



Getting Started

This chapter describes the information and procedures that you need to configure your BBSM server:

- [Before You Start, page 3-1](#)
- [Setting Up the BBSM Server, page 3-2](#)

Be sure to read the “[Before You Start](#)” section before continuing.

Before You Start

Before you begin configuring BBSM, complete the following tasks:

1. Read the ReadMeFirst web page that launches when you start your BBSM server.
2. Read the applicable sections in the configuration guide and the cautions below to avoid costly problems.
3. From your BBSM server desktop, open the BBSM Checklist and complete it to ensure that you have all of the networking information that you need to configure your server. This includes configuration information for your network topology and information for the routers, clusters, and network devices (access points, CMTSSs, and switches) that you will use with the server.
4. If you are using secured (https) pages, obtain and install a Certificate Authority (third-party SSL). Refer to the “[Installing an SSL Certificate](#)” section on page 16-2.

Read the cautions below before proceeding.



Caution

Do not change the Windows 2000 computer name of your factory-installed BBSM appliance because the BBSM MSDE database has the name embedded in the application. Changing the name breaks MSDE functionality, and SQL server errors will be reported on your BBSM server. The only solution in this situation is to reformat the hard drive and reinstall all software so that the MSDE database is reinstalled. Because this situation is a Microsoft problem, the Cisco software team cannot resolve it. If you want a different computer name for your BBSM server, you must install the software on a clean Windows 2000 server that already has the correct computer name configured.

**Caution**

We do not recommend changing any of the Windows 2000 server component settings on your BBSM server, because changing the operating system can cause problems and leave your server in an unsupported state. These components include, but are not limited to, the DHCP Server, Microsoft ISA, DNS Server, IIS Server, RRAS, and Local Security Policy. If you must modify component settings, test your server in a lab environment before going to production.

**Caution**

Cisco recommends using the latest version of Internet Explorer to perform functions accessed through the BBSM Dashboard.

**Caution**

If you change the system clock on the server while clients are connected, you must reboot the BBSM server.

**Caution**

To avoid disrupting end-user sessions, make changes only when no sessions are active because all active services stop when you save changes on the Webconfig web pages. Services restart automatically after the settings are updated.

Setting Up the BBSM Server

This section explains how to set up the BBSM server:

- [Entering Security Passwords, page 3-2](#)
- [Installing Service Packs or Patches, page 3-4](#)
- [Configuring Windows for Public and Private IP Addressing, page 3-4](#)

Entering Security Passwords

If you purchased a BBSM appliance (rather than BBSM software on CD), you are prompted to enter the following information in the Set BBSM Security Passwords window ([Figure 3-1](#)) when you turn on the BBSM server for the first time:

- Windows Administrator username and password
- MSDE System Administrator *sa* account password

**Note**

The MSDE System Administrator *sa* login username cannot be changed or removed.

Figure 3-1 Set BBSM Security Passwords Window

If you are installing the BBSM software from a CD, the Windows Administrator password is entered during the operating system installation and the MSDE System Administrator *sa* password is entered during BBSM installation.

If you want to change the MSDE System Administrator *sa* password or change the BBSM or Web API account usernames or passwords, refer to [Chapter 16, “Configuring Security and SSL.”](#)



Caution

Do not change any other account information, including system generated accounts such as *TsInternetUser* and accounts prefaced with *IWAM_* and *IUSR_*. If you change them, BBSM may not function properly. In addition, restoring these accounts to their previous states can be very difficult.

When the Set BBSM Security Passwords window appears, you must enter the required username and passwords. To ensure that passwords are entered, the set passwords window does not contain a Close button and clicking the escape key does not close the window. In addition, if any other applications are opened while the set passwords window is displayed, they will appear in the background and the Set Passwords window will appear in the foreground.

Follow this procedure to set the Windows Administrator username and password and the MSDE System Administrator *sa* password.

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- Step 1** Turn on the BBSM server for the first time. The Set BBSM Security Passwords window appears.
- Step 2** Enter the Windows Administrator username and password.
- Passwords must be between 6 and 15 characters long, blank passwords are not permitted, and passwords are case sensitive. The two password fields must be identical for each account.
- Step 3** Enter the MSDE System Administrator *sa* account password twice and then click **OK**. The SetPasswords configuration dialog box appears.
- Step 4** Click **OK** to confirm the passwords.
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Installing Service Packs or Patches

Before beginning the basic configuration of your BBSM server, determine if any service packs or patches need to be installed. Cisco recommends that you install all available service packs and patches. For instructions on performing these installations, refer to the *Cisco BBSM 5.3 Operations Guide*.

