



Preconfiguration and Setup

Before you can begin configuring a BBSM server for your network, you must take several preliminary steps, and all network elements must be set up and configured. This chapter covers these critical steps. In addition, be sure to 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 will break the BBSM MSDE function, and you will begin to see SQL server errors being reported on your BBSM server. The only solution to this problem is to reinstall the server from scratch so that the MSDE database function is reinstalled. This problem is a Microsoft issue and not one that the Cisco software team can resolve. If you want a different computer name for your BBSM or BBSD server, you must purchase the CD version of the BBSM software and install the software on a clean Windows 2000 server that already has the desired computer name configured.



Caution

The BBSM password must match the SNMP Read/Write Community String password that is configured in the switch hardware. If the BBSM password does not match the switch community string (password), BBSM cannot communicate with the switch, and BBSM cannot locate the end users connected to the switch. Note that the switch password can only be changed by following the switch manufacturer's procedures. Refer to these configuration instructions to change this password.



Caution

If you use Netscape for your web browser, because of known compatibility issues with Netscape 4.7x and earlier, you must use Netscape 4.8 or higher for BBSM to work properly.



Caution

When BBSM is installed, the user is prompted for a BBSD username and password. BBSM creates a Windows user account and a SQL server login using this username and password. Both logins are required for BBSD to function. BBSD stores a username and password for each BBSM server. For BBSD to connect to each BBSM server, the stored username and password must match both the Windows BBSD login and the SQL server login on the BBSM server. See the *Requires Immediate Attention Card for Cisco Building Broadband Service Manager Server* for detailed steps.

**Caution**

When using WEBconfig web pages, all active services are stopped when you click Update. This action commits configuration changes to the BBSM server. After the settings are updated, services automatically restart. To prevent disrupting end-user sessions, make changes only when there are no active sessions. The current number of active sessions is found on the server web page.

Confirming Web Access

Before configuring your BBSM server, be sure a live Internet access point is available at the server. Confirm the configuration of any switches or routers used to access the Internet.

**Caution**

For security purposes, before attaching the BBSM to the Internet connection, be sure you have changed the default passwords. Refer to the *Requires Immediate Attention Card for Cisco Building Broadband Service Manager Server*.

If you use a Cisco Building Broadband Service Director (BBSD) server to manage BBSM servers, you must change the BBSD account passwords located on each BBSM server. The BBSD Windows client password must match the BBSD MSDE client password. Be sure you use the same password for both BBSD accounts.

Also, install all recommended service packs, patches, and security fixes before attaching the BBSM server to the Internet connection.

Installing a Site Controller

Sites that need a network connection to a Property Management System (PMS) or have a printer attached to the site must use a BBSM site controller to manage those connections.

These are the minimum hardware requirements for the site controller PC:

- 133 Mhz Pentium
- 64 MB RAM
- 1 GB hard drive with at least 650 MB free
- VGA card
- Network card
- Two serial ports
- One parallel port

**Note**

Before creating and configuring any additional sites in WEBconfig, make sure any BBSM network cabling, hardware, routers, switches, or stacks are attached to the new site.

Connecting All Necessary Hardware

The site controller computer hardware must be capable of running Windows 2000 Professional and have the following equipment:

- An Ethernet card to connect to the internal BBSM network behind the site router
- A serial or parallel port to connect to a printer (if using a printer)
- A serial port to connect to a PMS (if using the PMS interface)

Before configuring the site controller you must do the following:

