



# Technical Knowledge Library (TKL) Quick Reference Guide

## What is the TKL?

The Technical Knowledge Library, or TKL, is a content service that allows you unlimited access to key knowledge content for Cisco products and technologies. The content includes proprietary Cisco documentation, e-learning and self-study resources not found on CCO. This information is a gateway for you to increase your knowledge of Cisco technologies, assist in preparing for Cisco career certifications and to maximize the return on your Cisco capital investment.

## What's on the TKL?

The TKL contains Cisco Advanced Services intellectual property including leading practices documentation, whitepapers, case studies and configuration examples. In addition, there are self-study materials and e-learning resources including: Networkers Online, Cisco Press books (in PDF), eLearning courseware and live remote equipment labs. Finally, the TKL comes outfitted with a “sandbox” so that deliverables from your AS engagement can be posted for further review. The “sandbox” is essentially a file repository that can be used to post additional customer specific content in regards to your AS engagement.

## Making Your TKL Work for You

### CCO account registration

TKL access requires CCO account access tied to your company account

### Accessing DRM protected documents.:

TKL content is protected by Araloc. To view documents, Araloc provides an Online (non-installed) or Offline (installed) viewer. Login credentials are required and delivered via email which

will be sent to user's registered CCO email account with detailed instructions.

### Accessing the TKL:

You can access your TKL service by putting the following URL into your browser:

<https://tools.cisco.com/AS-IT/tkl/tkl.htm>

## TKL User Training: Knowledge Services - Advanced Services Education - Cisco Systems

### TKL Troubles: (Raising a case to get support on TKL issues:)

If you should experience any trouble with accessing the TKL, send an email to [tkl-support@cisco.com](mailto:tkl-support@cisco.com) you need to provide your CCO ID in the mail content, automatically a case will be generated & a support engineer will start working with you. There is no need to open a TAC case for the TKL because it is only supported by the TKL team.

### TKL Content Questions/Requests:

If you have a question or request regarding content on the TKL, please send an email to [tkl-doc@cisco.com](mailto:tkl-doc@cisco.com) and copy your Cisco account NCE/PM/SE if possible. Additional content requests to be added to your TKL service can be made via this alias. Every effort is made to fulfill these requests, but they are not guaranteed.

### TKL General Questions:

If you have further questions regarding the TKL, send an email to [tkl-info@cisco.com](mailto:tkl-info@cisco.com) and copy your Cisco account NCE/PM/SE if possible.