



Installing Service Packs or Patches (WEBpatch)

This section describes how to view, transfer, and install service packs or patches and view the patch log. (You must have administrative rights to install BBSM service packs or patches.)

You can install BBSM service packs or patches locally on any BBSM server or on multiple BBSM servers from another computer in a remote location. You can transfer multiple files to the BBSM server before you install them.



Note

As of BBSM 5.3, the FTP port on the internal network is blocked. Because WEBpatch transfer uses FTP, patches and service packs can be transferred only from the external network to BBSM. They cannot be transferred from within the BBSM network.

Before You Start

Before you begin transferring and installing files, read the following precautions

- Transfer and install only service packs or patches properly obtained from Cisco.
- Most BBSM service packs and patches are available over the Internet. Be sure that the file has been downloaded before continuing.
- Make sure that both the external and internal NICs are plugged in and enabled, or the service pack or patch will fail to install.
- Cisco strongly recommends that you terminate all client sessions during these installations.
- Install service packs or patches during low-use time periods to minimize service interruptions and ensure proper functionality.
- If you are using Windows 2000 Professional or XP Professional on your client, uncheck the **Client for Microsoft Networks** check box as described below. When you uncheck this check box, the ASP files load much more quickly. Be sure to re-check it after you install the patch.
 - Choose **Start > Settings > Network and Dial-up Connections**. The Network and Dial-up Connections window appears.
 - Right-click **Local Area Connection**, and from the drop-down menu, choose **Properties**. The Local Area Connection Properties window appears.
 - Uncheck the **Client for Microsoft Networks** check box.
 - To close the windows, click **OK** three times.

Patch Installation Procedure

Follow this procedure to view or install service packs or patches and view the patch log.

- Step 1** From the BBSM Hotspot Dashboard, click **WEBpatch**. The BBSM Patches web page appears. (See [Figure 5-1](#) and [Table 5-1](#).)

Figure 5-1 BBSM Patches

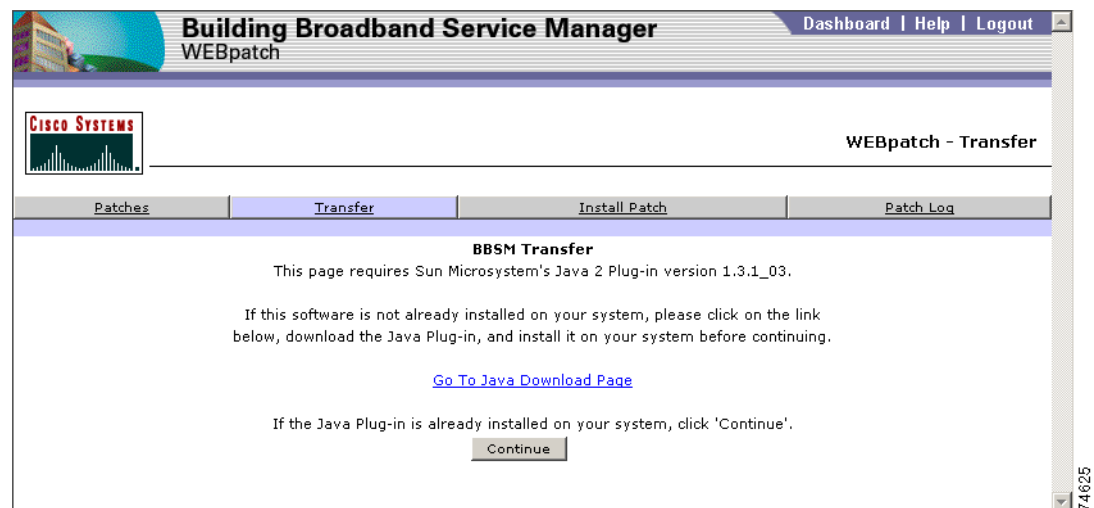
Table 5-1 BBSM Patches Fields

Field	Description
Installed patches	Specifies an installed service pack.
Install Date	Shows the date that the service pack was originally installed.
Release	Lists the BBSM release that the service pack was intended for.
Description	Briefly describes the service pack.
Release Dependencies	Indicates the BBSM release or range of releases that must be installed on the target server before you can install the service pack.
Patch Dependencies	Lists the previous service packs or patches that must be installed before you can install the current service pack or patch.
Hotfixes	Displays the names of batch files that are run during patch installation.
Database Commands	Displays the names of files containing database commands that the BBSM server sends to update its database when service packs or patches are being installed.

