



# Release Notes for Cisco BBSM 5.2 Page Set Wizard Fix, Patch 5241

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**February 2004**

These release notes describe the Cisco Building Broadband Service Manager (BBSM) 5.2 Page Set Wizard patch and its installation. This patch (Patch5241.exe) works around a bug in the Macintosh Internet Explorer (IE) browser that causes the BBSM Page Set Wizard to generate page sets that do not work correctly with Macintosh IE. Specifically, the Connect button does not work with the Macintosh IE browser for page sets that were generated by the Page Set Wizard. After this patch is applied, the Connect button works with the Macintosh. Patch 5241 is dependent on BBSM 5.2 Service Pack 2 (Patch 5237).



**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 any BBSM server with Internet access, or they can be installed remotely onto multiple BBSM servers from another computer. Install this patch only if you are using the Page Set Wizard to generate your page sets (client web pages). If you are using the standard page sets that shipped with BBSM, you do not need this patch.


**Caution**

We recommend terminating all client sessions during BBSM service pack and patch upgrades and installations. For additional information, refer to the *Cisco BBSM 5.2 User Guide*.

Follow these steps to install this patch onto the BBSM 5.2 server:

- Step 1** Using the Internet Explorer (IE) web browser, go to the Cisco BBSM 5.2 Software Download website:  
<http://www.cisco.com/pcgi-bin/tablebuild.pl/bbsm52>


**Note**

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

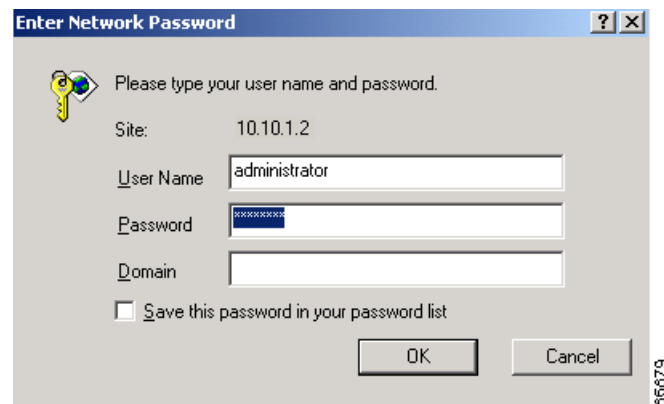
- Step 2** Download **Patch5241.exe** to a temporary location on your computer.
- For a local BBSM installation, go to [Step 6](#).
  - For a remote BBSM installation, continue with [Step 3](#).


**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 problem, uncheck the **Client for Microsoft Networks** check box in the NIC Properties window on your remote computer.

- 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 5.2 User 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 5.2 User Guide* (order number DOC-7814689=)
- *Cisco BBSM 5.2 and BBSM Software Installation Guide* (order number DOC-7812741=)
- *Cisco BBSM 5.2 Quick Start Guide* (order number DOC-7814813=)
- *Release Notes for the Cisco BBSM 5.2* (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 annual 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, USA.) 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 send your comments in e-mail to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

You can submit comments by using the response card (if present) behind the front cover of your document or 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

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance.

## Cisco TAC Website

The Cisco TAC website (<http://www.cisco.com/tac>) provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year.

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

## Opening a TAC Case

The online TAC Case Open Tool (<http://www.cisco.com/tac/caseopen>) is the fastest way to open P3 and P4 cases. (Your network is minimally impaired or you require product information). After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using these recommendations, your case will be assigned to a Cisco TAC engineer.

For P1 or P2 cases (your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

## TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

**Priority 1 (P1)**—Your 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.

**Priority 2 (P2)**—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

**Priority 3 (P3)**—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## 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/index.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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