



# Release Notes for Cisco BBSM 5.1 Start Page Looping Fix, Patch 5222

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**May 2003**

These release notes describe the Cisco Building Broadband Service Manager (BBSM) 5.1 start page looping patch, (StartPageLoopingPatch.exe), which is also known as *Patch 5222*. This patch fixes a bug that causes clients to continuously return to the Start page after they click the Connect button. This patch is dependent on BBSM 5.1 Service Pack 3 (SP3), which is also known as *Patch 1053*.



**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>. The online documents may contain updates and modifications made after the paper documents are printed.

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# Introduction

This patch fixes a bug that caused a Start page looping problem, which intermittently occurred if a client's MAC address aged out of the switch Management Information Base (MIB), and BBSM could no longer find the client on the network. This problem caused BBSM to flag the client as *NotFound*. Clients that were placed in the *NotFound* state remained in that state indefinitely and could not start an Internet session.

Patch 5222 prevents clients from being placed in the *NotFound* state. Clients are now placed in the *Inactive* state, which prompts BBSM to start searching for the client again and allows them to connect to the Internet. This patch also fixes any clients that are in the *NotFound* state and resets them to the *Inactive* state so that they can connect to the Internet.

# Installation

Before you install this patch, make sure that BBSM 5.1 SP3, Patch 1053, is installed on your BBSM 5.1 server. Otherwise, this installation will fail. BBSM service packs and patches can be installed locally onto any BBSM server with Internet access, or they can be installed onto multiple BBSM servers from another computer in a remote location.

Follow these steps to install this patch onto your BBSM 5.1 server:

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- 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>




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

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- Step 2** Download **StartPageLoopingPatch.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](#).




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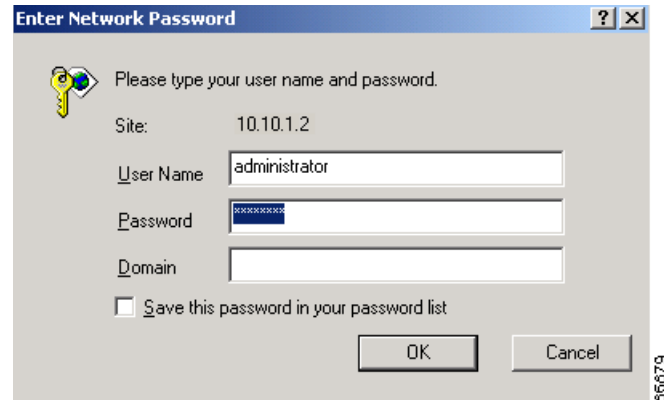
**Note** If you are using the Windows 2000 (SP2 or later) or Windows XP operating systems to install this patch remotely, the WEBpatch web pages load very slowly. To prevent this, uncheck the **Client for Microsoft Networks** check box in the NIC Properties window on your remote computer.

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- Step 3** In the IE browser field, enter **http://<address>:9488/www** where <address> is either the external NIC address of the BBSM server (if you are accessing it externally) or the internal IP address of the BBSM server (if you are accessing it from within the BBSM subnet).

For example, enter **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. (Do not enter any information in the Domain field.)



**Note** You must have administrator privileges to use WEBpatch.

**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. This patch automatically reboots your BBSM server.

## 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)
- *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 websites 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, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

[http://www.cisco.com/en/US/partner/ordering/ordering\\_place\\_order\\_ordering\\_tool\\_launch.html](http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html)

All users can order monthly or quarterly subscriptions 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>

- 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 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://tools.cisco.com/RPF/register/register.do>

## Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The type 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. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Priority level 1 (P1)—An existing network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

## Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. 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/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation 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 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 quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access *Packet* magazine at this URL:  
<http://www.cisco.com/go/packet>
- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:  
<http://www.cisco.com/go/iqmagazine>
- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating 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. Current offerings in network training are 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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