



## Preface

This guide is written for the personnel responsible for configuring and maintaining the Building Broadband Service Manager (BBSM). After BBSM has been configured, it is ready to be used. During daily operation, BBSM uses the information provided during configuration to recognize the sites, ports, switches, and other related network equipment. The result allows service providers to offer Internet services on a port-by-port basis.



**Note**

Note that the term *customer* refers to the individual or organization that purchased BBSM. The term *end user* refers to the service provider's or property owner's customer that is accessing the Internet through the BBSM system.

This guide is organized into the following chapters and appendixes.

No.	Title	Description
1	<a href="#">Introduction</a>	Provides an overview of the BBSM system, including media and deployment options, network interfaces, and system features.
2	<a href="#">Getting Started</a>	Provides the steps for getting started, including setting up the BBSM server, changing passwords, and running the Address Change and Switch Discovery wizards.
3	<a href="#">Basic BBSM Configuration</a>	Describes how to configure the BBSM server for basic operation.
4	<a href="#">System Operation</a>	Describes how to perform operational procedures for testing, maintenance and upgrade, management, and reporting.
5	<a href="#">Troubleshooting</a>	Addresses common problems and describes the Trace debugging utility.
A	<a href="#">Installing an SSL Certificate</a>	Describes how to acquire and install an SSL certificate to provide Internet security through the BBSM server.
B	<a href="#">Using BBSD</a>	Describes the Building Broadband Service Director (BBSD) feature.
C	<a href="#">Upgrading BBSM from Software Rel. 5.1 to 5.2</a>	Describes how to upgrade the BBSM software from software release 5.1 to software release 5.2.
D	<a href="#">Changing Server Bandwidth Parameter Settings</a>	Gives the procedure for changing the default server bandwidth parameter settings in the registry.

# Conventions

This publication uses the following conventions to convey instructions and information:

- Commands and data you type are shown in **bold**.
- Variables or parameters for which you supply values are shown in angle brackets (< >).
- Terminal sessions and screen displays are shown in `screen font`.
- Optional elements are shown in square brackets ([ ]).

# Related Publications

These documents provide complete information about BBSM:

- *Cisco BBSM 5.2 and BBSM Installation Guide* (order number DOC-7812741=)
- *Cisco BBSM 5.2 SDK Developer Guide* (available on Cisco.com)

To ensure you have the latest information on BBSM, refer to the release notes on Cisco.com before installing, configuring, or upgrading the BBSM server.

# Obtaining Documentation

This section describes how to access and order documentation and how to provide Cisco with your comments.

To use this user guide efficiently, you can view the Adobe Acrobat PDF version of the guide and search for the desired information by using the Find feature (Ctrl F). Continue searching by using Find Again (Ctrl G). You can also navigate through the guide by using the bookmarks on the left. Note that the last bookmark is the Index, which contains hypertext links for all key topics.

You can access this *Cisco BBSM 5.2 User Guide* on the Internet at the following website:

[http://www.cisco.com/en/US/products/sw/netmgtsw/ps533/products\\_user\\_guide\\_book09186a008010e9a8.html](http://www.cisco.com/en/US/products/sw/netmgtsw/ps533/products_user_guide_book09186a008010e9a8.html)

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)

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).

You can submit comments to Cisco electronically, by e-mail, or by mail:

- To submit them electronically, 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.

## Support for Cisco Interface Specifications and APIs

Cisco has a new support program for developers who are enabling products with Cisco-supported interfaces. The Developer Support Program provides formalized support for Cisco interfaces to enable developers, customers, and partners to accelerate the delivery of compatible solutions to Cisco customers.

The Developer Support engineers are an extension of the product technology engineering teams. They have direct access to the resources necessary to provide expert support in a timely manner.

The Developer Support Program offers the following benefits:

- Minimal support fees
- Flexible support model—Purchase support as needed, or for a period of time
- Consistent level of support—Defined problem priority and escalation guidelines
- Deliver products to market faster—Dedicated program with interface experts to assist you

To find out more about this program and obtain the Developer Support Agreement, go to the Developer Support Program web site at the following URL:

<http://www.cisco.com/go/developersupport>

After receiving your signed agreement, we will send you your contract ID number and instructions for opening support cases with Cisco Developer Support engineers.

We look forward to working with you. Please do not hesitate to contact us at the following e-mail address if you have further questions about this program:

[developer-support@cisco.com](mailto:developer-support@cisco.com)

## 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 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)