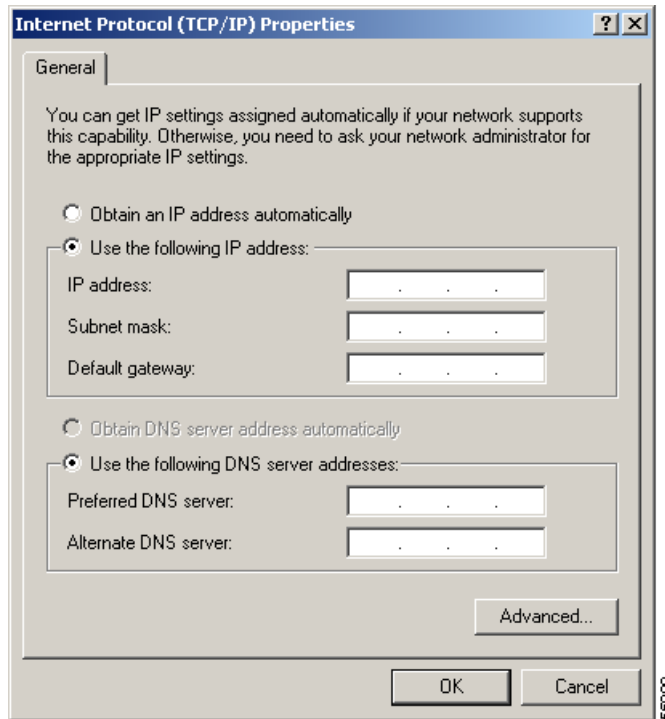
- Connect the site controller to the site router or switch using an IEEE 802.3 Ethernet cable with a RJ-45 connector
- Connect printer (if using a printer)
- Connect PMS to serial port (if using the PMS interface)
- Install Windows 2000 Professional and Message Queuing on the site controller using Microsoft instructions

Configuring the IP Address on the Site Controller

Configure the site controller with a static IP address in the management range that is specified on the Port IPs web page.

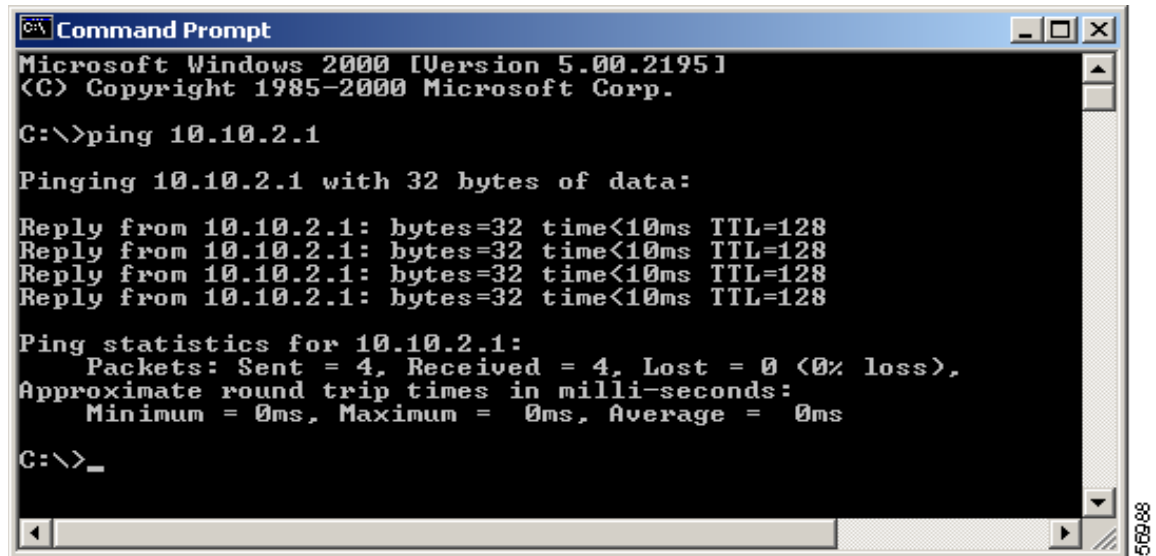
-
- Step 1** Right-click **My Network Places** and select **Properties**.
- Step 2** Right-click **Local Area Connection** (NIC) and select **Properties**.
- Step 3** Double-click the **Internet Protocol** component. The Internet Protocol (TCP/IP) Properties window opens. (See [Figure 2-1](#).)

Figure 2-1 Internet Protocol (TCP/IP) Properties Window



- Step 4 Click **Use the following IP address**.
- Step 5 Enter the IP address for your site controller.
- Step 6 Enter the Subnet mask used by the internal adapter of your BBSM server.
- Step 7 Enter the internal adapter IP address of the BBSM server as the Default gateway.
- Step 8 Click **OK**.
- Step 9 Choose **Start > Programs > Command Prompt**.
- Step 10 At the command prompt, type **ping xxx.xxx.xxx.xxx** (where xxx.xxx.xxx.xxx is the internal adapter IP address for the BBSM server you entered as the gateway in Step 5).

