



Release Notes for the Cisco Building Broadband Service Manager 5.1

November 2001

These release notes are for Cisco Building Broadband Service Manager (BBSM) version 5.1.



Note

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 hardcopy documents were printed.

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Introduction

BBSM is an Internet subscriber and session management system for building-centric networks, which enables service providers in hotels, apartments, offices, and other public areas to:

- Offer Internet managed-subscriber-access services to their customers
- Make it easy for their customers to understand and use Internet services
- Eliminate the need for end-user software or reconfiguration when making the Internet connection
- Support multiple revenue streams, including advertising, value added, and fee-based schemes
- Support rapid product introduction and innovative product marketing

New and Changed Information

BBSM 5.1 is built on the baseline functionality of BBSM 5.0 with the addition of new features and changes to some existing features. The following two sections identify these features.

New BBSM Version 5.1 Features

BBSM version 5.1 offers the following new or improved features:

- **Access Code Management**
This feature provides high-speed Internet access for event presenters, exhibitors, and attendees. Access Code Management can differentiate hotel conference services by using an access code system that offers bandwidth management and audit reports.
- **Access Code Reports**
These reports have been enhanced to allow the option of viewing each customer's access codes, unused access codes, and the history of used access codes.
- **Building Broadband Service Director (BBSD)**
BBSD software is installed on a separate server and cannot be installed on a BBSM Server. The BBSD feature enables a central system in the data center to manage remote BBSM systems. The primary functions include:
 - Backing up key BBSM system data
 - Performing centralized reporting across a group of BBSM Servers
 - Pushing BBSM web content pages across a group of BBSM Servers in the field
- **Hardware Dependent Port Test**
This feature provides the ability to configure the inter-packet delay, packet size and ping interval for the port test, through an easy to use Graphical User Interface (GUI) on the WEBconfig dashboard.
- **Port Hopping**
This feature allows the end user to seamlessly move from one wireless access point to another without having to re-authenticate. A user can move between network hardware such as switch ports, cable modems, or wireless access points in a BBSM network and maintain an active session in the BBSM Server. The port hopping feature can be used in either a wireless or wired network layout. When using wireless network architecture, this feature improves the user's experience by allowing mobility between wireless access points with uninterrupted service.

- Port Test Report

This feature allows a user to quickly access port test information for different BBSM ports. The time of the last port test and the amount of packet loss, if any, are immediately determined for each selected port.

- RADIUS Accounting Support

BBSM previously supported only RADIUS Authentication. Version 5.1 adds RADIUS Accounting support, which allows BBSM to automatically transmit accounting records to a RADIUS server. By using the RADIUS NAS identifier combined with a RADIUS session ID, unique records can be tracked across multiple BBSM Servers.

- RADIUS User Selected Bandwidth

This feature allows the end-user to select a bandwidth from a drop-down list.

- Single/Multiple Day Billing Options

For an extended stay at a hotel, users can choose different billing methods. They can be charged on a daily basis for one price or for a block of days at a lower daily price.

- Support for Maximum Active Sessions

This feature allows installation to assign a maximum number of concurrent sessions thereby preventing the WAN link from becoming over-subscribed. If a user starts a session that exceeds the configured limit, BBSM redirects the user to a "system busy" Web page that can be customized.

- Web Printing

This feature allows web-based printing with network or local printers. KeyView Pro 6.5 software must be purchased and installed to support this feature.

BBSM Version 5.1 Changes

- Microsoft Proxy 2.0 conversion to Microsoft Internet Security and Acceleration (ISA) Server
- SQL Server 7.0 MSDE conversion to SQL Server 2000 MSDE

Special Notes

The following sections provide updated BBSM information.

Important Note Concerning Changing the Computer Name



Caution

Do not attempt to change the name of your factory-installed BBSM Server.

The BBSM MSDE database has the computer name embedded in the application. Changing the name will break the BBSM MSDE function, and you will see SQL Server errors being reported on your BBSM Server. The only solution is to reinstall the server so that the MSDE database function is reinstalled. This is a Microsoft problem that cannot be fixed by the Cisco software team.

If you want to have a different computer name for your BBSM Server, you must reinstall BBSM and Windows 2000 software. The desired server name will be configured during the Windows 2000 installation. The *Cisco Building Broadband Service Manager and Director Installation Guide* and all necessary software are included in the accessory kit.

