



Release Notes for the Cisco Building Broadband Service Director 2.0 Service Pack 2

March 2002

These release notes describe the Cisco Building Broadband Service Director (BBSD) Service Pack 2 (SP2), which applies only to BBSD 2.0 Service Pack 1 (SP1). Do not install this service pack on later releases of BBSD.



Caution

Before you begin the BBSD 2.0 SP2 installation procedure, you must install the Cisco Building Broadband Service Manager (BBSM) Service Pack 1, Service Pack 2, and Service Pack 3 on the BBSM server. Due to an update, you must also install BBSD 2.0 SP3 on the BBSD server after the BBSD 2.0 SP2 installation is complete. Otherwise, the BBSD server will not be compatible with BBSM. For more information, see the *Release Notes for the Cisco Building Broadband Service Director 2.0 Service Pack 3* at <http://www.cisco.com/univercd/cc/td/doc/product/aggr/bbsm/bbsm51/relnotes/bbsdsp3.htm>.



Note

The most current Cisco documentation for released BBSM products is available at this website: <http://www.cisco.com/univercd/cc/td/doc/product/aggr/bbsm/index.htm>. These online documents may contain updates and modifications made after the printed documents were released.

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Introduction

BBSD 2.0 SP2 updates BBSD to accommodate changes in BBSM 5.1 SP2. You *must* also install BBSD 2.0 SP3 on the BBSD server after the BBSD 2.0 SP2 installation is complete to maintain compatibility between BBSM and BBSD and to get complete data backups.

**Caution**

BBSD will not correctly restore BBSM 5.1 SP2 data that was backed up before the date and time that the BBSD 2.0 SP2 was installed.

Important BBSM Note

If the BBSD server status report shows that a BBSM server is not responding, it is possible that the BBSM external Network Interface Card (NIC) is not listening on the correct port for BBSD to connect to Microsoft Data Engine (MSDE) on the BBSM server. To resolve this problem, restart MSSQLSERVER service while the external NIC is connected.

Use this procedure to restart the MSSQLSERVER service:

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- Step 1** Choose **Start > Programs > Administrative Tools > Services**.
- Step 2** Right-click **MSSQLSERVER**, and select **Restart**.
-

Caveats

These sections describe open and resolved caveats.

Open Caveats

- CSCdw65388
After BBSD 2.0 SP2 is installed, clients using static IP addressing cannot connect to the BBSM 5.1 SP2 server after running the BBSD Restore Data feature. Clients using Dynamic Host Configuration Protocol (DHCP) are not affected by this problem, which only occurs with BBSM 5.1 SP2.
If any switches were deleted prior to running the BBSD Restore Data feature, the registry settings associated with the Switches page in WEBconfig are not restored.
The workaround to regenerate the registry settings is to go to the Switches page in WEBconfig and update any settings for each switch. For example, change the Aging Period time by one second (up or down), and then click **Update**.

Resolved Caveats

These problems were resolved with BBSD 2.0 SP2.

- CSCdw39334

When BBSD 2.0 SP2 is installed on the BBSD 2.0 server, the revenue amount for the MHU Usage Report is correct.

- CSCdv80924

When BBSD 2.0 SP2 is installed on the BBSD 2.0 server, the database compatibility issues with BBSM 5.1 SP2 are resolved.

Required Software

The BBSD 2.0 SP2 runs from the hard drive, CD, or floppy disk and consists of one executable file, BBSD20SP2.exe. You must download this software from the web. See the following section, "[Installation](#)."



Note

Use only Microsoft Internet Explorer 5.0 or higher when working on or connecting to BBSD or BBSM servers.

Installation

After the BBSD20SP2.exe file is launched, a single window appears with the message *Please wait while BBSD 2.0 Service Pack 2 is installed*. During the installation, you might see various status or error messages that tell you what to do. After the service pack is applied, the window closes. The service pack installation does not require the server to be rebooted.

Use this procedure to install BBSD 2.0 SP2:

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- Step 1** From your browser, go to <http://www.cisco.com/cgi-bin/tablebuild.pl/bbsm51> and download the **BBSD20SP2.exe** file to a temporary location on the BBSD server.



Note

This is a self-extracting zip file, not the service pack itself. The actual service pack is setup.exe.

- Step 2** From your desktop, choose **Start > Run**.
- Step 3** From the Run window, browse to **BBSD20SP2.exe**, and click **Open**.
- Step 4** From the Run window, click **OK**.
- Step 5** From your desktop, choose **Start > Run**.
- Step 6** From the Run window, browse to the temporary location where you saved the BBSD20SP2.exe file, and select **setup.exe**.
- Step 7** Click **Open**.

- Step 8** From the Run window, click **OK**. Wait while the BBSD 2.0 SP2 is installed.
- Step 9** From the setup window, click **OK** after the installation is complete.



Note You do not have to reboot your BBSD 2.0 Server.

Related Documentation

These documents provide additional information:

- The *Release Notes for the Cisco Building Broadband Service Director 2.0 Service Pack 3* provides information for installing BBSD 2.0 SP3 on the BBSD server.
- The *Cisco Building Broadband Service Director Software Configuration Guide* provides instructions for configuring Cisco BBSD software.
- The *Cisco Building Broadband Service Manager Software Configuration Guide* provides instructions for configuring Cisco BBSM software.
- If your system is customer-installed, the *Cisco Building Broadband Service Manager and Director Installation Guide* provides instructions for installing Cisco BBSM 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

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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- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages

- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

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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