Figure 2-2 DOS Screen



```

Microsoft Windows [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\>ping 10.10.2.1

Pinging 10.10.2.1 with 32 bytes of data:

Reply from 10.10.2.1: bytes=32 time<10ms TTL=128
Reply from 10.10.2.1: bytes=32 time<10ms TTL=128
Reply from 10.10.2.1: bytes=32 time<10ms TTL=128
Reply from 10.10.2.1: bytes=32 time<10ms TTL=128

Ping statistics for 10.10.2.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

C:\>_

```

- Step 11 Press **Enter**.
- Step 12 Type **exit** and press **Enter** to close the window.

Installing Site Controller Software

Use this procedure to install the site controller software.

- Step 1 Insert the BBSM Installation CD into the BBSM CD-ROM drive. The BBSM Installation Wizard appears.
- Step 2 Click **Exit** to close the BBSM Installation Wizard.
- Step 3 From the CD-ROM drive, double-click the **Athdmn** folder.
- Step 4 Double-click **Setup.exe** to open the site controller Installation Wizard.
- Step 5 From the Welcome window, click **Next**. Wait while files are copied to the server.
- Step 6 Select **Yes, I want to Restart the Computer**.
- Step 7 When the Setup Complete dialog box appears, click **Finish**.
- Step 8 Choose **Start > Settings > Control Panel > Add/Remove Programs > Add/Remove Windows Components** to install Message Queuing Services. Follow the Microsoft software program addition instructions.

The site controller is now ready for use with the BBSM system.

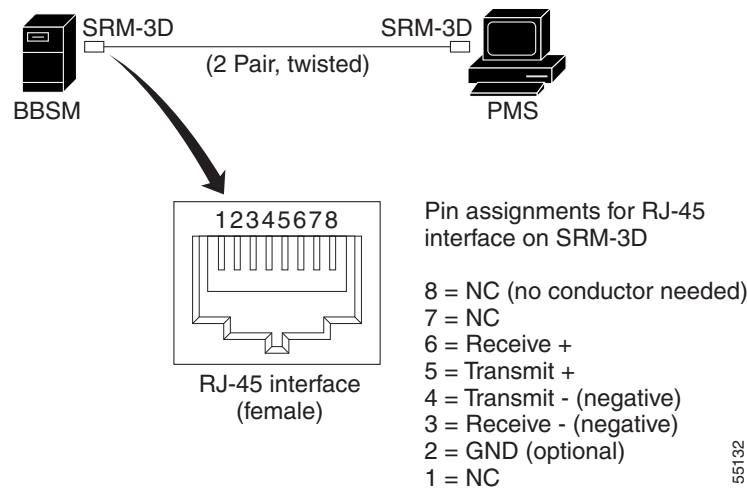
Connecting to a PMS

To connect a BBSM server or site controller to a serial port on the PMS, you need a null modem cable (modem cable that swaps transmit and receive lines) rather than a straight-through cable. Check with the hotel property PMS vendor to determine specific cabling requirements.

- For a single property site, connect a serial cable from the BBSM server to the PMS.
- For multiple property sites, for each property using a PMS, connect a serial cable from the site controller to the PMS.

Use a short-haul modem if the distance between the BBSM server and the PMS is greater than 50 feet. As an example, the RAD SRM-3D short-haul modem has been used successfully with previous BBSM installations. (See [Figure 2-3](#).)

Figure 2-3 Modem Connection using RAD SRM-3D Connection



The short-haul modem connects from the BBSM server to the PMS using a crossover cable. To have a good connection, make sure that Transmit+ on one modem connects to Receive + on the other modem, and Transmit - from the first modem connects to Receive - on the other modem.

Verifying Prerequisites

Before you configure BBSM, make sure that the following tasks have been completed:

- Verify that network configuration information from the Site Survey, network diagrams, and configuration maps for your particular network topology are available.
- Confirm the configuration information specific to the routers, stacks, and/or switches that will be used with the BBSM server.
- Connect all hardware components, including the keyboard, mouse, and VGA-compatible monitor.
- If you are using secured (https) pages, obtain and install a Certificate Authority (third party SSL). (See [Appendix C, "Installing an SSL Certificate."](#))

Preparing the BBSM Server

This section explains how to prepare the BBSM server by doing the following:

- Changing the passwords
- Installing service packs and/or patches
- Running the Address Change Wizard and the Switch Discovery Wizard
- Installing KeyView Pro 6.5 for web printing
- Configuring DNS Forwarding

Changing the Passwords

This section describes how to change the default passwords for the BBSM server. (See [Table 2-1](#) for the default passwords.)

