



Release Notes for the Cisco Building Broadband Service Director 2.0 Service Pack 1

January 2002

These release notes describe the Cisco Building Broadband Service Director (BBSD) Service Pack 1 (SP1), which applies only to BBSD 2.0, build 18. Subsequent releases of BBSD include these fixes and additional fixes. Do not install this service pack on later releases of BBSD.



Note

The most current Cisco documentation for released products is available on Cisco Connection Online (CCO) at <http://www.cisco.com>. The online documents may contain updates and modifications made after the hardcopy documents were printed.

Contents

- [Introduction, page 2](#)
- [Resolved Caveats, page 2](#)
- [Required Software, page 3](#)
- [Installation, page 3](#)
- [Related Documentation, page 4](#)
- [Obtaining Documentation, page 4](#)
- [Obtaining Technical Assistance, page 5](#)



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Introduction

BBSD is a feature that ships with BBSM 5.1. If you are using BBSD and you install the BBSM 5.1 SP1 on your BBSM Server, you must also install the BBSD 2.0 SP1 on your BBSD Server to get complete data backups.

**Caution**

BBSD will not correctly restore BBSM 5.1 SP1 data that was backed up before the date and time that the BBSD 2.0 SP1 was installed.

Although BBSD 2.0 is compatible with BBSM 5.1, once the BBSM 5.1 SP1 is installed on the BBSM Server, BBSD 2.0 SP1 must also be installed on the BBSD Server to maintain compatibility between BBSM and BBSD.

BBSD 2.0 SP1 includes a new web page, `Version.asp`, that displays current BBSD version information. To access the version page in BBSD, go to [http://\[ipaddress\]/BBSD/Version.asp](http://[ipaddress]/BBSD/Version.asp), where *ipaddress* is the IP address of the BBSD Server.

Resolved Caveats

This section describes the caveats that are resolved with BBSD 2.0 SP1.

CSCdv61988

Synopsis

BBSD 2.0 is compatible with IPORT 4.5 and BBSM 5.1. BBSM 5.1 Servers with SP1 installed have additional data that BBSD was unable to include in data backups.

Cause

The BBSM 5.1 SP1 includes fixes that modify the BBSM database structure.

Resolution

Logic has been added making BBSD 2.0 compatible with BBSM 5.1 SP1 as well as IPORT 4.5 and BBSM 5.1.

CSCdw26556

Synopsis

BBSD did not include a user-friendly way to view the product version, build, and service pack information for service packs and new releases.

Cause

BBSD 2.0 did not include a web page that displays product version information.

Resolution

A new web page is included with BBSD 2.0 SP1, which displays the current product version information. The web page is [http://\[ipaddress\]/BBSD/Version.asp](http://[ipaddress]/BBSD/Version.asp).

Required Software

The BBSD 2.0 SP1 runs from the hard drive, CD, or floppy disk and consists of one executable file, *BBSD20SP1.exe*. You must download this software from the web. See the following section, “[Installation](#).”


Note

Because of an issue with certain versions of the Netscape browser, use only Microsoft Internet Explorer 5.x or higher when working on or connecting to BBSD or BBSM Servers.

Installation

After the BBSD20SP1.exe file is launched, a single window appears with the message *Please wait while BBSD 2.0 Service Pack 1 is installed*. During the installation, you might see various status or error messages. Once the service pack is applied, the window closes. The service pack installation does not require a reboot.


Note

BBSD does not include WEBpatch functionality, a BBSM application that allows you to perform patch updates over the web.

Use the following procedure to install BBSD 2.0 SP1:

- Step 1** From your browser, go to this web site, <http://www.cisco.com/cgi-bin/tablebuild.pl/bbsm>, and download the **BBSD20SP1.exe** file onto a blank, floppy disk.


Note

Verify that the floppy disk is not write-protected.

- Step 2** Insert the floppy disk into the disk drive of the BBSD 2.0 Server.
- Step 3** From your desktop, choose **Start > Run**.
- Step 4** From the Run window, browse to BBSD20SP1.exe and click **Open**.
- Step 5** From the Run window, click **OK**.
- Step 6** From the BBSD20SP1 window, click **OK**.


Note

You do not have to reboot your BBSD 2.0 Server.

Your BBSD 2.0 SP1 installation is complete.

Related Documentation

The following documents provide additional information:

- The *Cisco Building Broadband Service Director Software Configuration Guide* provides instructions for configuring Cisco Building Broadband Service Director software.
- The *Cisco Building Broadband Service Manager Software Configuration Guide* provides instructions for configuring Cisco Building Broadband Service Manager software.
- The *Cisco Building Broadband Service Manager and Director Installation Guide* provides instructions (if your system is customer-installed) for installing Cisco Building Broadband Service Manager software.

Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Leave Feedback** at the bottom of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

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You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

<http://www.cisco.com/tac>

All customers, partners, and re-sellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

<http://www.cisco.com/register/>

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.

This document is to be used in conjunction with the documents listed in the “[Related Documentation](#)” section.

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