



# Release Notes for Cisco BBSM 5.1 Microsoft MSDE 2000 SP3—MSFix4 and MSFix5

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## February 2003

These release notes describe the necessary steps to install Microsoft MSDE SP3 for Cisco Building Broadband Service Manager (BBSM) 5.1. The installation of MSDE SP3 requires two patches, MSFix4.exe and MSFix5.exe.

MSFix4.exe (Patch 1072) installs Windows Installer v2.0, which is necessary for the installation of MSDE SP3. MSFix5.exe (Patch 1070) installs MSDE SP3, which includes Microsoft security updates, memory leak fixes, and protects the BBSM 5.1 server against the Slammer worm.

For additional information about Microsoft SQL Server 2000 Desktop Engine (MSDE) SP3 updates, refer to this website:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=9032F608-160A-4537-A2B6-4CB265B80766&displaylang=en>



### Note

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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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# Installation

BBSM service packs and patches can be installed locally onto BBSM servers with Internet access. You can also install BBSM service packs and patches onto multiple BBSM servers from another computer in a remote location. During the installation, you must first install MSFix4.exe (Patch 1072) before you install MSFix5.exe (Patch 1070).

**Caution**

Before you begin this installation, make sure that *MSFix-1.exe*, *MSFix2.exe*, and *MSFix3.exe* are installed on the BBSM 5.1 server. Otherwise, the patch installation will fail, and the security of your server can be compromised.

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

Follow these steps to install MSFix4.exe and then MSFix5.exe onto your BBSM 5.1 server:

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

<http://www.cisco.com/pcgi-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 **MSFix4.exe** and **MSFix5.exe** to a temporary location on your computer.

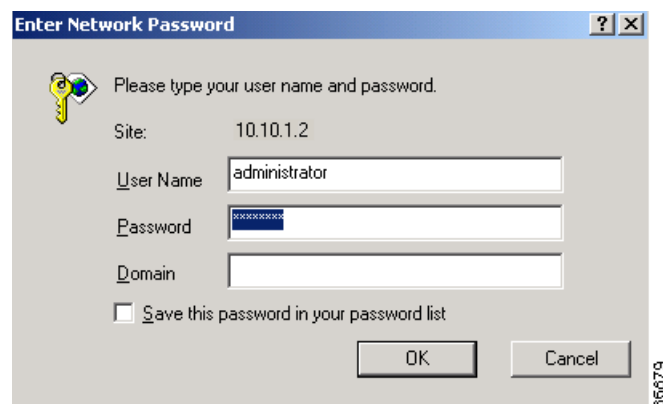
- For a local BBSM installation, go to [Step 6](#).
- For a remote BBSM installation, continue with [Step 3](#).

**Note**

If you are using the Windows 2000 (SP2 or later) or Windows XP operating systems to install the 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** If the Java 2 Plug-in version 1.3.1\_03 is not already installed on the machine that you are using to install these patches, go to the Java website at [http://java.sun.com/products/archive/j2se/1.3.1\\_03/jre/](http://java.sun.com/products/archive/j2se/1.3.1_03/jre/), download the Java Plug-in, and then install it.

