



Release Notes for the Cisco Building Broadband Service Manager 5.1 Service Pack 1

January 2002

These release notes describe the Cisco Building Broadband Service Manager (BBSM) v5.1 Service Pack 1 (SP1), which resolves caveats and issues in BBSM 5.1, build 21.



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.

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Special Building Broadband Service Director Note

Cisco Building Broadband Service Director (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.

BBSM WEBconfig Note

After you install the BBSM SP1, a new check box, Enable Static Client Connections, appears on the Server web page in WEBconfig. Do not uncheck this check box. If you do uncheck it, BBSM 5.1 will only support clients who are configured for Dynamic Host Configuration Protocol (DHCP).

Increasing BBSM Virtual Memory Note

After BBSM 5.1 is installed, the default virtual memory settings need to be changed to increase the virtual memory. If the memory is not increased, Microsoft Internet Information Services (IIS) will fail. Follow this procedure to increase the virtual memory:

- Step 1 From your desktop, right-click **My Computer**.
- Step 2 Select **Properties**.
- Step 3 From the System Properties window, click the **Advanced** tab.
- Step 4 From the Performance area, click **Performance Options**.
- Step 5 From the Virtual memory area, click **Change**.
- Step 6 From the Virtual Memory window, change the **Initial size (MB)** text box to **384** and the **Maximum size (MB)** text box to **768**.



Note

Use these settings for a Dell server with 256 MB of RAM. If you are using a non-Dell server, you must check the amount of physical RAM your server has to calculate these settings. The Initial size equals the amount of RAM times 1.5. The Maximum size equals the amount of RAM times 3.

- Step 7 Click **Set**.
- Step 8 Click **OK** to close the Virtual Memory window.

- Step 9** Click **OK** to close the Performance Options window.
- Step 10** Click **OK** to close the System Properties window.
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Resolved Caveats

This section describes caveats that have been resolved for BBSM v5.1.

CSCdv50031

Synopsis

SMTP forwarding failed to redirect SMTP packets.

Cause

SMTP forwarding logic in BBSM was not functional.

Resolution

This problem was resolved by improving SMTP forwarding logic.

CSCdv56823

Synopsis

A building was modified from a hotel to an office building with an enterprise LAN environment. This BBSM configuration has a large number of switches and a large base of users. When BBSM activates from 130 to 200 plus sessions, subsequent (but not all) connection attempts were delayed but are now redirected to the Connect screen. After 5 to 15 minutes, the initial request is processed, and users can access the Internet.

Cause

The server did not allow new user sessions to authenticate during the BBSM switch port status checks. On networks with a large switch fabric, this check can take some time. Consequently, BBSM determines where the clients are but does not finish the authentication process until the BBSM switch port status checks are finished.

Resolution

Code changes now interleave the connection process with the switch port status checks, which prevents the status checks from delaying the connection process. This service pack includes atdial.exe and atnotify.dll with the modifications.

Installation

Use the WEBpatch option in BBSM to install this service pack.



After WEBpatch installs the service pack and reboots the BBSM Server, you must reboot the BBSM Server one additional time to fully deploy the service pack. If you are installing the SP1 from a remote location, you can reboot the server by installing Patch 1042 from the BBSM WEBpatch Utility.



The *Cisco Building Broadband Service Manager WEBpatch User Guide* provides instructions to install, transfer, and remove service packs (or patches) for the BBSM software.

Related Documentation

The following documents provide additional information:

- The *Cisco Building Broadband Service Manager WEBpatch User Guide* provides instructions to install, transfer, and remove service packs (or patches) for the BBSM software.
- The *Cisco Building Broadband Service Manager Hardware Assembly Guide* provides instructions for connecting your BBSM Server.
- The *Cisco Building Broadband Service Manager Quick Start Card/CD Sleeve* provides information on how to access documentation on the BBSM v5.1 CD for installing and configuring BBSM.
- The *Cisco Building Broadband Service Manager and Director Installation Guide* provides instructions (if your system is customer-installed) for installing BBSM software.
- The *Requires Immediate Attention Card for Cisco BBSM Server* provides instructions for changing passwords and accessing documentation on the BBSM v5.1 CD.
- The *Cisco Building Broadband Service Manager Software Configuration Guide* provides instructions for configuring BBSM software.
- The *Cisco Building Broadband Service Director Software Configuration Guide* provides instructions for configuring 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

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.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

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- Resolve technical issues with online support
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- Order Cisco learning materials and merchandise
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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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