



# Release Notes for Cisco BBSM 5.1 Patch 1067

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**August 2002**

These release notes describe Cisco Building Broadband Service Manager (BBSM) 5.1 Patch 1067. The purpose of this patch is to add the Cisco Catalyst 2950 and 3550 switch types to BBSM.



**Caution**

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This patch is cumulative and supersedes patches 1057, 1063, 1065, and 1066. Do not install any of these patches after installing Patch 1067. If you are running Cisco IOS release 12.1(6) or 12.1(9), you must upgrade to Cisco IOS release 12.1(11)EA1 prior to installing Patch 1067.

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The Catalyst 2950 series switches include the 2950-12, 2950G-12, 2950-24, 2950C-24, 2950G-24, 2950SX-24, 2950T-24, 2950-48, and 2950G-48 models. These switches must run either Cisco IOS release 12.0 or 12.1(11)EA1.

For existing 2950-12 and 2950-24 switches that have already been configured in BBSM, you must select the appropriate switch type with the corresponding IOS release after Patch 1067 has been installed. For example, if your Catalyst 2950-24 switch is running IOS release 12.0, select 2950-24 (12.0) from the drop-down menu. If your Catalyst 2950-24 switch is running IOS release 12.1(11), select 2950-24 (12.1.11). After you make these changes, it is not necessary to regenerate a port map.

Additional information about Catalyst 2950 switches is available at this Cisco website:

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

The Catalyst 3550 series switches include the 3550-12, 3550-24, and 3550-48 models. These switches must run on Cisco IOS release 12.1(11)EA1.

Additional information about Catalyst 3550 switches is available at this Cisco website:

<http://www.cisco.com/univercd/cc/td/doc/product/lan/c3550/index.htm>

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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**

Patch 1067 is specific to BBSM 5.1 with Service Pack 3 (SP3) installed. Do not install this patch onto a BBSM 5.1 server that has not been upgraded to SP3.

Use this procedure to install Patch 1067 onto your BBSM server:

**Step 1** Using your Internet Explorer (IE) web browser, go to the Cisco BBSM 5.1 Software Download website at <http://www.cisco.com/cgi-bin/tablebuild.pl/bbsm51>.

**Step 2** Download **patch1067.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. The remote BBSM Dashboard appears.



**Note** You must have administrator privileges to log on. Do not enter any information in the Domain field.

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

Refer to the *Cisco BBSM 5.1 Software Configuration Guide* for instructions on installing and transferring BBSM patches. After you install the patch, wait for the BBSM server to reboot.

## Related Publications

The following documents provide complete information about BBSM:

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

# Obtaining Documentation

These 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 this URL:

<http://www.cisco.com>

Translated documentation is available at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](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

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](http://www.cisco.com/cgi-bin/order/order_root.pl)
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- 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.

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## Obtaining Technical Assistance

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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 Web Site

You can use the Cisco TAC Web Site 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 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 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 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 Web Site, 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 Web Site.

## 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.

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This document is to be used in conjunction with the documents listed in the “[Related Publications](#)” section.

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