BBSM Web Printing Note

To enable the web printing feature on the Sites web page in WEBconfig, you must install Keyview Pro 6.5 or higher on your BBSM Server. Keyview Pro software is available separately and is not included as part of BBSM.

Bandwidth Manager Note

The Bandwidth Manager lets you select the maximum bandwidth speed for a connection. The actual speed is affected by other variables, such as the bandwidth provisioning and the number of clients that are connected to the network, and is therefore slower. The Bandwidth Manager does not guarantee a minimum bandwidth speed, just the maximum.

Microsoft Security Notes

A number of security issues have recently been discovered in Microsoft's software, which could affect all BBSM Servers.



Caution

You must install the following Microsoft patches. Use the links below to protect against these security vulnerabilities.

Microsoft's security bulletins are located at the following website:

<http://www.microsoft.com/technet/treeview/default.asp?url=/technet/security/current.asp>

MS01-037

Authentication Error in SMTP Service Could Allow Mail Relaying

On July 05, 2001, Microsoft acknowledged a flaw in the authentication process used by the Simple Mail Transfer Protocol (SMTP) service.

<http://www.microsoft.com/technet/treeview/default.asp?url=/TechNet/security/bulletin/ms01-037.asp>

<http://www.microsoft.com/Downloads/Release.asp?ReleaseID=31181>

MS01-027

Flaws in Web Server Certificate Validation Could Enable Spoofing

On May 16, 2001, Microsoft reported flaws in web server certificate validation that could enable spoofing.

<http://www.microsoft.com/technet/treeview/default.asp?url=/technet/security/bulletin/MS01-027.asp>

Internet Explorer 5.01

<http://www.microsoft.com/windows/ie/downloads/critical/q295106/default.asp>

Internet Explorer 5.5

<http://www.microsoft.com/windows/ie/download/critical/q299618/default.asp>

MS01-023

Unchecked Buffer in ISAPI Extension Could Enable Compromise of IIS 5.0 Server

On May 1, 2001, Microsoft acknowledged that a software defect in Windows 2000 could allow a hacker to gain complete control of any system running both Windows 2000 and the company's Internet Information Services (IIS) 5.0 server.

<http://www.microsoft.com/technet/security/bulletin/ms01-023.asp>

<http://www.microsoft.com/Downloads/Release.asp?ReleaseID=29321>

MS01-022

WebDAV Service Provider Can Allow Scripts to Levy Requests as User

On April 18, 2001, Microsoft acknowledged a flaw in the way that Microsoft Data Access Component Internet Publishing Provider provides access to WebDAV resources over the Internet.

<http://www.microsoft.com/technet/treeview/default.asp?url=/technet/security/bulletin/ms01-022.asp>

<http://www.microsoft.com/Downloads/Release.asp?ReleaseID=29129>

MS01-004

Malformed HTR Request Allows Reading of File Fragments



Note

You must perform this procedure manually since no patch is available for this vulnerability.

On January 29, 2001, Microsoft described a “vulnerability” involving a new variant of the “File Fragment Reading via HTR.”

<http://www.microsoft.com/technet/treeview/default.asp?url=/TechNet/security/bulletin/ms01-004.asp>

IIS 4.0

<http://www.microsoft.com/Downloads/Release.asp?ReleaseID=27492>

IIS 5.0

<http://www.microsoft.com/Downloads/Release.asp?ReleaseID=27491>

Use the following procedure to immediately remove the “printer,” “ida,” “idq,” and “htr” extensions.

-
- Step 1 Select **Start > Programs > Administrative Tools > Internet Services Manager**.
 - Step 2 Right-click the BBSM Server name in the left-hand pane (Tree), and select **Properties** from the pop-up menu.
 - Step 3 From the Properties box, select **WWW Service** from the Master Properties drop-down list.
 - Step 4 Click **Edit**.

- Step 5** From the WWW Service Master Properties box, click the **Home Directory** tab.
- Step 6** Click **Configuration**.
- Step 7** From the Application Mappings table under the App Mappings tab, select the *printer* extension.



Note If the extension is not there, this procedure has already been done for that extension.

