



Deactivating and Reactivating Client Sessions

The Client Deactivation feature enables an administrator or operator to deactivate remotely one or more active sessions, either temporarily or permanently. It also enables the administrator to reactivate a permanently deactivated client. By deactivating clients, you can safely perform routine BBSM testing and maintenance.

Cisco strongly recommends deactivating all client sessions when installing service packs, patches, and upgrades.

You may also want to deactivate a client for security reasons or problems related to one client. If you discover that one client is causing problems such as using too much bandwidth, downloading illegal content, or spreading viruses, you can deactivate it on the Deactivate Clients web page by using the client IP address or location.

You can also temporarily or permanently deactivate a client based on its MAC address:

- A temporary deactivation allows clients access to the Connect page so they can reconnect immediately after they are disconnected.
- A permanent deactivation prevents the client from reconnecting unless an administrator or operator reactivates the client. The client's MAC address is disallowed from the network, but the IP address is not.

When navigating through the sessions, note that you can sort each column in ascending or descending order by clicking the column heading.

Deactivating Client Sessions

Follow this procedure to temporarily or permanently deactivate client sessions.

- Step 1** From the Dashboard, click **Client Deactivation**. The Deactivate Clients web page appears. (See [Figure 1-1](#).)

Figure 1-1 Deactivate Clients

Building Broadband Service Manager Client Deactivation

Dashboard | Help | Logout

Deactivate Clients | Reactivate Clients

CISCO SYSTEMS Site 1, testing
Deactivate Clients

NOTE: If the Permanent check box is checked, only the Administrator or Operator can reactivate that customer.
The deactivation process time varies depending on the number of clients you are trying to deactivate. Use the Requery button to ensure that all clients have been deactivated.

Deactivate	Permanent	Client MAC Address	IP Address	Start Time	Port ID	Location	Access Policy	Accounting Policy	Bandwidth
<input type="checkbox"/>	<input checked="" type="checkbox"/>	00 d0 b7 bc b3 08	192.168.41.12	10/30/2003 1:48:35 PM	0001000100020	20	Daily	Hotel	0
<input type="checkbox"/>	<input checked="" type="checkbox"/>	00 01 02 32 fd 6d	192.168.41.11	10/30/2003 1:48:51 PM	0001000100021	21	Daily	Hotel	0

Requery Select All Clear All

Deactivate Clients

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- Step 2** Select the client sessions you want to temporarily or permanently deactivate based on the information shown in [Table 1-1](#).
- Step 3** Click **Deactivate Clients**. When a permanently deactivated client tries to access the Internet, the client is redirected to the Deactivated Session web page.

Table 1-1 Deactivate Clients Options

Option	Description
Deactivate	Check the box to select the session for deactivation.
Permanent	After you have checked Deactivate, check this box to select the session for permanent deactivation.
Client MAC Address	Displays the client's MAC address.
IP Address	Displays the client's IP address.
Start Time	Displays the date and time that the client's session began.
Port ID	Displays the port ID number that the client is connected to. For an explanation of the Port ID, refer to Chapter 4, "Using Port Control."
Location	Displays the end user's location number.
Access Policy	Displays the access policy that is applied to this user.
Accounting Policy	Displays the accounting policy that is applied to this user.
Bandwidth	Displays the end user's bandwidth rate.
Buttons	
Requery	Refreshes the web page (before clicking Deactivate Clients).
Select All	Selects all client sessions at once.
Clear All	Deselects all client sessions.
Deactivate Clients	Deactivates the client sessions that you checked.

Reactivating Client Sessions

When clients are permanently deactivated, the deactivation is absolutely permanent unless an administrator or operator reactivates them.

To reactivate a permanently deactivated client, follow the steps below.

- Step 1** From the Dashboard, click **Client Deactivation**. The Deactivate Clients web page appears. (See [Figure 1-1](#).)
- Step 2** Click **Reactivate Clients**. The Reactivate Clients web page appears. (See [Figure 1-2](#).)

Figure 1-2 Reactivate Clients

The screenshot shows the 'Reactivate Clients' page in the Building Broadband Service Manager. The page header includes 'Building Broadband Service Manager' and 'Client Deactivation'. The main content area displays a table of deactivated clients. Below the table are buttons for 'Requery', 'Select All', 'Clear All', and 'Reactivate Clients'.

Reactivate	Client MAC Address	Deactivation Time	Location at Deactivation Time
<input type="checkbox"/>	00 d0 b7 bc b3 08	10/30/2003 1:54:30 PM	20
<input type="checkbox"/>	00 01 02 32 fd 6d	10/30/2003 1:54:31 PM	21

- Step 3** Reactivate the appropriate clients based on the information shown in [Table 1-2](#).
- Step 4** Click **Reactivate Clients**.

Table 1-2 *Reactivate Client Options*

Option	Description
Reactivate	Check this check box to reactivate a client that was permanently deactivated.
Client MAC Address	Displays the client's MAC address.
Deactivation Time	Displays the date and time that the client was permanently deactivated.
Location at Deactivation Time	Displays the physical location of the client that was permanently deactivated.
Buttons	
Requery	Refreshes the web page (before clicking Reactivate Clients).
Select All	Selects all of the clients.
Clear All	Deselects all of the clients.
Reactivate Clients	Reactivates the permanently deactivated clients.

