



Release Notes for the Cisco Building Broadband Service Manager 5.1 WEBpatch Patch

January 2002

These release notes describe the Cisco Building Broadband Service Manager (BBSM) 5.1 WEBpatch patch (WEBpatch51SP1.exe), also known as patch 1044.



Caution

You must install this patch on the BBSM Server before you install BBSM 5.1 Service Pack 2 (SP2).



Note

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

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Patch Details

The following information and resolved caveats are included in WEBpatch51SP1.exe, the WEBpatch patch. This patch applies only to Cisco Building Broadband Service Manager 5.1.

CSCdv63477

Synopsis

SP1 includes a new version of atnat, which is a Windows 2000 NDIS intermediate driver that is installed between the internal NIC and the TCP/IP stack on the BBSM Server and provides BBSM's plug-and-play capabilities. After WEBpatch installed SP1 and rebooted, the new atnat was installed in **c:\winnt\system32\drivers**. However, the program was not actually loaded and running in Windows 2000. It was necessary to reboot the server a second time to get the new atnat loaded and running.

Cause

During the BBSM 5.1 installation, the **c:\winnt\system32\drivers\atnat.sys** was installed as a read-only (RO) file. During the SP1 installation, WEBpatch would determine that atnat.sys was read-only and created a deferred copy of the new atnat.sys. After that, WEBpatch finished the installation and then rebooted.

During the reboot, Windows 2000 would request the deferred copy of the new atnat.sys, but it would load atnat very early in the startup sequence before any deferred copy operations could be carried out. Consequently, Windows 2000 would load the old atnat before copying the new atnat over the old one. A second reboot was required to correctly load the new atnat program.

Resolution

WEBpatch now removes read-only protection from **c:\winnt\system32\drivers\atnat.sys**, copies the new atnat over the old atnat, and reboots. After WEBpatch reboots, atnat is correctly loaded and running.

CSCdv68194

Synopsis

The WEBpatch PNF file specifies which files to update on the target server. If one of these files was in use by ISA, the patch upgrade failed.

Cause

This is a Microsoft issue. An access violation occurred when CFile::SetStatus() attempted to remove the RO flag of a shared ISA file that WEBpatch tried to upgrade.

Resolution

The attrib -r command now replaces the CFile::SetStatus() to remove the RO file status.

CSCdw29637

Synopsis

WEBpatch supports a hotfix feature that allows customized files to be executed during patch installation. This feature should have supported executables (exe), command files (cmd, bat) and other script files (vbs). However, the feature would fail if the patch contained or specified a hotfix that was not an executable file. An *installation not successful* warning would appear. Debug log entries for the patch install would also show a *PatchUtil::StartCmd error* entry.

Cause

In BBSM 5.1, the system method for invoking hotfix files through the command interpreter was replaced with CreateProcess(), which provides more details if errors occur during the process being invoked. However, the CreateProcess method only supports executable files.

Resolution

WEBpatch has been modified to use the system() method if the command being executed is not an .exe file. The CreateProcess method is still used to support executable files.

Installation

Use the WEBpatch option in BBSM to install this patch.

**Note**

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.

You can access the most current Cisco documentation on the World Wide Web at <http://www.cisco.com>.

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:

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- 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).

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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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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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