



Release Notes for Cisco BBSM 5.1 Patch 1069

March 2003

These release notes describe Cisco Building Broadband Service Manager (BBSM) 5.1 Patch 1069, which replaces Patch 1068 and resolves walled garden issues. For additional information, refer to DDTS incident CSCdz55228.



Note

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

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Introduction

This patch replaces Patch 1068 and resolves DDTS incident CSCdz55228. Patch 1069 also adds new Cisco Catalyst switch types to the BBSM 5.1 server. After this patch is installed, you can access these switches from the Cisco Switch Type drop-down menu, which is located on the Switches web page in WEBconfig.

Patch 1069 installs the following new switch types to your BBSM 5.1 server:

- Catalyst 2950 Packet-12 (release 12.1.11)
- Catalyst 2950 Packet-24 (release 12.1.11)
- Catalyst 2950 Packet-48 (release 12.1.11)
- Catalyst 3550 Packet-12 (release 12.1.11)
- Catalyst 3550 Packet-24 (release 12.1.11)
- Catalyst 3550 Packet-48 (release 12.1.11)
- Catalyst 2912 LRE-Packet
- Catalyst 2924 LRE-Packet
- Catalyst 2950 LRE-24-Packet
- Catalyst 2950 LRE-24-Ping
- Catalyst 2950 LRE-24-Hub
- Catalyst 2950 LRE-8-Packet
- Catalyst 2950 LRE-8-Ping
- Catalyst 2950 LRE-8-Hub

The Catalyst 2950 series switches must run Cisco IOS release 12.1(11)EA1. 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 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>

Important Note Concerning BBSM 5.1 to 5.2 Upgrade

If you are upgrading a BBSM 5.1 server with Patch 1069 installed, the BBSM server remains in the initializing state and does not move to the running state. Consequently, all clients fail to connect after the upgrade. In this case, the workaround is to install BBSM 5.2 Service Pack 1 (SP1) to the server after the upgrade is complete. For additional information, refer to DDTS incident CSCdz76629.

Important Notes Concerning Cisco Switches

When using the packet switch types that use the packet inactivity period setting to disconnect clients, BBSM does not disconnect all clients in a timely manner after the packet inactivity period expires. This occurs if a client is using an application, such as a web browser, that uses a connection-oriented protocol and the client is physically disconnected from the network without having gracefully shut down the application. For additional information, refer to DDTs incident CSCdz00633.

Catalyst 2950 LRE-24-Hub and 2950 LRE-8-Hub switch types use the aging period setting on the 2950 LRE switch to disconnect clients that remain idle for more than the aging period. Because of the hardware architecture of the 2950 LRE switch, it could take the BBSM server up to three times the aging period before idle clients are disconnected.

When you are using Catalyst 2950 LRE-8-Ping or 2950 LRE-24-Ping switch types with the port hopping feature enabled, the Transaction History and Active Ports reporting pages do not display the correct room number and port ID when the client changes ports.

When applying Catalyst 2950 Packet-12 (12.1.11) and 2950 Packet-24 (12.1.11) switch types to Catalyst 2950-12 and 2950-24 switches, BBSM detects two extra uplink ports that do not exist in these switches. For additional information, refer to the field notice at this Cisco website:

http://www.cisco.com/en/US/customer/products/sw/netmgtsw/ps533/products_field_notice09186a00800e63b8.shtml

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 1069 is specific to BBSM 5.1 with Patch 1067 or Patch 1068 installed. Do not install this patch onto a BBSM 5.1 server that does not have one of these upgrades.



Note

We recommend terminating all client sessions during BBSM service pack and patch upgrades and installations.

Follow these steps to install this patch onto your BBSM server:

Step 1 Using the Internet Explorer (IE) web browser, go to the Cisco BBSM 5.1 Software Download website:

<http://www.cisco.com/cgi-bin/tablebuild.pl/bbsm51>



Note

Because of some known issues and incompatibilities with Netscape Navigator, you must use the IE browser when using WEBpatch.

Step 2 Download **patch1069.exe** to a temporary location on your computer.

- For a local BBSM installation, go to [Step 6](#).
- For a remote BBSM installation, continue with [Step 3](#).



Note If you are using the Windows 2000 (SP2 or later) or Windows XP operating systems to install this patch remotely, the WEBpatch web pages load very slowly. To prevent this, uncheck the **Client for Microsoft Networks** check box in the NIC Properties window on your remote computer.

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://10.10.1.2:9488/www** and press **Enter**. The Enter Network Password window appears. (See [Figure 1](#).)

Figure 1 Enter Network Password Window



Step 4 Enter your username and password.



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

Step 5 Click **OK**. The remote BBSM Dashboard appears.

Step 6 From the BBSM Dashboard, use the WEBpatch utility to install this patch.



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

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Related Documentation

The following documents provide complete information about BBSM:

- *Cisco BBSM 5.1 and BBSM Installation Guide* (order number DOC-7812741=)
- *Cisco BBSM 5.1 Software Configuration Guide* (available on Cisco.com)
- *Cisco BBSM (Director) Software Configuration Guide* (available on Cisco.com)
- *Cisco BBSM 5.1 SDK Developer Guide* (available on Cisco.com)
- *Release Notes for the Cisco BBSM 5.1* (available on Cisco.com)

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco web sites can be accessed from this 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. 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.

Registered Cisco.com users can order the Documentation CD-ROM (product number DOC-CONDOCCD=) through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

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/en/US/partner/ordering/index.shtml>

- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) 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 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. On the Cisco Documentation home page, click **Feedback** at the top of the page.

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

You can submit your comments by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) Website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
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To obtain customized information and service, you can self-register on Cisco.com at this 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 levels of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The avenue of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- 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.

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. Some services on the Cisco TAC website require 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://tools.cisco.com/RPF/register/register.do>

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 at this URL:

<http://www.cisco.com/en/US/support/index.html>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

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.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems as well as ordering and customer support services. Access the *Cisco Product Catalog* at this URL:

http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. For current Cisco Press titles and other information, go to Cisco Press online at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:
http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html
- *iQ Magazine* is the Cisco monthly periodical that provides business leaders and decision makers with the latest information about the networking industry. You can access *iQ Magazine* at this URL:
http://business.cisco.com/prod/tree.taf%3fasset_id=44699&public_view=true&kbns=1.html
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in the design, development, and operation of public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:
http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- Training—Cisco offers world-class networking training, with current offerings in network training listed at this URL:
http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html

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