Table 2-1 Default Passwords

Account	User Name	Password
Administrators	Administrator	changeme
MSDE System Admin	sa	changeme2
BBSD Windows Client	bbsd-client	changeme2
BBSD MSDE Client	bbsd-client	changeme2

Resetting the Administrators Password

The Windows 2000 Administrator has full system permissions and rights, can alter any BBSM configuration setting, and has access to any option on the Dashboard. To keep your BBSM server secure, use the following procedure to change the default password “changeme” after you log on for the first time.

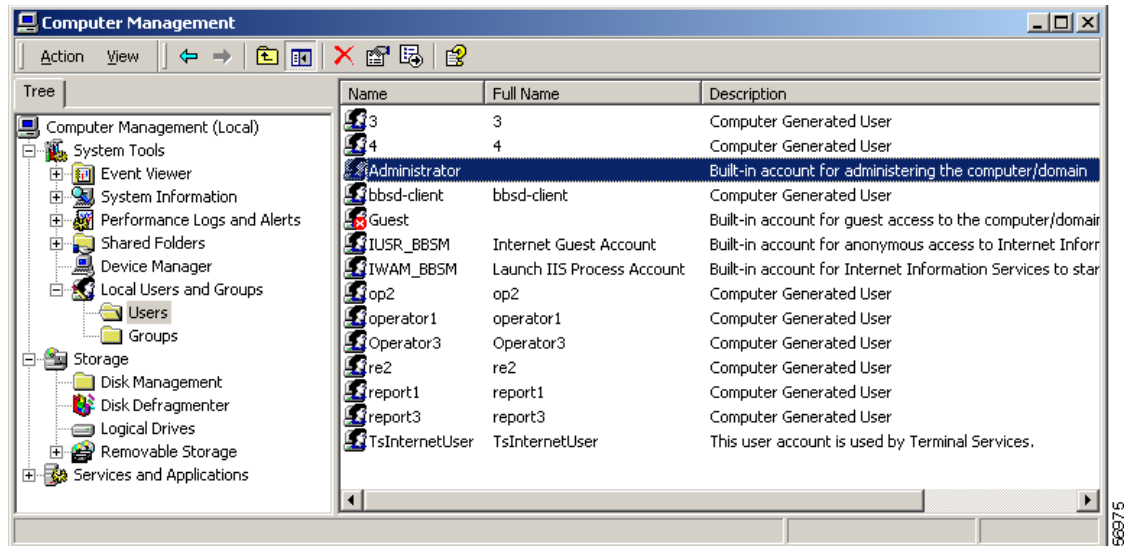


Note

For customer-installed BBSM software, skip this procedure. The administrator password was created during installation.

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- Step 1** Choose **Start > Programs > Administrative Tools > Computer Management**. (See [Figure 2-4](#).)
 - Step 2** Double-click **Local Users and Groups**.
 - Step 3** Double-click **Users**.
 - Step 4** Right-click **Administrator**.

Figure 2-4 BBSM Computer Management Window



- Step 5** Select **Set Password**.
- Step 6** Enter the new administrator password. The screen will show only asterisks.
- Step 7** Enter the new password again in the Confirm password entry field and click **OK**.
- Step 8** When The password has been changed window appears, click **OK**.
- Step 9** Close the Computer Management window.

Resetting the MDSE Passwords

To change the MSDE passwords, type this command line at the command prompt:

```
osql -E -Q "exec sp_password '<old_pwd>', '<new_pwd>', <user>"
```



Caution

The BBSM Windows client password *must* match the BBSM MSDE client password. Be sure you use the same password for both BBSM accounts.

Installing Service Packs or Patches

Before beginning the basic configuration of your BBSM server, be sure to determine if any service packs or patches need to be installed. We recommend that you install all available service packs and patches to maximize the functionality of your BBSM server. For instructions on performing these installations, see [Chapter 5, “Installing Service Packs, Patches, and Upgrades \(WEBpatch\).”](#)

Running the Address Change Wizard

To ensure that BBSM functions properly, the correct TCP/IP settings must be in place. Because TCP/IP settings cannot be changed or updated from the BBSM web pages, use the Address Change Wizard to correct the IP addresses.



