)](#)
- [Getting technical support \(page 22\)](#)
- [Getting product information \(page 22\)](#)

Getting documentation

You can download and print selected technical publications and release notes directly from the Internet.

Go to:

<http://www.nortel.com/support>

Start by selecting your product that you need documentation for. You can then select documents from the displayed list or login to Helmsman Express to access additional documentation collections.

Attention: To download documentation you must be a registered Nortel customer. Your access to documentation is determined by your registration. Register at <http://www.nortel.com/register>.

You can search and print the information you need directly from the documentation website.



For PDF documents, you can obtain a free copy of Adobe Acrobat Reader from:

<http://www.adobe.com>

Getting technical support

Nortel [Technical Solution Centers \(page 22\)](#) provide technical service if you have purchased a Nortel service program.

Attention: If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller for assistance.

Technical Solution Centers

If you purchased a Nortel service program, you can get help by contacting one of the Nortel Technical Solutions Centers. Contact information is found at:

<http://www.nortel.com/help/contact/global>

An Express Routing Code (ERC) is available for many Nortel products and services. When you use an ERC, your call is routed to a technical support person who specializes in supporting that particular product or service. To locate an ERC for your product or service, go to:

<http://www.nortel.com/help/contact/erc/index.html>

Getting product information

Nortel Customer Service can provide you with information about any Nortel product. Simply contact the customer service office in your country or region to obtain sales information for the current products and services that Nortel offers.

To find the contact information for any Nortel Customer Service office go to:

<http://www.nortel.com/help/contact/global>

Nortel Multiservice Switch 7400/15000/20000

Using the Documentation

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