



Release Notes for the Cisco Building Broadband Service Director 2.0 Service Pack 3

March 2002

These release notes describe the Cisco Building Broadband Service Director (BBSD) Service Pack 3 (SP3), which applies only to BBSD 2.0 Service Pack 2 (SP2). Subsequent releases of BBSD include these 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 printed documents were released.

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Introduction

The BBSD 2.0 SP3 updates BBSD, a feature that ships with BBSM 5.1, to accommodate new database values and changes in BBSM 5.1 SP3. If you are using BBSD and you install the BBSM 5.1 SP3 on your BBSM server, you must also install the BBSD 2.0 SP3 on your BBSD server to get complete data backups.

BBSD 2.0 is compatible with BBSM 5.1. When BBSM 5.1 SP3 is installed on the BBSM server, BBSD 2.0 SP3 must also be installed on the BBSD server to maintain compatibility between BBSM and BBSD.

Important BBSM Note

If BBSD is not backing up BBSM, it is possible that the BBSM external Network Interface Card (NIC) was not connected during the final reboot of the BBSM installation. If so, Microsoft Data Engine (MSDE) does not listen on that interface, and BBSD is unable to connect to 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**.
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BBSD Unrestored Registry Settings Note

BBSD can restore MSDE data including the port map and web files, but it does not execute all of the logic that WEBconfig executes. Consequently, if an item, such as a site, is deleted with WEBconfig, or if a BBSM server is replaced with a new one, BBSD will not be able to restore all of the necessary settings for BBSM to be operational.

Some of these symptoms include:

- Report pages for a specific site will not be available
- Clients configured with static IP addressing will not connect following a BBSD restore
- Windows 2000 Server Dynamic Host Configuration Protocol (DHCP) scope is not configured properly
- Customized Page Set changes in WEBconfig are missing
- RADIUS secret in WEBconfig is missing

To restore these features, you must follow these steps in sequence.



Note Begin with Step 1 if you are performing a BBSM hardware swap or if site information has been deleted. Otherwise, begin with Step 2.

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- Step 1** From the Sites web page in WEBconfig, enter the information for each site including the operator, report name, and password to restore site-specific folders and permissions.
- Step 2** From the Restore web page in BBSB Operations, use the **Restore Data** and **Restore Port Map** options to restore all MSDE server data.
- Step 3** From the Port IPs web page in WEBconfig, make a temporary change to the **DHCP Start** value, and click **Update**.
- Step 4** Change the **DHCP Start** value back to the original setting and click **Update** again.
- Step 5** If you are using Transparent Proxy, from the Server web page in WEBconfig, check the **Enable Transparent Proxy** checkbox.
- Step 6** From the Switches web page in WEBconfig, make a temporary change to the **Aging Period (Seconds)** value, and click **Update**.
- Step 7** Change the **Aging Period (Seconds)** value back to the original setting and click **Update** again.
- Step 8** If you are using customized page sets, from the Page Sets web page in WEBconfig, enter the **Page Set** and **Start Page** settings for each customized page set that you are using, and click **Update**.
- Step 9** If you are using RADIUS page sets, from the RADIUS Servers web page in WEBconfig, enter the value for the **Secret** field.
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BBSB Web Push Feature Note

When using the BBSB Web Push feature, do not push files with the Read-Only attribute set if you want to modify files at a later time.

Resolved Caveats

This problem was resolved with BBSB 2.0 SP3.

- CSCdw83763

When BBSB 2.0 SP3 is installed on the BBSB 2.0 server, the database compatibility issues with BBSM 5.1 SP3 are resolved.

Required Software

The BBSB 2.0 SP3 runs from the hard drive, CD, or floppy disk and consists of one executable file, BBSB20SP3.exe. You must download this software from the Software Download website. See the following section, "[Installation](#)."



Note

Use only Microsoft Internet Explorer 5.x or higher when working on or connecting to BBSB or BBSM servers.

Installation

After the BBSD20SP3.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 a reboot.

Use this procedure to install BBSD 2.0 SP3:

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- Step 1** From your browser, go to this web site, <http://www.cisco.com/cgi-bin/tablebuild.pl/bbsm51>, and download the **BBSD20SP3.exe** file to a temporary location on the BBSD server.
 - Step 2** From your BBSD desktop, choose **Start > Run**.
 - Step 3** From the Run window, browse to BBSD20SP3.exe and click **Open**.
 - Step 4** From the Run window, click **OK**. Wait while BBSD 2.0 SP3 is installed.
 - Step 5** From the BBSD20SP3 window, click **OK**.



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

Your BBSD 2.0 SP3 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 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

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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

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- Resolve technical issues with online support
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- 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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