Caution

If the TCP/IP properties are not correctly set, BBSM will not function properly. The external TCP/IP properties cannot be changed or updated in the Port IP Addresses web page.

- Step 1** Choose **Start > BBSM Configuration Wizards > Address Change Wizard**. The BBSM Config window appears. (See [Figure 2-5](#).)

Figure 2-5 BBSM Config Window

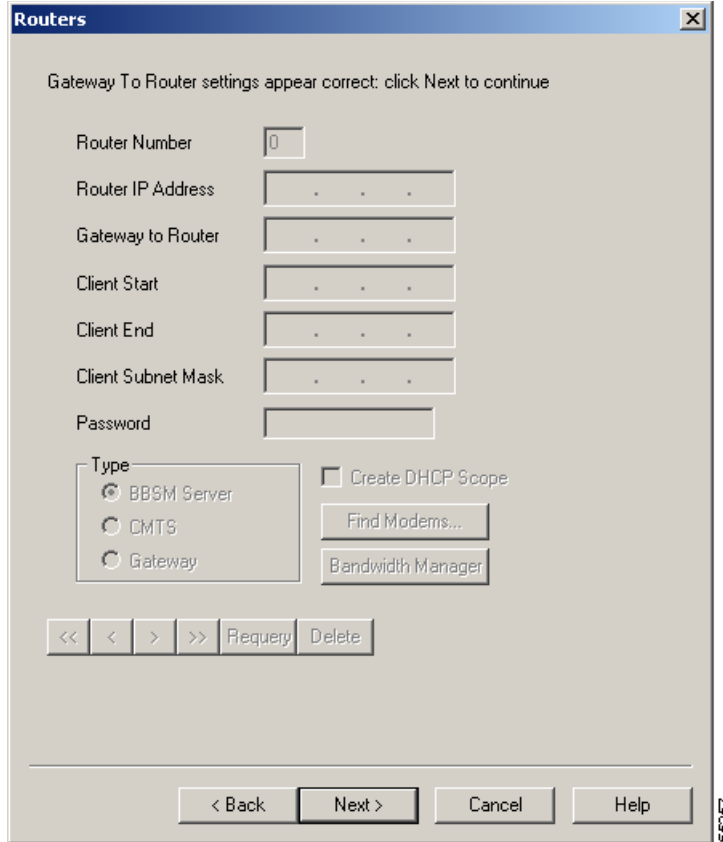
The screenshot shows the 'BBSM Config [BBSM Services Running]' window. The title bar includes a close button (X). The main content area is titled 'Update the BBSM Server's IP Address information and click Next'. It is divided into two sections: 'BBSM Internal Network Address Ranges' and 'BBSM TCP/IP Properties'. Each section contains several text input fields with their respective values.

Field	Value
BBSM Internal Network Address Ranges	
DHCP Start	10 . 10 . 2 . 50
DHCP End	10 . 10 . 2 . 170
Foreign Start	10 . 10 . 2 . 171
Foreign End	10 . 10 . 2 . 254
Management Start	10 . 10 . 2 . 2
Management End	10 . 10 . 2 . 49
BBSM TCP/IP Properties	
Internal NIC IP	10 . 10 . 2 . 1
Internal NIC Subnet Mask	255 . 255 . 255 . 0
External NIC IP	10 . 10 . 1 . 2
External NIC Subnet Mask	255 . 255 . 255 . 0
Default Gateway	10 . 10 . 1 . 1

At the bottom of the window, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'. A small vertical number '55356' is visible on the right side of the window frame.

- Step 2** If the BBSM server's IP address information is incorrect, enter the correct information.
- Step 3** Click **Next**. The Routers window appears. (See [Figure 2-6](#).)

Figure 2-6 Routers Window



- Step 4 If the **Gateway To Router** settings are incorrect, enter the correct settings.
- Step 5 Click **Next**. The Switches window appears. (See [Figure 2-7](#).)

Figure 2-7 Switches Window

Step 6 If the **Stack IP Address** is incorrect, enter the IP address. If necessary, click **Defaults** to access the default settings.

