



Preface

Audience

This guide is written for personnel responsible for configuring and maintaining the Building Broadband Service Manager (BBSM). The guide explains how to configure and define specific characteristics for BBSM networks. After BBSM has been configured, it is ready to be used at each site.

Purpose

The purpose of this guide is to help configure BBSM for operation on a site-by-site basis. 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.

Organization

This guide is organized into the following chapters and appendixes.

Chapter/Appendix		Description
No.	Title	
1	Overview	Lists the software features and deployment options of this release. It provides examples of how the BBSM server is integrated into a network.
2	Preconfiguration and Setup	Provides the necessary steps to prepare the BBSM system for configuration, including setting up a Site Controller.
3	Basic BBSM Configuration (WEBconfig)	Describes how to configure the BBSM server by using the WEBconfig feature accessed under the Administration section on the BBSM Dashboard.
4	Testing the PMS Interface (WEB PMS Test)	Describes how to test the PMS interface by using the WEB PMS Test feature accessed under the Administration section on the BBSM Dashboard.
5	Installing Service Packs, Patches, and Upgrades (WEBpatch)	Describes how to install service packs, patches, and upgrades by using the WEBpatch feature accessed under the Administration section on the BBSM Dashboard.
6	BBSM Operations	Describes the four functions under the Operations section of the BBSM Dashboard: Port Control, Map Rooms, Subscription Port Control, and Access Code Management.
7	Viewing and Printing BBSM Reports	Discusses the reporting options available from the BBSM Dashboard.
8	Customizing Your BBSM System	Describes the additional features and options of your BBSM system.
9	Web Printing	Explains how to add a web printing option for end users.
A	BBSM Basics	Describes the features and options that make up the BBSM architecture.
B	Using the BBSM Interfaces	Describes the two GUI interfaces—the BBSM Dashboard and WEBconfig—that are key to the configuring and using BBSM.
C	Installing an SSL Certificate	Describes how to acquire and install an SSL certificate to provide Internet security through the BBSM server.
D	Using RADIUS Authentication, Authorization, and Accounting	Explains how to use RADIUS with the BBSM system.
E	Understanding Port Hopping	Describes port hopping as it applies to the BBSM system.
F	BBSM Feature	Describes the Building Broadband System Director (BBSM) feature.
G	Configuring a Laptop for Room Mapping	Explains how to configure your laptop so it can be used to map the room ports.

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 ([]).

Notes and cautions use these conventions and symbols:



Note

This note symbol means *take note*. Notes contain helpful suggestions or references to materials not contained in this manual.



Caution

This caution symbol means *be careful*. This action can result in equipment damage, loss of data, or interruption of service.

Related Publications

These documents provide complete information about the BBSM:

- *Requires Immediate Attention Card for Cisco BBSM Server* (available on Cisco.com)
- *Cisco Building Broadband Service Manager and Director Installation Guide* (order number DOC-7812741=)
- *Cisco Building Broadband Service Manager Hardware Assembly Guide* (available on Cisco.com)
- *Cisco BBSM Software Configuration Guide, Software Rel. 5.1* (available on Cisco.com)
- *Cisco Building Broadband Service Director Software Configuration Guide* (available on Cisco.com)
- *Cisco BBSM SDK Developer Guide, Software Rel. 5.1* (available on Cisco.com)
- *Cisco IPORT 4.5 to Building Broadband Service Manager 5.1 Data Transfer Utility Guide* (available on Cisco.com)
- *Cisco Building Broadband Service Manager 5.0 to 5.1 Upgrade Guide* (available on Cisco.com)

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

Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

World Wide Web

BBSM documentation is available from this Cisco.com website:

<http://www.cisco.com/univercd/cc/td/doc/product/aggr/bbsm/bbsm51/index.htm>

All release notes for BBSM 5.1 are located at the following URL:

<http://www.cisco.com/univercd/cc/td/doc/product/aggr/bbsm/bbsm51/relnotes/index.htm>

Translated documentation is available at this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

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/cgi-bin/order/order_root.pl

- 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).

Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Document Resource Connection
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

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that 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

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, 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 Web Site. The Cisco TAC Web Site requires 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://www.cisco.com/register/>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

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 level of 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.