- Step 8** Click **Remove**.
- Step 9** Click **Yes** to clear the delete confirmation message.
- Step 10** Repeat Steps 7 through 9 for the *ida* extension.
- Step 11** Repeat Steps 7 through 9 for the *idq* extension.
- Step 12** Repeat Steps 7 through 9 for the *htr* extension.
- Step 13** Click **OK** three times to close all dialog boxes.
- Step 14** Close the Internet Service Manager.
-

MS00-079

Patch Available for 'HyperTerminal Buffer Overflow' Vulnerability

This bulletin was originally posted on October 18, 2000, but was updated on May 24, 2001 to advise of the availability of a new patch that eliminates a security vulnerability in the HyperTerminal application that ships with Microsoft Windows 98, Windows 98 Second Edition, Windows Me, and Windows 2000.

<http://www.microsoft.com/technet/treeview/default.asp?url=/technet/security/bulletin/ms00-079.asp>

Windows 2000

<http://www.microsoft.com/Downloads/Release.asp?ReleaseID=29330>



Note This can be applied to Gold, Service Pack 1, and Service Pack 2.

Building Broadband Service Director (BBSM) Installation Note

You have the option of installing BBSM, which is a feature of BBSM. On page 2-12 of the *Cisco Building Broadband Service Manager and Director Installation Guide*, the following statement is made: “You have a choice of installing either MSDE, which is included with the BBSM v5.1 CD, or SQL Server, which is not included.”



Note If you install SQL Server for BBSM, you must install SQL Server 2000, not SQL Server 7.0. BBSM includes MSDE 2000, not MSDE 7.0.

Special Licensing Note

Your Windows 2000 server has a default setting of five Microsoft licenses. This configuration puts a maximum limit of five rooms that can be simultaneously mapped and port tested on the BBSM Server.

Procedure to Change License Quantity

To avoid error messages and to have the ability to map and port test more than five rooms at a time, follow this procedure to change the number of per-server licenses on the BBSM Server.



Note Changing the number of licenses does not affect your Microsoft license fee.

- Step 1** Choose **Start > Settings > Control Panel**.
- Step 2** Double-click **Licensing**.
- Step 3** From the Choose Licensing Mode window, click **Add Licenses**.



Note The Per server radio button selected displays **5** as the number of concurrent connections.

- Step 4** From the New Client Access License window, enter the number of licenses that you want to add from the **Quantity** field.



Note The number you select is added to the quantity of licenses you already have.

- Step 5** Click **OK**.
 - Step 6** From the Per Server Licensing window, click the **I agree that** check box to agree to the licensing agreement, and click **OK**.
 - Step 7** From the Choose Licensing Mode window, click **OK** to exit. The new number of concurrent connection appears.
 - Step 8** Close the **Control Panel** window.
-

Change in BBSM version 5.1 CD Documentation File Names

The PDF file names of the BBSM v5.1 CD have changed. These are the correct file names:

Title	File Name	Description
<i>Cisco Building Broadband Service Manager and Director Installation Guide</i>	<i>install.pdf</i>	If you are installing BBSM or BBSD on a server, you must follow these instructions.
<i>Cisco Building Broadband Service Manager Software Configuration Guide</i>	<i>config.pdf</i>	Refer to this document to configure your server. Both factory- and customer-installed BBSM Servers must be configured.
<i>Cisco Building Broadband Service Director Software Configuration Guide</i>	<i>director.pdf</i>	After you install BBSD on your server, you must configure the software. Refer to this document to configure your server.
<i>Release Notes for the Cisco Building Broadband Service Manager 5.1</i>	<i>relnotes.pdf</i>	Refer to this document for the latest BBSM and BBSD updates and changes.

Change in BBSM Default Password Procedures



Caution

For security purposes, change the Building Broadband Service Manager (BBSM) default passwords *immediately*.

If you use a Cisco Building Broadband Service Director (BBSD) Server to manage the BBSM Server, you must also change the BBSD Account passwords on the BBSM Server. See [Table 1 on page 8](#) for a list of the BBSM software default settings.

Table 1 *BBSM Software Default Settings*

Account	Username	Password
BBSM Administrator	Administrator	changeme
MSDE System Admin	sa	changeme2
BBSD Windows Client	bbsd-client	changeme2
BBSD MSDE Client	bbsd-client	NULL



Note

The BBSD Windows Client password *must* match the BBSD MSDE Client password. Be sure that you use the same password for both BBSD accounts.

