



Release Notes for the Cisco BBSM 5.1 WEBpatch Enhancement Patch

May 2002

These release notes describe the Cisco Building Broadband Service Manager (BBSM) 5.1 WEBpatch Enhancement Patch, also known as MSFix1. The purpose of this patch is to update the functionality of the BBSM WEBpatch utility by using File Transfer Protocol (FTP) instead of Hypertext Transfer Protocol (HTTP) to transfer files. MSFix1 enables the BBSM WEBpatch utility to transfer large files significantly faster than before.

After MSFix1 has been installed, the Remove Patch button on the BBSM WEBpatch Patches web page is no longer visible. This is to prevent the removal of BBSM service packs or patches that might cause instability in some BBSM servers. See the [Resolved Caveats](#) section below.



Note

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

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Resolved Caveats

These problems were resolved with MSFix1:

- CSCdw86612

The removal of certain BBSM service packs and patches have caused instability in some BBSM servers. This problem has been resolved by removing the WEBpatch uninstall feature.

- CSCdx14800

When you use the BBSM WEBpatch utility, large file transfers no longer take an excessive amount of time.

Installation Procedure

BBSM service packs and patches can be installed directly (locally) onto any BBSM server with Internet access. Alternatively, BBSM service packs and patches can also be installed onto multiple BBSM servers from another computer in a remote location.



Caution

BBSM Service Pack 3 (SP3) must be installed onto the BBSM server before you install MSFix1. You must install MSFix1 before you install the MS SQL security patches, MSFix2 and MSFix3.

Follow this procedure to install MSFix1.exe onto your BBSM server(s):

Step 1 From your MS Internet Explorer (IE) browser, go to the Software Download Center for Cisco Building Broadband Service Manager 5.1 at this link: <http://www.cisco.com/cgi-bin/tablebuild.pl/bbsm51>.

Step 2 Download **MSFix1.exe** to a temporary location on your computer.

- For a local BBSM installation, go to Step 5.
- For a remote BBSM installation, continue with Step 3.

Step 3 In the IE browser Address field, type **http://<ext_NIC_addr>:9488/www**, where <ext_NIC_addr> is the external NIC address of the remote BBSM server.

For example, type *http://999.99.999.99:9488/www*, and press **Enter**.

Step 4 Log on with your username and password. Do not enter any information in the Domain field. The remote BBSM Dashboard appears.



Note You must have administrator privileges to log on.

Step 5 From the BBSM Dashboard, use the WEBpatch utility to install this patch.



Note See the *Cisco Building Broadband Service Manager Software Configuration Guide* for instructions on installing and transferring BBSM service packs and patches. After you install each service pack or patch, you must wait several minutes for the BBSM server to reboot.

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 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.

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.

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 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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