



Release Notes for Cisco BBSM 5.1 Patch 1062

June 2002

These release notes describe Cisco Building Broadband Service Manager (BBSM) 5.1 Patch 1062.



Caution

Patch 1062 is specific to BBSM 5.1 with Service Pack (SP) 2 installed. Do not install this patch on a BBSM 5.1 server that has been upgraded to SP3. If you install SP3 after you have installed Patch 1062 on SP2, Patch 1062 will no longer work. You must then install Patch 1063.

The purpose of this patch is to add a new switch type, “Cisco 2950T-24,” to BBSM to support the Cisco 2950T-24 switch that is running IOS version 12.1(6)EA2b. The Cisco 2950T-24 type will also support the 2950-24, 2950C-24, or 2950G-24 switch that is running this IOS version.

Patch 1062 is specific to the 24-port version of the 2950 switch line only. The patch does not support the 2950-12, 2950G-48, or any switch not in the 2950 series of switches.



Note

If your 2950 series switch is running IOS version 12.0(5)WC2b or earlier, you do not need this patch. However, if you upgrade a 2950 switch from version 12.0 to 12.1 of the IOS, you need to install this patch.

Additional information about the features that specific 2950 IOS versions support is available at this Cisco website:

<http://www.cisco.com/univercd/cc/td/doc/product/lan/cat2950/>

Contents

- [Installation, page 2](#)
- [Related Publications, page 2](#)
- [Obtaining Documentation, page 2](#)
- [Obtaining Technical Assistance, page 3](#)



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Installation

BBSM service packs and patches can be installed 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 2 (SP2) must be installed onto the BBSM server before you install this patch.

Use the following procedure to install the patch on your BBSM server:

- Step 1** From your Internet Explorer web browser, go to the Cisco BBSM 5.1 Software Download website:
<http://www.cisco.com/pcgi-bin/tablebuild.pl/bbsm51>.
- Step 2** Download **Patch1062.exe** to a temporary location on your computer.
- For a local BBSM installation, go to Step 5.
 - For a remote BBSM installation, go to 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. (You must have administrator privileges to log on.) Do not enter any information in the Domain field. The remote BBSM Dashboard appears.
- Step 5** From the BBSM Dashboard, use the WEBpatch utility to install this patch.
- Note** Refer to the *Cisco BBSM Software Configuration Guide, Software Rel. 5.1*, for instructions on installing and transferring BBSM patches. After you install the patch, wait a few minutes for the BBSM server to reboot.

Related Publications

The following documents provide complete information about the BBSM:

- *Requires Immediate Attention Card for Cisco BBSM Server* (available on Cisco.com)
- *Cisco Building Broadband Service Manager and Director Installation Guide* (order number DOC-7812741=).
- *Cisco BBSM Software Configuration Guide, Software Rel. 5.1* (available on Cisco.com)
- *Cisco Building Broadband Service Director Software Configuration Guide* (available on Cisco.com)
- *Cisco BBSM SDK Developer Guide, Software Rel. 5.1* (available on Cisco.com)
- *Cisco Building Broadband Service Manager Hardware Assembly Guide* (available on Cisco.com)

Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

World Wide Web

BBSM documentation is available from this Cisco.com website:

<http://www.cisco.com/univercd/cc/td/doc/product/aggr/bbsm/bbsm51/index.htm>

Translated documentation is available at this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can order Cisco documentation in these 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

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card behind the front cover of your document or by writing 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 online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website.

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The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries 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.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Website

You can use the Cisco TAC website 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 website, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. The Cisco TAC website 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 this URL to register:

<http://www.cisco.com/register/>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online by using the TAC Case Open tool at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. 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 automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this 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). When you call the center, 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 Publications](#)” section.

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