To change the MSDE System Admin password, enter the following at the command prompt:
`osql -E -Q "exec sp_password 'changeme2','<new_password>','sa' "`

To change the BBSD MSDE Client password, enter the following at the command prompt:
`osql -E -Q "exec sp_password NULL,'<new_password>','bbsd-client' "`

**Note**

Do not place single quotes around **NULL**.

To later change either the MSDE System Admin or the BBSM MSDE Client passwords, after the default passwords have been changed, enter this command at the command-line prompt:

```
osql -E -Q "exec sp_password '<old_password> ','<new_password> ','<username>' "
```

**Note**

If you experience any problems, contact the Cisco Technical Assistance Center, 24 hours a day, 7 days a week at (800) 553-2447 or send an e-mail to tac@cisco.com. You might also find useful information on the Cisco website at www.cisco.com.

Change in BBSM Installation of Windows 2000 Hotfixes

Due to a change by Microsoft to the Microsoft ISA software, the installation procedure for this section has been changed. Use the following procedure to install ISA Hotfix.

-
- Step 1** Click **6. Install Windows 2000 Hotfixes**. Wait while hotfixes are installed on your server.
 - Step 2** From the Microsoft ISA Server 2000 Hotfix Setup window, click **Yes** to install the ISA Server hotfix.
 - Step 3** Click **OK** to restart your server.
 - Step 4** After your server reboots, log on as **Administrator** with the proper password.
 - Step 5** Remove the **BBSM v5.1** CD from the CD-ROM drive.
-

RADIUS Servers Default Settings and Functions Note

On page 2-33 of the *Cisco Building Broadband Service Manager 5.1 Software Configuration Guide*, this statement is incorrect: “Timeout represents the number of times that the RADIUS client attempts to get a response from a RADIUS server before giving up and moving to the next RADIUS server. Default - 3.”

The correct definition is “Timeout represents the number of seconds that the RADIUS client waits for a response from a RADIUS server before giving up and moving to the next RADIUS server. Default - 5 (seconds).”

Open Caveats

This section describes open caveats in BBSM version 5.1.

CSCdt37017

Netscape allows end-user to close tools window

End users browsing with Netscape Communicator 4.75 have the ability to close the tools window. If the end user closes the tools window without explicitly disconnecting their session, and the BBSM Server is configured to use the minute access policy, the end user will continue to be charged.

Workaround/Solution: End users using Netscape Communicator 4.75 should upgrade their browsers to a higher version.

CSCdu82286

Error generating access codes by using Netscape 4.7

An error occurs when generating Access Codes by using a Netscape 4.7 browser. An error message appears and the access codes are not generated.

Workaround/Solution

Do not use Netscape 4.7 when generating access codes. Access codes are generated correctly when using any other version of Netscape or any version of Internet Explorer.

CSCdu88111

User unable to view SSL pages when using same proxy server for all protocols.

If the end-user's browser is configured to use a web proxy server for all protocols and the port is configured with a SSL page set, the end user is not able to view the start page. The end-user's browser displays an error page, *Page cannot be displayed. Error 501/505 Not implemented or supported.* This problem affects both the Netscape and Internet Explorer browsers.

Workaround/Solution

The end user must modify the browser setting to make sure that SSL traffic does not go through the proxy server. This change is dependent on the type of browser being used as well as the version number. This example demonstrates how to make this change for Internet Explorer 5.0:

1. From the Menu, click **Tools**.
2. Select **Internet Options**.
3. Click the **Connections** tab.
4. Click the **LAN Settings**.
5. Click **Advanced** (under Proxy server).
6. Remove proxy address and port information for Secure traffic.
7. Click **OK** to close the Proxy Settings window.
8. Click **OK** to close the Local Area Networks (LAN) Settings window.
9. Click **OK** to close the Internet Options dialog.

CSCdv03974

Client cannot connect if WEBconfig is updated while browser open

If a BBSM Administrator updates WEBconfig while an end-user's browser is open to the Start page, the end user cannot connect until the browser is refreshed.

Workaround/Solution

The end user should refresh or restart the browser, and then connect.

CSCdv21101

ISA install script fails if CD key not entered correctly

If the ISA CD key is not entered correctly at the prompt during the installation process, the BBSM installation script for ISA fails.