Step 7 Click **Finish**.



Note The server may prompt you to reboot after you click Finish. If it does, click the appropriate button to proceed. While the server is rebooting, you cannot access the BBSM server.

Running the Switch Discovery Wizard

Switch Discovery is a utility that locates switches connected to a bridged BBSM network, determines their type, and creates records for them in the BBSM database. This program only finds switches that are already connected to the network and have been properly configured with an IP address and the same SNMP read/write community string.



Caution

Run the Switch Discovery Wizard only once at the beginning on an installation. Do not rerun it to find newly added switches, because running it again clears the existing data. Add any new switches manually and then remap the ports without clearing the existing port map.

**Note**

Switch Discovery is designed for a single-site, bridged configuration of a BBSM server. The Switch Discovery Wizard does not work with routed or mixed networks.

Follow this procedure to run the Switch Discovery Wizard.

- Step 1** Choose **Start > BBSM Configuration Wizards > Switch Discovery Wizard**. The Site Information dialog box appears. (See [Figure 2-8](#).)

Figure 2-8 Site Information Dialog Box

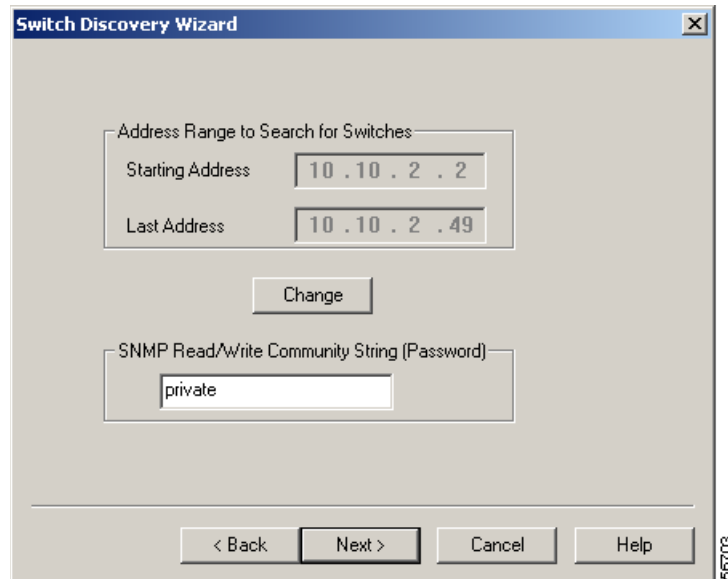
- Step 2** Enter the site description and location.

**Caution**

Do not check the PMS Billing check box. If you do, a charge of \$9.95 will be applied to each room that is mapped.

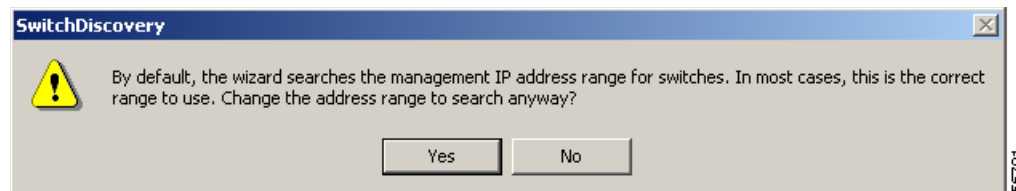
- Step 3** Click **Next**. The Switch Discovery Wizard dialog box appears. (See [Figure 2-9](#).)

Figure 2-9 Switch Discovery Wizard Dialog Box



- Step 4** In the SNMP Read/Write Community String (Password) field, verify that the password is the same as the one used for the switch hardware. The password must be the same for all the switches.
- Step 5** Click **Change**. A confirmation dialog box appears. (See [Figure 2-10](#).)