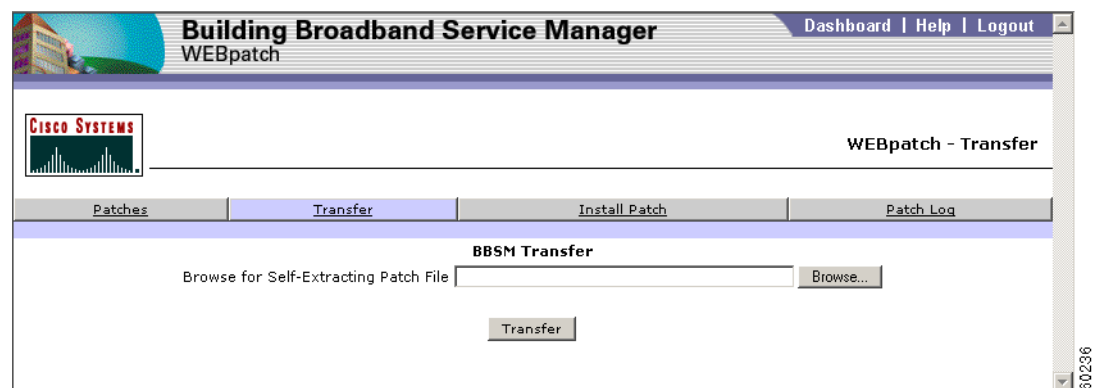
- Step 2** To view installed service packs, follow these steps:
- From the Installed patches drop-down menu, select a service pack. (The navigation buttons near the bottom of the page can also be used to select a service pack.)
 - Click **Go**. The BBSM Patches web page fields populate with the data for the specified service pack, and the View Log Entries button is enabled.
- Step 3** Transfer and install service packs or patches, as follows:
- Click **Transfer**. The BBSM Transfer web page appears. (See [Figure 5-2](#).)

**Caution**

You must use the Java 2 plug-in, version 1.3.1_03, to transfer patches. Other versions will fail. The Java plug-in must be installed on the remote computer that you are using to transfer the file. If the plug-in is not installed already, click **Go To Java Download Page**, download the plug-in, and install it.

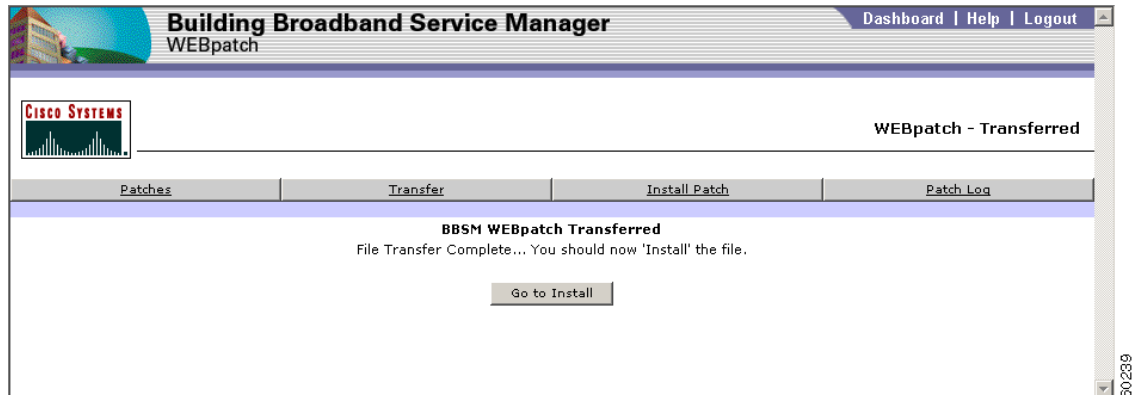
Figure 5-2 BBSM Transfer

- Click **Continue**. The BBSM Transfer web page appears. (See [Figure 5-3](#).)

Figure 5-3 BBSM Transfer, Browse

- c. In the BBSM Transfer field, click **Browse** to navigate to the file being installed and then click **Open**. The file name now appears in the BBSM Transfer field.
- d. Click **Transfer**. The BBSM WEBpatch Transferred web page appears, prompting you to install the file. (See [Figure 5-4](#).)