Workaround/Solution

If the BBSM installation script for ISA fails, restart the process for ISA installation, and verify that the CD key is entered correctly at the prompt before proceeding. Verify that the CD key is correct, and proceed with the installation as usual.

CSCdv25464

Continuous cycle to Start page with BBSM Toolbar

The end user might encounter a situation where the browser continuously cycles to the Start page instead of connecting. This problem usually occurs when the end user does not refresh the browser before trying to reconnect.

Workaround/Solution

The end user should close and restart their browser, and then connect.

CSCdv26090

Blank SNMP Password for Router not supporting SNMP returns error msg

Although routers that do not support SNMP do not require an SNMP Password, the BBSM system does not allow a router record to be added with a blank SNMP Password field on the Routers tab. To add the record, a password should be entered into the SNMP Password field and then disabled by unchecking the Router Supports SNMP check box.

Workaround/Solution

Follow these steps to add a password to the record and then disable it:

1. From the **Routers** web page of WEBconfig, enter the appropriate information for your router.
2. Check the **Router Supports SNMP** check box.
3. Enter any password into the **SNMP Password** field.
4. Uncheck the **Router Supports SNMP** check box.
5. Click **Update** to save the record.

CSCdv26097

Stack IP Address should not be required for a NULL switch

If a BBSM Administrator tries to add a NULL switch on the Switches tab of WEBconfig without entering a Stack IP Address, a validation message appears, stating that a Stack IP Address must be entered.

Workaround/Solution

Enter any IP address into the *Stack IP Address* field.

CSCdv27941

Access Code Report must have valid start date

When a users try to generate an access code report in the Reporting Pages, they might see the following message: *There were no records found for this Customer within this Date Range.*

Workaround/Solution

To view access codes within a date range, the valid start date must be equal to or earlier than the first day that the access codes were valid.

CSCdv28441

Room Mapping Report error if report refreshed while room is being mapped

An error might occur on the Room Mapping Report if the report is refreshed while a room is being mapped.

Workaround/Solution

If an error occurs, click the **Back** button in the browser, and click the **Refresh** button. The report displays without error.

CSCdv32770

Switch Mode displays Mbps_NONE instead of default when first active

After adding a switch record to BBSM by using the Switches tab of WEBconfig, you can set a switch mode for the switch by using the Port Tests button of WEBconfig. When you first click the Port Test button, the Switch Mode displays Mbps_NONE, and no other values in the drop-down list.

Workaround/Solution

To see the appropriate switch modes, click **Defaults**. Select the desired Switch Mode from the drop-down list, and click **Update** to save the record.

CSCdv35324

SSL warning prevents Walled Garden usage

When using Netscape 4.75, an SSL warning message appears preventing end users from accessing the Walled Garden web page.

Workaround/Solution: End users using Netscape Communicator 4.75 should upgrade their browsers to a higher version.

Obtaining Documentation

These sections provide sources for obtaining documentation from Cisco Systems.

Related Documentation

These documents provide additional information:

- The *Cisco Building Broadband Service Manager Hardware Assembly Guide* provides instructions for connecting your BBSM Server.
- The *Cisco Building Broadband Service Manager Quick Start Card/CD Sleeve* provides information on how to access documentation on the BBSM v5.1 CD for installing and configuring Cisco Building Broadband Service Manager.
- The *Cisco Building Broadband Service Manager and Director Installation Guide* provides instructions (if your system is customer-installed) for installing Cisco Building Broadband Service Manager software.
- The *Requires Immediate Attention Card for Cisco BBSM Server* provides instructions for changing passwords and accessing documentation on the BBSM v5.1 CD.
- The *Cisco Building Broadband Service Manager Software Configuration Guide* provides instructions for configuring Cisco Building Broadband Service Manager software.
- The *Cisco Building Broadband Service Director Software Configuration Guide* provides instructions for configuring Cisco Building Broadband Service Director software.

World Wide Web

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

<http://www.cisco.com>

Translated documentation is available at the following 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, 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

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products Marketplace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM 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 corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

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

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Obtaining Technical Assistance

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

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- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

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<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 types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC 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.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

The Cisco TAC Web Site allows you 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 the following URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco services 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 the following URL to register:

<http://www.cisco.com/register/>

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; 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 will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following 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). In addition, please have available your service agreement number and your product serial number.

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

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