



Release Notes for the Cisco Building Broadband Service Manager 5.1 Service Pack 3

April 2002

These release notes describe the Cisco Building Broadband Service Manager (BBSM) v5.1 Service Pack 3 (SP3), which resolves caveats and issues in BBSM 5.1. Subsequent releases of BBSM include these fixes without the need to apply this patch.



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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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 SP3 on your BBSM server, you must also install the BBSD 2.0 SP3 on your BBSD server to get complete data backups.

**Caution**

BBSD will not correctly restore BBSM 5.1 SP3 data that was backed up before the date and time that the BBSD 2.0 SP3 was installed.

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.

BBSM WEBconfig Note

Prior to SP3, BBSM supported Secure Socket Layer (SSL) certificates with the web server IP address as the server name in the certificate. BBSM now also supports SSL page sets using certificates with Domain Name System (DNS) names, which are issued by all of the major Certificate Authorities (CAs). These certificates provide more reliable web server authentication and prevent web browsers from issuing unnecessary warning messages to end-users.

After you install BBSM 5.1 SP3, a new check box, *Enable Domain Name for SSL Page Sets*, and a new field, *Domain Name*, appear on the Server page in WEBconfig. Use these options to modify BBSM to support web server SSL digital certificates that are issued by the major CAs for SSL page sets. These new options apply only for BBSM servers that use SSL page sets.

Follow this procedure to configure BBSM to support SSL page sets using certificates with DNS names:

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- Step 1** From the Server page in WEBconfig, check the **Enable Domain Name for SSL Page Sets** check box.
- Step 2** In the Domain Name field, type the full DNS name.

**Caution**

The DNS and the SSL Certificate domain names must be identical. Otherwise, browsers will display a warning message indicating that the certificate server name does not match the name of the server serving the page. Browsers consider such a mismatch a possible security violation. For additional information, see the *Cisco BBSM 5.1 SDK Developers Guide*.

- Step 3** Click **Update**.
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Increasing BBSM Virtual Memory Note

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

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- Step 1** From your desktop, right-click **My Computer** and select **Properties**.
 - Step 2** From the System Properties window, click the **Advanced** tab.
 - Step 3** From the Performance area, click **Performance Options**.
 - Step 4** From the Virtual memory area, click **Change**.
 - Step 5** From the Virtual Memory window, verify that the proper drive letter or partition is selected, and 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 not using a 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 6** Click **Set**.
 - Step 7** Click **OK** to close the Virtual Memory window.
 - Step 8** Click **OK** to close the Performance Options window.
 - Step 9** Click **OK** to close the System Properties window.
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Resolved Caveats

This section describes the caveats that are resolved with BBSM 5.1 SP3.

- CSCdv50905
If port hopping is enabled and multiple users attempt to port hop at one time, AtDial no longer launches multiple threads in search of the user's new location.
- CSCdw26950
The LSASS.exe process no longer causes BBSM memory leaks to occur.
- CSCdw47736
A new SimpleDailyHotel page set template has been created and added to the C:\atcom\ekgnkm directory, which allows hospitality customers to easily create and customize their own DailyHotel page set.
- CSCdw52294
When you run Switch Discovery and try to add the Aironet 340 switch, a SYS Object ID error message no longer appears.

- CSCdw65202
BBSM performance no longer degrades for RADIUS_SessionHistory table sizes up to 600,000 entries.
- CSCdw67641
Port check activities no longer cause BBSM memory leaks to occur.
- CSCdw67873
Updating Routing and Remote Access Service (RRAS) filters no longer cause BBSM memory leaks to occur.
- CSCdw70827
When using SSL page sets, you can now enter any fully qualified domain name (FQDN) without causing your browser to display a security warning while trying to view secure pages.
- CSCdw72018
The BBSM database connect logic no longer leaks heap memory.
- CSCdw72832
When viewing Transaction and RADIUS reporting pages, there is no longer a significant lag time while these pages load.
- CSCdw73222
A buffer overrun attack against an affected system resulting from an unchecked buffer in Simple Network Management Protocol (SNMP) is no longer possible. For additional information, see Microsoft's Security Bulletin, *MS02-006: Unchecked Buffer in SNMP Service Could Enable Arbitrary Code to be Run*. This was originally posted on February 12, 2002.
- CSCdw76168
Users with BBSM Operators or BBSM Reports permissions can now view the appropriate pages within the Reporting Pages section of the BBSM Dashboard.
- CSCdw79168
Certain configurations of Internet Explorer 6.x no longer cause runtime errors to occur when the `ipport_tools.asp` window is loaded.
- CSCdw80550
Certain configurations of Internet Explorer 6.x no longer cause script errors to occur when the `ipport_tools.asp` window is unloaded.

Installation

Use the WEBpatch option in BBSM to install BBSM 5.1 SP3 (also known as *BBSM51SP3.exe*). The *Cisco Building Broadband Service Manager Software Configuration Guide* provides instructions for using the WEBpatch utility.

**Caution**

Before you install BBSM 5.1 SP3, verify that BBSM 5.1 SP1, BBSM 5.1 SP2, and all appropriate patches are installed on your BBSM server. You can access these files at the BBSM Software Download web page (<http://www.cisco.com/kobayashi/sw-center/sw-cable.shtml>).

Do not install Patch1051.exe *after* BBSM 5.1 SP3 has been installed, or a bug will occur (CSCdw76168). See the “[Resolved Caveats](#)” section on page 3.

**Note**

An *entry point not found* error message might momentarily appear at the beginning of the reboot process. This exception does not affect the functionality of your BBSM server, and you will not see this error message again during subsequent patch installations.

Related Documentation

The following documents provide additional information:

- The *Cisco Building Broadband Service Manager Software Configuration Guide* provides instructions for configuring BBSM software.
- The *Cisco BBSM SDK Developer Guide* describes the components of BBSM 5.1 that developers must understand to develop Cisco BBSM modules and page sets. It also provides an overview of the BBSM architecture, step-by-step documentation, detailed API references, and examples of modules.
- The *Cisco Building Broadband Service Director Software Configuration Guide* provides instructions for configuring BBSD software.
- The *Cisco Building Broadband Service Manager Hardware Assembly Guide* provides instructions for assembling and connecting components to 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.
- If your system is customer-installed, the *Cisco Building Broadband Service Manager and Director Installation Guide* provides instructions 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.

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.com users (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 the **Fax** or **Email** option under the “Leave Feedback” at the bottom of the Cisco Documentation home page.

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.

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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 resellers 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, 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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