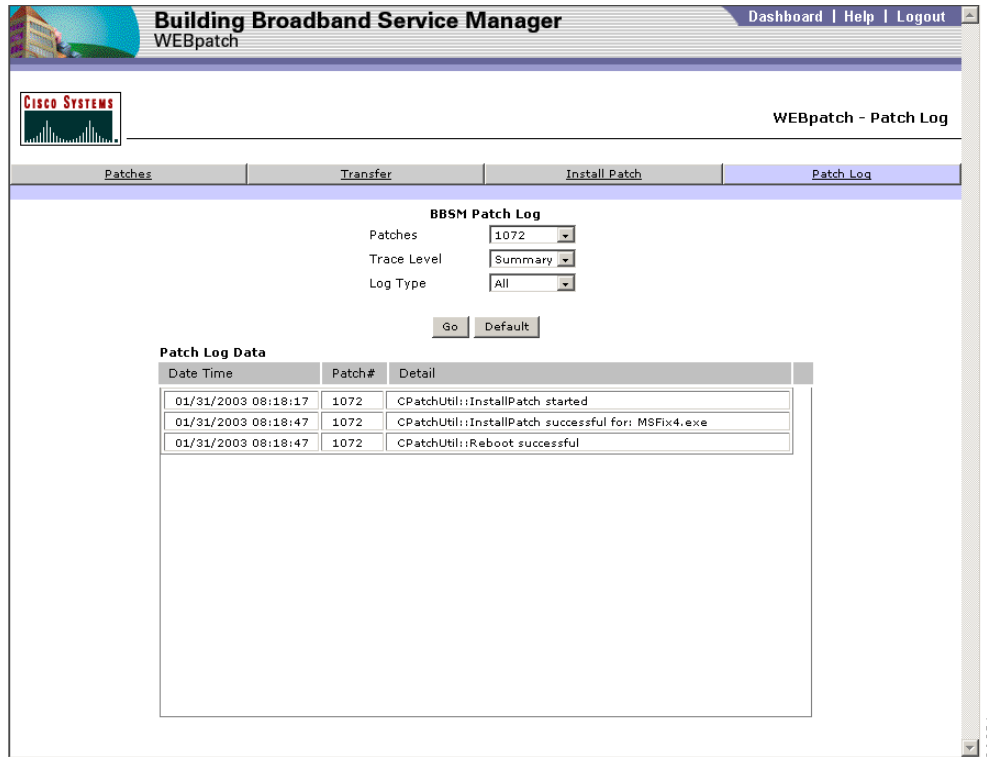
**Step 7** From the Dashboard, use the WEBpatch utility to first install **MSFix4.exe** (Patch 1072). This patch takes several minutes to install. After the installation, the BBSM server automatically reboots.



**Note** For instructions on transferring and installing BBSM patches, refer to the *Cisco BBSM 5.1 Software Configuration Guide*.

**Step 8** From the WEBpatch - Patch Log web page, view the logs for Patch 1072. If the *InstallPatch successful* for and *Reboot successful* logs appear, the patch is successfully installed. (See [Figure 2.](#))

Figure 2 WEBpatch - Patch Log Web Page (Patch 1072)



**Step 9** From the Dashboard, use the WEBpatch utility to install **MSFix5.exe**. This patch takes approximately five to ten minutes to install. After the installation, the BBSM server automatically reboots.



**Note** After you install MSFix5.exe, you might see an error message indicating that the web page cannot be displayed. If this message appears, ignore it, and wait for the server to reboot.

## Verifying that Patch 1070 is Installed

Because MSFix5.exe (Patch 1070) shuts down SQL services and WEBpatch cannot update the database, you cannot determine if this patch has been successfully installed by looking at the BBSM WEBpatch - Patch Log web page.

Use this procedure to verify that Patch 1070 is installed on the BBSM server:

- Step 1** Choose **Start > Run**. The Run window appears.
- Step 2** In the Open field, type **cmd**, and click **OK**. The Command prompt appears.
- Step 3** Type **osql -E**, and press **Enter**.
- Step 4** Type **select @@version**, and press **Enter**.
- Step 5** Type **go**, and press **Enter**.

**Step 6** Verify that the version number is **8.00.760**.



**Note** If you have a different version number, Patch 1070 was not correctly installed. Contact the Cisco Technical Assistance Center.

## 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 information about BBSM:

- *Cisco BBSM 5.1 Software Configuration 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](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\\_inpk/pdi.htm](http://www.cisco.com/univercd/cc/td/doc/es_inpk/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](mailto: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
- Register for online skill assessment, training, and certification programs

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](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](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](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](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](http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html)

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

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