Figure 2-10 Change Address Range Confirmation Dialog Box

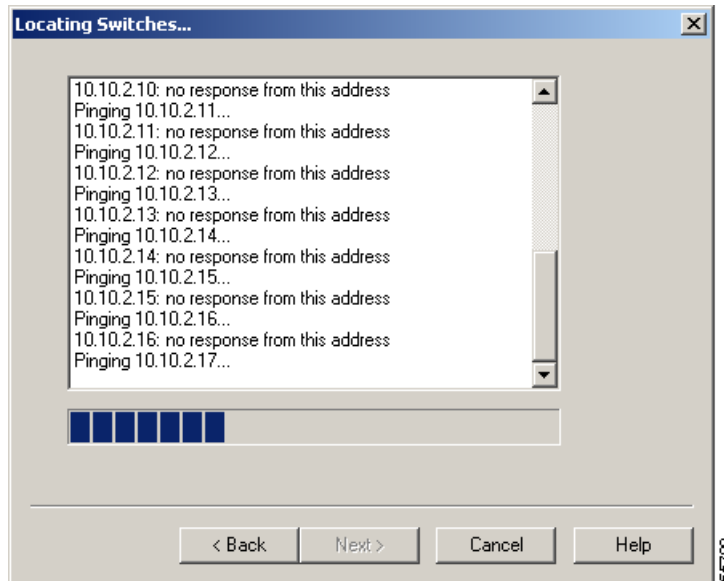


- Step 6** Click **Yes** to clear the message.
- Step 7** Enter the correct address range. To speed the discovery process, enter the address of the last switch in the Last Address field.
- Step 8** Click **Next**. The Locating Switches dialog box appears. (See [Figure 2-11](#).)



Note The Switch Discovery Wizard determines which ports are connected to uplink ports. This information is stored in the BBSM database.

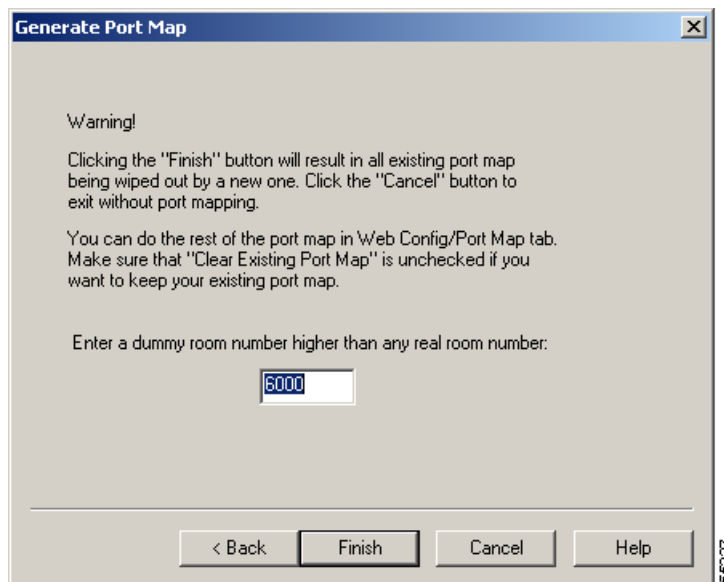
Figure 2-11 Locating Switches Dialog Box



Note If you are using switches that use the same identifier name for different models, a dialog box opens. Select the model that you are using and click **OK**.

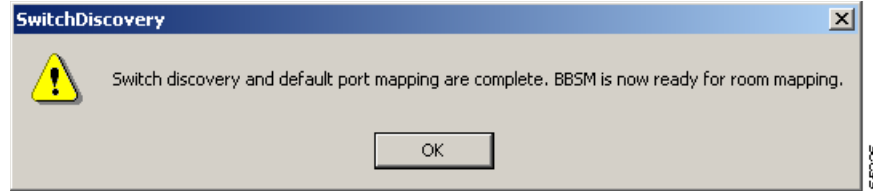
Step 9 After all the switches are located, the utility enables the Next button. Click **Next**. The Generate Port Map screen appears. (See [Figure 2-12](#).)

Figure 2-12 Generate Port Map Dialog Box



Step 10 Accept the default dummy room number (or enter a different number, such as a number larger than the highest room number). Click **Finish**. A completion dialog box appears. (See [Figure 2-13](#).)

Figure 2-13 Completion Dialog Box



- Step 11** Click **OK**. Windows Notepad opens, displaying a log of Switch Discovery activities.
- Step 12** After reviewing the log, close the window.

Installing KeyView Pro 6.5 for Web Printing

KeyView Pro 6.5 software must be purchased and installed to enable web printing on the BBSM server. The software is available separately from most software vendors. Follow these steps to install KeyView Pro.



Note If you are not planning on using the Web Printing feature of BBSM, you can skip this procedure.

