



# Release Notes for Cisco BBSM 5.1 Microsoft IIS WebDAV Vulnerability Fix, Patch 5216

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**March 2003**

These release notes describe the Cisco Building Broadband Service Manager (BBSM) 5.1 Microsoft IIS WebDAV Vulnerability Fix patch (Patch51MS03007.exe), which is also known as Patch 5216. The purpose of this patch is to correct a Microsoft vulnerability on the BBSM 5.1 server.



**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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# Introduction

A Windows component that is used by WebDAV contains a security vulnerability that exists because the component contains an unchecked buffer. This vulnerability can be exploited if an attacker sends a specially formed HTTP request to a computer running Microsoft Internet Information Services (IIS). This request can cause the server to fail or to run code of the attacker's choice, which would run in the security context of the IIS service. Patch 5216 installs Microsoft patches and corrects this Microsoft vulnerability on the BBSM 5.1 server:

Unchecked Buffer In Windows Component Could Cause Web Server Compromise. For additional information, refer to the Microsoft Knowledge Base article Q815021 at this website:

<http://support.microsoft.com/default.aspx?scid=kb;en-us;815021>

# 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

We recommend terminating all client sessions during BBSM service pack and patch upgrades and installations. For additional information, refer to the *Cisco BBSM 5.1 Software Configuration Guide*. Before you install this patch, make sure that your BBSM 5.1 server has Patch 1061 (MSFix-1.exe) installed; otherwise, the installation will fail.

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/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 **Patch51MS03007.exe** to a temporary location on your computer.

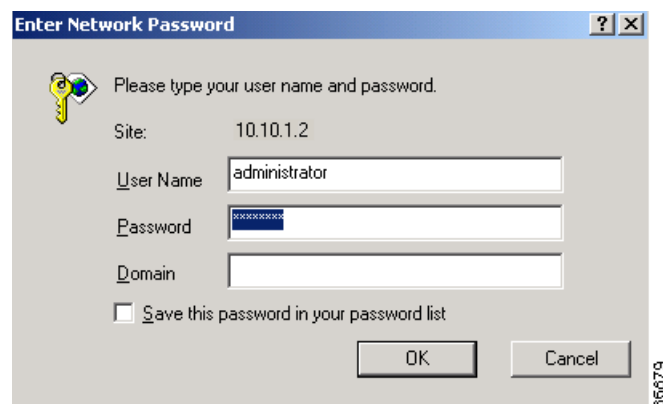
- For a local BBSM installation, go to [Step 6](#).
- For a remote BBSM installation, continue with [Step 3](#).



**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.

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.

Refer to the *Cisco BBSM 5.1 Software Configuration Guide* for instructions on transferring and installing BBSM patches and service packs.



**Note** After you install this patch, you might see an error message. If this error appears, ignore it. The installation is complete, and the patch automatically reboots your server.

This patch updates c:\WINNT\system32\ntdll.dll. After the patch is installed, the version number of the ntdll.dll file changes to 5.0.2195.6685. To verify that the patch was successfully installed, make sure that this version number appears.

## 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 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)
- *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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