Configuring Windows for Public and Private IP Addressing

This section describes how to reconfigure Windows to support public and private IP addressing, which requires configuring multiple networks called *multinets*. It reconfigures the internal network interface card (NIC) on your BBSM server. You need to perform this procedure only if you will be using multiple networks. Factory-installed BBSM servers are initially configured as single networks called *singlenets*.



Note

For more information, refer to the [“Public and Private IP Addresses \(Multinets\)”](#) section on page 9-2.



Caution

Although you use the Network and Dial-up Connections window to add multinets, do not delete multinets through this window. Instead, use the Address Change Wizard to remove multinet 2 so BBSM can update its internal database with this information. Refer to the [“Running the Address Change Wizard”](#) section on page 5-1.

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- Step 1** Right-click **My Network Places** and select **Properties**. The Network and Dial-up Connections window appears.

Step 2 To add the IP address, follow these steps:

- If you are adding a second multinet IP in a single VLAN configuration, right-click **AtNatMP** and select **Properties**. The AtNatMP Properties window appears.
- If you are adding a second multinet IP address in a dual-VLAN configuration, right-click the client VLAN and select **Properties**. The client VLAN Properties window appears.

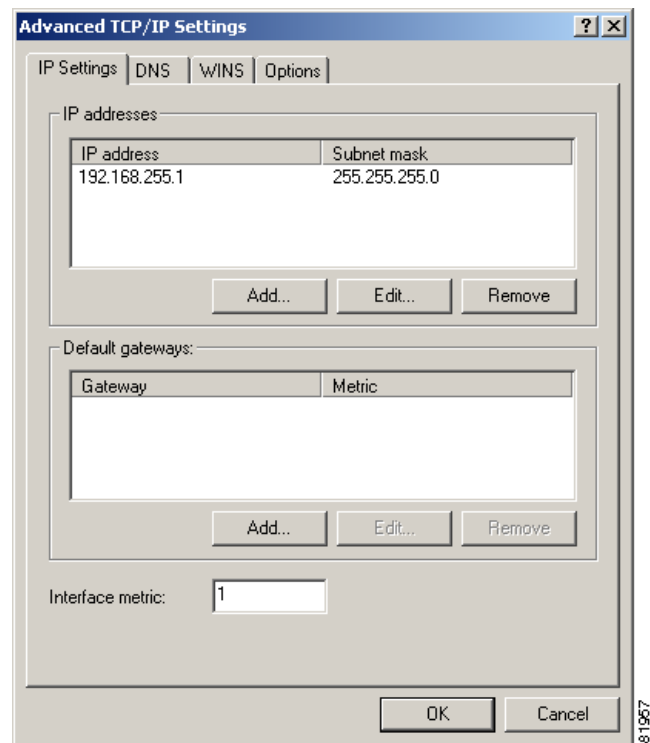


Note In a dual-VLAN configuration, you cannot add the multinet IP address until you configure the dual VLAN because the second IP address is added to the client VLAN. Refer to [Chapter 4, “Configuring Dual VLANs.”](#)

Step 3 Choose **Internet Protocol (TCP/IP)** and click **Properties**. The Internet Protocol (TCP/IP) Properties window appears.

Step 4 Click **Advanced**. The Advanced TCP/IP Settings window appears, showing the IP addresses tab. (See [Figure 3-2](#).)

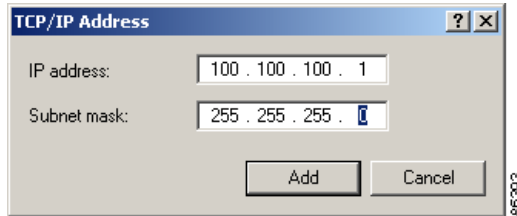
Figure 3-2 Advanced TCP/IP Settings



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- Step 5** Add the second multinet IP address and subnet mask.
- In the IP addresses area, click **Add**. The TCP/IP Address window appears. (See [Figure 3-3](#).)

Figure 3-3 Advanced TCP/IP Settings



- Enter the second IP address and subnet mask and click **Add**. You are returned to the Advanced TCP/IP Settings window, which now shows both multinets, and you are finished with the configuration. No gateways are configured for the internal NIC.
- Step 6** To close all three windows, click **OK** in each window and then close the Network and Dial-up Connections window.
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