Figure 5-4 BBSM WEBpatch Transferred

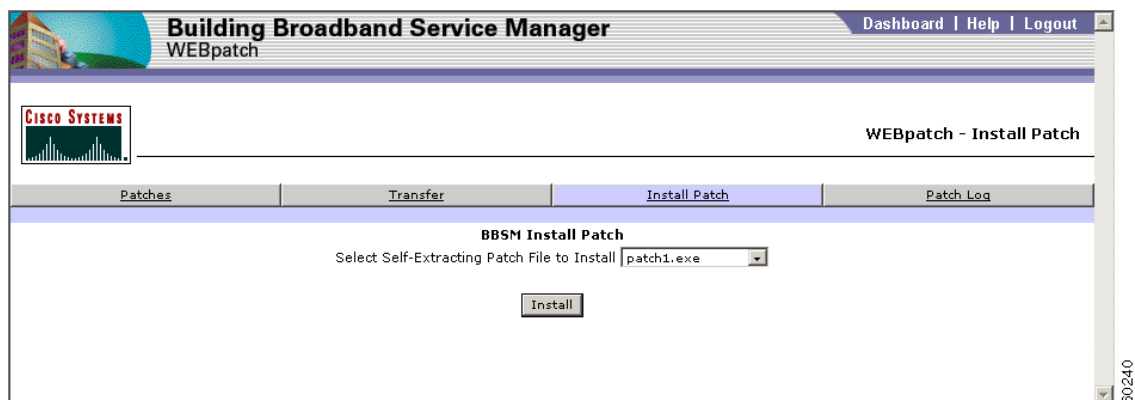


- e. To install another file at the same time, click **Transfer** again to continue transferring files to be installed. After all files are transferred, continue with the installation.
- f. Click **Go to Install** or **Install Patch**. The BBSM Install Patch web page appears. If you clicked **Go to Install**, the page displays the transferred patch in the Select Self-Extracting Patch File to Install drop-down menu. If you clicked **Install Patch**, select the patch from the Select Self-Extracting Patch File to Install drop-down menu. (See [Figure 5-5](#).)



Note This step may take a few minutes, depending on the size of the patch and whether you are remote or local.

Figure 5-5 Install Patch



- g. Click **Install**. The file is automatically verified and installed.

**Note**

After the file has been installed, the BBSM server may automatically reboot. You cannot access the BBSM server while the server is rebooting.

- Step 4** To view the patch log to confirm that your patches installed successfully and to view any messages, follow these steps:
- Click **Patch Log**. The BBSM Patch Log web page appears. (See [Figure 5-6](#).) (This page can also be accessed from the Patches page by clicking **View Log Entries**.)

Figure 5-6 BBSM Patch Log

BBSM Patch Log

Patches: All
Trace Level: Summary
Log Type: All

Go Default

Patch Log Data

Date Time	Patch#	Detail
03/11/2002 15:15:04	0	CPatchUtil::Transfer successfully invoked for [BBSM51SP1.exe]
03/11/2002 15:15:29	1039	CPatchUtil::InstallPatch started
03/11/2002 15:15:31	1039	CPatchUtil::InstallPatch successful for: BBSM51SP1.exe
03/11/2002 15:15:31	1039	CPatchUtil::Reboot successful
03/11/2002 15:18:47	0	CPatchUtil::Transfer successfully invoked for [Patch1042.exe]
03/11/2002 15:18:50	1042	CPatchUtil::InstallPatch started
03/11/2002 15:18:50	1042	CPatchUtil::InstallPatch successful for: Patch1042.exe
03/11/2002 15:18:50	1042	CPatchUtil::Reboot successful
03/11/2002 15:21:54	0	CPatchUtil::Transfer successfully invoked for [WEBPatch51SP1.exe]
03/11/2002 15:21:59	1044	CPatchUtil::InstallPatch started
03/11/2002 15:22:00	1044	CPatchUtil::InstallPatch successful for: WEBPatch51SP1.exe
03/11/2002 15:22:00	1044	CPatchUtil::Reboot successful
03/11/2002 15:25:24	0	CPatchUtil::Transfer successfully invoked for [BBSM51SP2.exe]
03/11/2002 15:26:50	0	CPatchUtil::Transfer successfully invoked for [BBSM51SP2.exe]
03/11/2002 15:27:54	1043	CPatchUtil::InstallPatch started

- From the drop-down menus at the top of the page, select your criteria or click **Default**, which selects all service packs and patches, the Summary trace level, and All log types. (See [Table 5-2](#).)
- Click **Go**. The messages are displayed in the Patch Log Data table.
- If no log information meets your criteria, a dialog box appears, stating that no records exist for the selected criteria. Click **OK** to return to the Patch Log page and change the search parameters.

Table 5-2 BBSM Patch Log Fields

Field	Description
Drop-Down Menus	
Patches	<ul style="list-style-type: none"> All (default setting)—Shows messages for all service packs or patches <service_pack_number>—Shows only PatchLog entries for the specific service pack
Trace Level	<ul style="list-style-type: none"> All—Shows all trace levels Summary (default setting)—Lists only the high level summary Detail—Shows all the messages for all actions performed during WEBpatch activities Debug—Not applicable (used by Cisco Support)
Log Type	<ul style="list-style-type: none"> All (default setting)—Shows all entries for all log types Transfer—Shows only entries for file transfers Install—Lists only installation related entries Other—Displays messages generated by Windows and other programs during WEBpatch activities
Table Columns	
Date Time	The date and time that the patch was installed
Patch #	The patch number
Detail	The patch description