- Step 1** Insert the KeyView Pro Installation CD into the CD ROM drive. If Autostart does not launch the program, choose **Start > Run** to execute setup.exe.
- Step 2** At the Install options window, click **Install KeyView Pro**.
- Step 3** To bypass the Welcome screen, click **Next**.
- Step 4** At the Software License Agreement window, read the license agreement and click **Yes** to accept and continue.
- Step 5** At the Registration window, enter the KeyView Pro serial number, and click **Next**.



Note The serial number is on the stick-on labels which came with the KeyView software.

- Step 6** At the Destination Path window, click **Next** to accept the default destination directory.
- Step 7** From the Integration window, click **Next**.
- Step 8** To ignore the Information message and continue the installation, click **OK**.
- Step 9** Close the readme.txt file.
- Step 10** Remove the KeyView Pro Installation CD from the CD-ROM drive.

Configuring DNS Forwarding

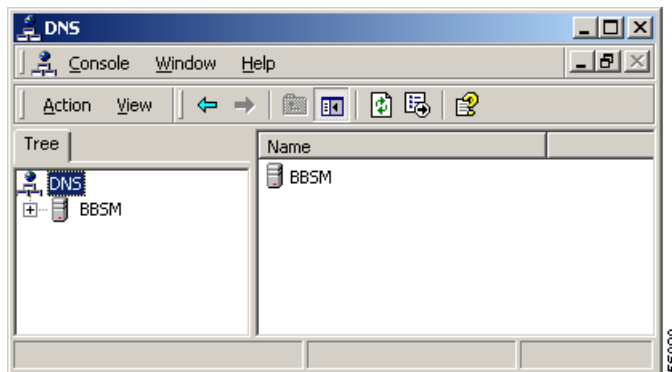
The Domain Name System (DNS) forwarding feature allows you to relay DNS requests to a remote DNS server on another network. Follow these steps to configure DNS forwarding.



Note You must obtain the IP address for your DNS servers from your ISP before you can perform the following procedure.

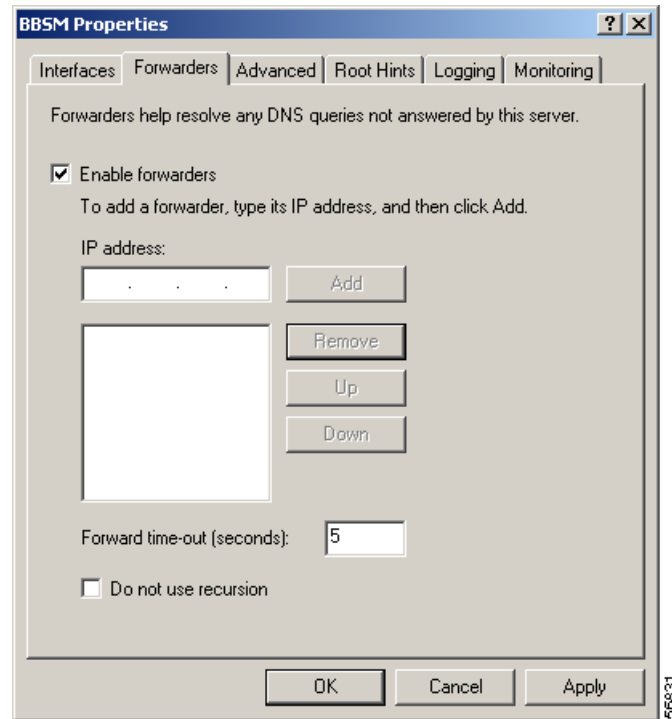
- Step 1** Choose **Start > Programs > Administrative Tools > DNS**.

Figure 2-14 DNS Window



- Step 2** In either pane, right-click your BBSM server name.
- Step 3** Click **Properties**. The BBSM Properties window appears.

Figure 2-15 BBSM Server Properties



- Step 4** Click the **Forwarders** tab.
- Step 5** Check the **Enable forwarders** check box.
- Step 6** In the IP address field, enter your Internet service provider's IP address in the IP address field, and click **Add**. Repeat this step for each DNS server IP address.
- Step 7** Click **OK**.
- Step 8** Close the DNS window.
- Step 9** Restart your computer and log on as administrator with the proper password.

